

BC Non-Profit Housing
Association presents

**the 18th Annual Non-Profit
Housing Conference**
November 22-24, 2010



ADVANCING HOUSING SOLUTIONS

The Non-Profit Way



BC Non-Profit
Housing Association

For more information, contact BCNPHA:
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ADVANCING HOUSING SOLUTIONS

The Non-Profit Way

BC Non-Profit Housing Association's 18th Annual Conference

offers a wealth of opportunities for everyone in your organization: management, staff, directors, and volunteers. Professional development, education, training, guest speakers, networking, social events, and a trade show have been planned to serve the particular interests of the non-profit housing sector. Whether you provide independent, supportive, or assisted living for seniors; affordable rental homes for families with children; supportive or transitional housing for people with special needs; or emergency shelter, you will find exceptional learning opportunities at the BCNPHA 18th Annual Conference: *Advancing Housing Solutions: The Non-Profit Way*.

The theme this year highlights the solutions the non-profit sector provides, and the phenomenal ability and commitment of this sector to find ways of creating housing that is accessible, affordable, and safe, and to steward it for future generations. Many of our workshops this year focus on the opportunities for leveraging assets, for maintaining a high quality of housing for the benefit of the residents' lives, and for delivering creative solutions. The *Advancing Housing Solutions* Plenary will look at how the passion, innovation, and creativity of the non-profit sector triumphs to find solutions that result in housing for communities. With secure housing, anything is possible – and non-profits are playing a crucial role in achieving and growing sustainable housing in BC.

As a conference delegate, you will have many opportunities to learn new ways to meet your community's affordable housing needs. You can start at the basics, explore your interests more deeply, engage in thought-provoking discussion, or just listen and absorb. You can discover innovative and better practices for managing properties, finances, and tenancies. You can find out how to identify, pursue, and achieve partnerships, innovations, community coalitions, and financial support. And you can get tips and tricks for coping with the stresses of the work you do. The *Advancing Housing Solutions: The Non-Profit Way* conference offers an occasion to break away from day-to-day work routines to focus on gaining new knowledge and skills; networking with colleagues to share views, problems, and solutions; and building our organizational and sector capacity to turn opportunities into tangible results.

The conference's annual trade show features a broad range of exhibitors who are offering and seeking ways to partner with us in meeting affordable housing needs, while the central Richmond location offers a wide variety of shopping, social activities, and recreational opportunities.

Join your non-profit housing colleagues from around the province to celebrate, share, and learn about the contributions of the non-profit housing sector, and how we can do what we do even better!



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BCNPHA wishes to give special thanks to the following Platinum Conference

Sponsors: Ameresco, BC Housing, Canada Mortgage and Housing Corporation, Coast Capital Savings Credit Union, Coinamatic Canada Inc., Sharp's Audio Visual, Sheraton Vancouver Airport Hotel, and Vancity Savings Credit Union.



BCNPHA also acknowledges the following Gold Conference

Sponsors: Marsh Canada, BC Hydro, and Zurich Insurance Company Ltd.

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Guest Speakers



Keynote Speaker, Dr. Gabor Maté

Monday, 22 November – Plenary
Keynote sponsored by Coast Capital Savings

Gabor Maté, M.D., is a physician, author, and public speaker. He is a former medical columnist for *The Globe and Mail* and *The Vancouver Sun*. His four books are all Canadian bestsellers, and have been published internationally in over fifteen languages. The most recent, *In the Realm of Hungry Ghosts: Close Encounters with Addiction* was awarded the Hubert Evans prize for literary non-fiction.

Dr. Maté has been a family practitioner and for seven years was Medical Coordinator of the Palliative Care Unit at Vancouver Hospital, caring for the terminally ill. For the past twelve years, he has worked with patients challenged by hardcore drug addiction, mental illness, and HIV.

In 2009, he was honoured with an Outstanding Alumnus Award from Simon Fraser University.

Dr. Maté's keynote address will link his own experiences to the solutions offered by non-profit housing providers. An inspiring and visionary speaker, he will no doubt challenge us to achieve even greater successes on behalf of those who live in our communities.



Claudette Plante

Chair, BC Non-Profit Housing Association

Claudette Plante was first elected to the BCNPHA Board in November of 2004 and was elected Chair in 2010. She works for both the Prince George & District Elizabeth Fry Society and the Elizabeth Fry Housing Society. In these capacities, she manages the South Fort George Family Resource Centre, a

neighbourhood-based family centre that integrates services from several community agencies and ministries to increase the health and well-being of families; co-coordinates the northern regional ECD Coalition for Children & Youth with Special Needs; oversees ninety-one housing units for low income families, and people with disabilities; and manages both a homeless at-risk program for women and children who are fleeing abuse, and a tenant support worker program for one of BC Housing's directly managed projects.

Ms. Plante is passionate about the work that non-profit housing providers do. She has been involved in the sector since 2000, and has experience in all aspects of social housing from project development, program development, and frontline operations to management and long term strategic planning. "I am very pleased to be part of this sector, and recognize the important role non-profit housing providers play in strengthening their communities. Likewise, I feel very fortunate to be part of BCNPHA. The Association continues to provide exciting new initiatives and long term strategies that will provide opportunities for non-profit housing providers both today and in the future. As we come together for the 18th Annual Non-Profit Housing Conference, *Advancing Housing Solutions*, I look forward to participating in the many networking and educational opportunities that the conference brings."



The Honourable Rich Coleman

Minister of Housing and Social Development

Monday, 22 November – Plenary

Rich Coleman was first elected in 1996 to represent the riding of Fort Langley-Aldergrove and was re-elected in 2001, 2005, and 2009. He was appointed Minister of Housing and Social Development in June 2008, and re-appointed in June 2009. He has previously served as Minister of Forests and Range, Minister Responsible for Housing, Minister of Public Safety, and Solicitor General.

From 1996-2001, as part of the Official Opposition, Mr. Coleman served in a variety of roles, including housing critic, forests deputy critic, and caucus whip. He also sat on the Official Opposition Caucus Committee on Crime.

Mr. Coleman has served as Governor of the BC Kinsmen, President of the Aldergrove Chamber of Commerce, and as a director on several volunteer boards. He was awarded Rotary's highest honour, the Paul Harris Fellowship, and received a Queen's Golden Jubilee Medal in 2003. He has also received the Canada 125 Medal for Community Service and was chosen Langley's Volunteer of the Year in 1988.

Before his election to the Legislative Assembly, Mr. Coleman ran a real estate management and consulting company. He is also a former member of the RCMP and a security specialist.

Rich Coleman and his wife, Michele, live in Aldergrove and have two adult children. (Note: Minister Coleman was invited but has not yet confirmed at the time of program publication.)



Tim Dettlaff, BASc., P.Eng.

Senior Vice President, Ameresco

Monday, 22 November – Luncheon

As Senior Vice President of Ameresco, Tim Dettlaff is responsible for the development of housing strategies across Canada and the US, focusing on capital investment strategies that enhance the Quality of Residence Life™.

Mr. Dettlaff has provided strategic consulting services for over twenty years, including asset planning strategies, capital leveraging solutions that incorporate energy conservation, and renewable energy solutions.

Tim has developed numerous asset planning and capital investment strategies for customers that have resulted in hundreds of millions of dollars of leveraged and created capital.

Tim is currently leading a research initiative whose goal is to introduce new objective measurements designed to enhance the quality of resident life.



Shane Simpson, MLA

Opposition Critic for Housing and Social Development

Tuesday, 23 November – Breakfast

Shane Simpson was first elected to represent Vancouver Hastings in the May 2005 provincial election. Born and raised in East Vancouver,

Mr. Simpson has been active in the community for over thirty years. As Opposition Critic for Housing and Social Development, Shane is looking forward to engaging British Columbians in a meaningful discussion about the critical inadequacies of our current housing and social development policies, and how they can be improved.

In his professional career, Shane has worked as the Director of Policy and Communications for Smart Growth BC, Chair of the Vancouver City Planning Commission, an instructor in the Community Economic Development Program at Simon Fraser University, Executive Director of the Worker Ownership Resource Center, Legislative Coordinator for the Canadian Union of Public Employees, coordinator and fundraiser for the Ray Cam Cooperative Center, Executive Assistant to former Vancouver East MP Margaret Mitchell, and as a consultant on business and economic development for labour, co-operative, and non-profit groups.

Shane was the recipient of the Queen's Golden Jubilee Medal for his contribution to community in 2002. In 1992, he was awarded the Governor General's 125th Anniversary Commemorative Medal for Community Service.



Charles MacArthur

General Manager, CMHC BC Region

Tuesday, 23 November – Breakfast

Charles MacArthur joined CMHC in 1997 and has held a variety of managerial positions in CMHC's Atlantic Regional Office including: Manager of Information Transfer, Export and International;

Manager of Business Services; Manager of Community Development; Regional Manager, Underwriting, Default Management, and Real Estate; and Manager, Insurance Business Development. He also held a special assignment with CMHC's National Audit and Evaluation Services. In April 2009, Mr. MacArthur was appointed General Manager of CMHC's BC Region. Prior to joining CMHC, Charlie worked for thirteen years for the private and public sectors in international marketing. Charlie holds a Bachelor of Commerce from Saint Mary's University.



Jody Ciuffo

Executive Director, Canadian Housing and Renewal Association

Tuesday, 23 November – Luncheon

Jody Ciuffo joined the Canadian Housing and Renewal Association (CHRA) as Executive Director in November 2009. She holds a BA (Hons) from

Carleton University and an MBA from the University of Ottawa with an emphasis on policy and marketing. Ms. Ciuffo has over twenty years of management experience in not-for-profit organizations, mostly at the national level. She has worked for the Canadian Council of Professional Engineers, Canadian Automobile Association, Canadian Broadcasting Corporation, and the Canadian Red Cross Society. Prior to joining CHRA, Ms. Ciuffo was Executive Director of the Canadian Federation for the Humanities and Social Sciences, the leading advocacy organization for research in the humanities and social sciences.

In her address, *Housing: The View from Ottawa*, Jody Ciuffo will give delegates a view of housing as seen from Parliament Hill. She will discuss the bill for a national housing strategy, federal budget preparations, and what's happening with the Affordable Housing Initiative, federal renovation programs, and the Homelessness Partnering Strategy. She will also address CHRA's plans to build better connections across the housing sector in Canada to strengthen its collective voice.



Scott Jackson, Rooftops Canada

Wednesday, 24 November – Breakfast

Scott Jackson is the Co-operative Housing Federation of Canada's National Communications Program Manager. As the former Communications Director for the Co-operative Housing Federation of British Columbia, he has written numerous articles on the

important work of Rooftops Canada and its global partners. In his presentation, Mr. Jackson will talk about how housing groups in Tanzania and Kenya help the poor move from "loans to homes" using microfinance for step-by-step housing.

Scott is passionate about the value of co-ops and has been actively involved in the cooperative sector as a member, director and employee. When Scott isn't singing the praises of co-ops, he's usually singing in Vancouver's 150-member Bach Choir – or sailing the beautiful coastline of British Columbia with his wife and ten-year-old daughter.

Special Events

Plenary Feature

Monday, 22 November

Advancing housing solutions requires the collective wisdom of communities, government, housing developers, and non-profit providers working strategically to both increase and sustain the housing that exists in British Columbia. The plenary is an opportunity to share collective wisdom through hearing the ideas of some of the non-profit partners in delivery (including the Minister of Housing, the Honourable Rich Coleman, and the Chair of BCNPHA, Claudette Plante) and contemplating solutions with them. Maintaining the focus on the fact that housing is about human beings, our keynote address with Dr. Gabor Maté will bring personal reflections on working with the people who live in the housing that is operated by non-profits, and share successes and solutions from the perspective of serving these human beings. In the plenary discussion session, facilitated by BCNPHA Executive Director Karen Stone, we will explore the many options available to us as we contemplate redefining the non-profit housing sector for sustainability. We will discuss the solutions we can provide to ensure that we in the non-profit sector remain at the forefront of innovation, while also being recognized for our creativity, expertise and experience.

Plenary Sponsored by BC Housing

Plenary Schedule

9:00 AM – 10:00 AM	Welcome and Opening with Guest Speakers
10:00 AM – 10:45 AM	Keynote Address, sponsored by Coast Capital Savings
10:45 AM – 11:15 AM	Break
11:15 AM – 12:00 PM	Advancing Housing Solutions Plenary Discussion
12:00 PM – 1:30 PM	Lunch with Profiled Partner Ameresco
1:30 PM – 2:00 PM	Trade show mingling and mixing
2:00 PM	Workshops begin!

BCNPHA 2010 Partner Profile: AMERESCO

Monday, 22 November – Luncheon

Strong partnerships are essential to the success of BCNPHA and non-profits in British Columbia. In the last decade, our economy and society have changed profoundly. The private sector has restructured and all levels of governments have shrunk. This shift has caused charities and other community-service organizations to struggle with restructuring, even as they face increasing demand for multi-layered services, shrinking resources, and calls for increased accountability. We are being challenged by the opportunity to take greater responsibility for our communities, and we are being asked to become truly engaged as "citizens." The social landscape in which we all live and work is changing and we must creatively devise solutions that will allow us to continue to provide our services while maintaining community standards. In response, communities have come together, seeking new partnerships with like-minded organizations, government agencies, and the business community. Creation of non-market housing typically requires multiple partners, and overall, research indicates that the move towards a public/private partnership model is positive. As a result, exciting new initiatives are springing up in communities all across the country.

With this in mind, BCNPHA is showcasing a non-profit-oriented partner from the private sector. Ameresco has been assisting in the design of tools and resources that, with our strategic engagement, will benefit our sector. Ameresco has joined with BCNPHA as a partner in more than a mere business arrangement. Rather, it has been exploring ways to help us improve the economic, social, and environmental sustainability of the non-profit sector.

CMHC National Web Broadcast

Tuesday, 23 November – Breakfast

Affordable housing makes our communities a better place to live, work, and grow. For more than sixty years, Canada Mortgage and Housing Corporation (CMHC), as Canada's national housing agency, has been committed to providing safe, quality, and affordable housing for all Canadians. Join CMHC for a national web broadcast to launch National Housing Day and applaud those dedicated to advancing affordable housing in communities across Canada. This live webcast, which will link housing proponents from coast to coast, will feature snapshots of accomplishments, success stories, and best practices delivered through strong local partnerships and will highlight the importance and impact of these contributions on individuals and communities. This event will feature CMHC speakers and a national keynote address focused on the importance of advancing affordable housing solutions.

Denise LeBlond Memorial Award Presentation

Tuesday, 23 November – Luncheon

In 1999, BCNPHA instituted the Denise LeBlond Memorial Award, which honours an individual whose dedication and vision have furthered the cause of ensuring affordable, accessible housing for all in British Columbia. The award is named for Denise LeBlond (1948-1995), who devoted her working life and her volunteer time to making a difference in the community, across British Columbia and nationally. She worked tirelessly to keep non-profit housing on the national agenda, to develop new housing programs for BC, and to advocate for affordable housing on a community level. Previous recipients who have been honoured with this award are:

Judy Graves (1999)	Bob Nicklin (2005)
Jane Dewing (2000)	Luke Stack (2006)
Frank Rushton (2001)	Judith Lloyd (2007)
Liz Evans (2002)	Barbara Bacon (2008)
Karen O'Shannacery (2003)	Linda Thomas (2009)
Linda Ross (2004)	

The award will be presented during lunch on Tuesday, 23 November, to celebrate this year's recipient, who has been chosen for his or her unique contribution to the housing sector.

BCNPHA wishes to thank Sharp's Audio-Visual for providing all the presentation technology for the conference. Sharp's Audio Visual is western Canada's largest audio-visual and complete event-staging provider and serves fourteen major Canadian cities and resorts, from Halifax to Victoria.



2010 Conference Schedule

Sunday, 21 November

- 11:00AM – 4:00PM BCNPHA Executive & Board Meeting
- 4:00PM – 5:00PM Society for Affordable Housing Education, Awareness and Development (AHEAD) Board Meeting
- 3:00PM – 6:30PM Conference Registration
- 5:30PM – 7:00PM BCNPHA/Marsh Canada Hospitality Suite

Monday, 22 November

- 7:00AM – 5:00PM Conference Registration
- 8:00AM – 5:00PM Trade Show
- 8:00AM – 9:00AM Continental Breakfast, sponsored by BC Housing
- 9:00AM – 10:45AM BCNPHA Conference Opening and Plenary, sponsored by BC Housing. Welcome by Shane Pointe, from the Point family of the Musqueam People; Claudette Plante, Chair, BC Non-Profit Housing Association; Acting Mayor of Richmond; The Honourable Rich Coleman, MLA; and Gabor Maté, Keynote Speaker. Keynote sponsored by Coast Capital Savings Credit Union
- 10:45AM – 11:15AM Networking Break, sponsored by BC Housing
- 11:15AM – 12:00PM Plenary. *Advancing Housing Solutions* Discussion, facilitated by Karen Stone, Executive Director, BC Non-Profit Housing Association
- 12:00PM – 1:30PM Lunch, sponsored by Vancity Savings Credit Union. Guest Speaker Private Sector/Non-Profit Partner Tim Dettlaff, Senior Vice President, Ameresco
- 1:30PM – 2:00PM Networking and Trade Show
- 2:00PM – 5:30PM Half-day workshops (M1-M5)
- 2:00PM – 3:30PM 1.5 hour workshops (M6-M12)
- 3:30PM – 4:00PM Networking Break, sponsored by Ameresco
- 4:00PM – 5:00PM Networking and Trade Show Demos
- 4:15PM – 5:00PM BCNPHA AGM Late Resolutions Session
- 6:30PM – 12:00AM Coast Capital Savings Credit Union/BCNPHA Social Night, including dinner, entertainment, and door prizes

Tuesday, 23 November

- 7:00AM – 5:00PM Conference Registration
- 8:00AM – 5:00PM Trade Show
- 8:00AM – 9:00AM Hot Breakfast Buffet, sponsored by Marsh Canada. Guest Speaker Shane Simpson, MLA and Opposition Party Housing Critic; and CMHC National Web Broadcast, with Guest Speaker Charles MacArthur, General Manager, CMHC BC Region
- 8:30AM – 9:15AM AGM Registration
- 9:15AM – 10:30AM Annual General Meeting
- 9:00AM – 12:30PM Half-day workshops (T1-T3)
- 9:00AM – 10:30AM 1.5 hour workshops (T4-T13)
- 10:30AM – 11:00AM Networking Break, sponsored by BC Hydro
- 11:00AM – 12:30PM 1.5 hour workshops (T14-T22)
- 12:30PM – 2:00PM Lunch, sponsored by Coinamatic. Guest Speaker Jody Ciuffo, Executive Director, Canadian Housing and Renewal Association. BCNPHA Denise LeBlond Memorial Award Presentation
- 2:00PM – 5:30PM Half-day workshops (T23-T25)
- 2:00PM – 3:30PM 1.5 hour workshops (T26-T34)
- 3:30PM – 4:00PM Networking Break, sponsored by Zurich Insurance Company Ltd.
- 4:00PM – 5:30PM 1.5 hour workshops (T35-T43)
- 5:30PM – 7:00PM BC Housing Meet and Mingle Social Event
- 7:00PM onwards Evening on Your Own

Wednesday, 24 November

- 7:00AM – 12:00PM Conference Registration
- 8:00AM – 9:00PM Continental Breakfast, sponsored by Sheraton Vancouver Airport Hotel. Guest Speaker Scott Jackson, Rooftops Canada
- 9:00AM – 4:30PM Full-day workshops (W1-W3)
- 9:00AM – 12:30PM Half-day workshops (W4-W6)

- 9:00AM – 10:30PM 1.5 hour workshops (W7-W8)
- 10:30AM – 11:00PM Networking Break, sponsored by Sheraton Vancouver Airport Hotel
- 11:00AM – 12:30PM 1.5 hour workshops (W9-W10)
- 12:30PM – 1:30PM Lunch, sponsored by Sheraton Vancouver Airport Hotel
- 1:30PM – 4:30PM Half-day workshop (W11)
- 3:00PM – 3:30PM Networking break, sponsored by BCNPHA

Trade Show

22 and 23 November, 8:00AM – 5:00PM

Minoru Ballroom/Foyer

It's all here! BCNPHA's trade show targets the unique needs of professionals involved in the management, operation, maintenance, development, and renovation of non-profit housing.

Explore strategies and solutions for managing and operating all types of buildings. Stay up-to-date with the latest information on new technologies, products, and services that can improve your building performance and increase your revenue. Stop by the many and varied booths for a demo or brochure, and enter to win a door prize. Talk to the suppliers of products and services unique to our sector. Bring your questions and take a stroll through – we guarantee you'll find out something you didn't know before! Staying informed can save you time and money.

New! This year, we are offering a unique opportunity for anyone not registered for the conference, but interested in products and services related to the non-profit housing sector, to attend the trade show exclusively through the purchase of a Trade Show Pass (valid on Monday, 22 November from 2:00 pm to 5:00 pm only). The Trade Show Pass will offer these attendees an opportunity to interact with suppliers who support our sector.

If you would like more information about participating in the trade show, please contact the BCNPHA office at 604-291-2600, ext. 226 or 1-800-494-8859, or email: admin@bcnpha.ca

Special thanks to Trade Show Exhibitors*

ACME Fire & Safety Co. Ltd.
 Ameresco
 BC Housing
 BC Hydro
 BC Non-Profit Housing Association
 BFI Canada Inc.
 Canadian Mental Health Association BC
 Coast Capital Savings Credit Union
 Coinamatic Canada Inc.
 Dynamic Specialty Vehicles Inc.
 HD Supply Ltd.
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 National Air Technologies
 Pacific Wholesale Appliances
 Planet Clean
 Protect-A-Bed Canada
 Restwell Sleep Products
 RONA Inc.
 Rooftops Canada
 Trail Appliances Ltd.
 Vancity Savings Credit Union

*Exhibitors confirmed at time of printing

Workshops at a Glance

Monday, 22 November 2010

9:00AM – 12:00PM

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2:00PM – 5:30PM

- M1:** BCNPHA/Coast Capital Savings Leadership Series – Leading with Passion and Courage 12
- M2:** Workplace Hazardous Materials Information System (WHMIS)
- M3:** Verifying Tenant Income and Assets
- M4:** An Appreciative Inquiry Approach to Strategic Organizational Planning
- M5:** Risk Assessment 101

2:00PM – 3:30PM

- M6:** Meal Service versus Therapeutic Diets in Assisted-Living Residences
- M7:** The Shelter-to-Permanent-Home Continuum – Two 2009 Success Stories 13
- M8:** Food Security and Social Housing
- M9:** Leveraging Contracts to Build Social Capacities
- M10:** Getting the Best Value for Your Money
- M11:** Fostering and Encouraging Personal Responsibility in Tenants
- M12:** Asset Maximization 14

Tuesday, 23 November 2010

9:00AM – 12:30PM

- T1:** Use Your Whole Brain with Mind Mapping
- T2:** Human Rights and Housing
- T3:** Seniors Issues in Non-Profit Housing

9:00AM – 10:30AM

- AGM:** BCNPHA 18th Annual General Meeting
- T4:** Someone is Watching You – Surveillance, Drug Testing, and Other Employee Privacy Issues
- T5:** Awareness of Workplace Mental Health
- T6:** BCNPHA Consulting Strategy – Serving the Non-Profit Sector with Innovation and Partnership
- T7:** Strengthening the Social Housing Sector – New Approaches and Tools for the Future 15
- T8:** Best Practices in Affordable Housing
- T9:** Thunderbird Housing Project – A Public/Private Partnership
- T10:** CURE Program for Water Damage Prevention
- T11:** Preparing for the Expiry of Mortgages – The AHMA experience
- T12:** Battling Bed Bugs in a Fiscally Responsible Manner
- T13:** The Greenbrook Project 16

11:00AM – 12:30PM

- T14:** Measuring Success – Show What You Know
- T15:** Maintenance Management – How to Plan for Basic Maintenance Tasks throughout the Year
- T16:** The New Operational Review – Making It Work for You
- T17:** Leveraging Capital Planning Information and Investments
- T18:** BCNPHA/Coast Capital Savings Leadership Series – Strategic Financing to Create Housing Solutions
- T19:** Towards Inclusive Housing Communities
- T20:** Successful Tenancies
- T21:** Finding the Funding! 17
- T22:** Using Project Management to Make Work Easier, Effective, and Excellent

2:00PM – 5:30PM

- T23:** BCNPHA/Coast Capital Savings Leadership Series – Understanding Board and Staff Roles within an Effective Governance Relationship
- T24:** Building Synergy in Non-Profit Housing Organizations
- T25:** Residential Tenancy Branch Disputes – Lessons from Non-Profit Housing Providers

2:00PM – 3:30PM

- T26:** Seniors' Rental Housing Initiative – Modular and Site-Built Options
- T27:** Investing in Youth for a Sustainable Future 18
- T28:** Managing for Improved Performance
- T29:** Compliance with the *Society Act* – What You Don't Know Can Hurt You!
- T30:** The Building Blocks of a Strong Financial Structure
- T31:** LEED Lessons Learned
- T32:** Save More with Power Smart
- T33:** Success in Supported Housing – Specialized Community Assistance Programs
- T34:** Do-It-Yourself Maintenance

4:00PM – 5:30PM

- T35:** Finding Housing Solutions for Women Fleeing Violence 19
- T36:** Financing Outside the Box
- T37:** The Importance of Keeping Proper Records and Unit Inspections
- T38:** Six In Wood – Affordable Housing Benefits of 6-Storey Wood Frame in Residential Developments
- T39:** Working Effectively with Aboriginal Peoples™ for Non-Profit Housing Providers
- T40:** Introduction to Addictions in Housing Settings
- T41:** Incorporating and Improving Food Security in Non-Profit Housing
- T42:** Attracting and Retaining Volunteers 20
- T43:** Keeping Your Employees Healthy and at Work – Best Practices in Absence and Disability Management

Wednesday, 24 November 2010

9:00AM – 4:30PM

- W1:** Ready, Set, Build!
- W2:** Emergency First Aid
- W3:** Maintenance Works!

9:00AM – 12:30PM

- W4:** BCNPHA/Coast Capital Savings Leadership Series – Housing and Community Innovation
- W5:** Introduction to Collaborative Conflict Resolution
- W6:** Making the Most Out of Meetings

9:00AM – 10:30AM

- W7:** Homelessness – A Report Card for 2010 21
- W8:** Partnering Models in Redevelopment of Existing Assets

11:00AM – 12:30PM

- W9:** At Home/Chez Soi Overview
- W10:** How to Conduct a Need and Demand Study for Your Community

1:30PM – 4:30PM

- W11:** Intermediate Techniques in Conflict Resolution

CMHC Internet Café: Canada Mortgage and Housing Corporation is pleased to offer free Internet access to all delegates at the CMHC Internet Café. Refreshments including coffee and tea will be available and CMHC staff will be on hand to welcome delegates. The CMHC Internet Café will be located in the Gilbert Room at the Sheraton Vancouver Airport Hotel and will be open to delegates during the following hours:

Monday, 22 November: 8:00AM – 5:30PM • Tuesday, 23 November: 8:00AM – 5:30PM • Wednesday, 24 November: 8:00AM – 2:30PM

Suggested Workshop Selections

If you are: You may enjoy:*

A Frontline Worker **M2:** Workplace Hazardous Materials Information System (WHMIS) / **M7:** The Shelter-to-Permanent-Home Continuum – Two 2009 Success Stories / **M11:** Fostering and Encouraging Personal Responsibility in Tenants / **T1:** Use Your Whole Brain with Mind Mapping / **T2:** Human Rights and Housing / **T3:** Seniors Issues in Non-Profit Housing / **T5:** Awareness of Workplace Mental Health / **T9:** Thunderbird Housing Project – A Public/Private Partnership / **T19:** Towards Inclusive Housing Communities / **T20:** Successful Tenancies / **T25:** Residential Tenancy Branch Disputes – Lessons from Non-Profit Housing Providers / **T27:** Investing in Youth for a Sustainable Future / **T33:** Success in Supported Housing – Specialized Community Assistance Programs / **T35:** Finding Housing Solutions for Women Fleeing Violence / **T42:** Attracting and Retaining Volunteers / **W2:** Emergency First Aid / **W5:** Introduction to Collaborative Conflict Resolution / **W9:** At Home/Chez Soi Overview / **W11:** Intermediate Techniques in Conflict Resolution

An Executive Director, CEO, Senior Manager, or Leader

M1: Leading with Passion and Courage / **M4:** An Appreciative Inquiry Approach to Strategic Organizational Planning / **M9:** Leveraging Contracts to Build Social Capacities / **M12:** Asset Maximization / **T16:** The New Operational Review – Making It Work for You / **T17:** Leveraging Capital Planning Information and Investments / **T18:** Strategic Financing to Create Housing Solutions / **T23:** Understanding Board and Staff Roles within an Effective Governance Relationship / **T24:** Building Synergy in Non-Profit Housing Organizations / **T29:** Compliance with the *Society Act* – What You Don't Know Can Hurt You! / **T42:** Attracting and Retaining Volunteers / **T43:** Keeping Your Employees Healthy and at Work – Best Practices in Absence and Disability Management / **W4:** Housing and Community Innovation / **W8:** Partnering Models in Redevelopment of Existing Assets

A Board Member **M4:** An Appreciative Inquiry Approach to Strategic Organizational Planning / **M9:** Leveraging Contracts to Build Social Capacities / **T16:** The New Operational Review – Making It Work for You / **T17:** Leveraging Capital Planning Information and Investments / **T23:** Understanding Board and Staff Roles within an Effective Governance Relationship / **T29:** Compliance with the *Society Act* – What You Don't Know Can Hurt You! / **T30:** The Building Blocks of a Strong Financial Structure

A Property Manager **M3:** Verifying Tenant Income and Assets / **M5:** Risk Assessment 101 / **M9:** Leveraging Contracts to Build Social Capacities / **M10:** Getting the Best Value for Your Money / **M11:** Fostering and Encouraging Personal Responsibility in Tenants / **M12:** Asset Maximization / **T10:** CURE Program for Water Damage Prevention / **T12:** Battling Bed Bugs in a Fiscally Responsible Manner / **T13:** The Greenbrook Project / **T15:** Maintenance Management – How to Plan for Basic Maintenance Tasks throughout the Year / **T16:** The New Operational Review – Making It Work For You / **T21:** Finding the Funding! / **T22:** Using Project Management to Make Work Easier, Effective, and Excellent / **W8:** Partnering Models in Redevelopment of Existing Assets

A Maintenance Worker

M2: Workplace Hazardous Materials Information System (WHMIS) / **M10:** Getting the Best Value for Your Money / **T15:** Maintenance Management – How to Plan for Basic Maintenance Tasks throughout the Year / **T34:** Do-It-Yourself Maintenance / **T37:** The Importance of Keeping Proper Records and Unit Inspections / **W2:** Emergency First Aid / **W3:** Maintenance Works!

Interested in Development

M9: Leveraging Contracts to Build Social Capacities / **M12:** Asset Maximization / **T6:** BCNPHA Consulting Strategy – Serving the Non-Profit Sector with Innovation and Partnership / **T7:** Strengthening the Social Housing Sector – New Approaches and Tools for the Future / **T8:** Best Practices in Affordable Housing / **T13:** The Greenbrook Project / **T17:** Leveraging Capital Planning Information and Investments / **T18:** Strategic Financing to Create Housing Solutions / **T22:** Using Project Management to Make Work Easier, Effective, and Excellent / **T26:** Seniors' Rental Housing Initiative – Modular and Site-Built Options / **T38:** Six In Wood – Affordable Housing Benefits of 6-Storey Wood Frame in Residential Developments / **W1:** Ready, Set, Build! / **W8:** Partnering Models in Redevelopment of Existing Assets / **W10:** How to Conduct a Need and Demand Study for Your Community

**Note: This list is not exhaustive, but rather consists of suggestions designed to guide participants in their workshop selections.*

BCNPHA and Coast Capital Savings Credit Union Present: Leadership Series 2010



BC Non-Profit
Housing Association



In partnership with Coast Capital Savings Credit Union, BCNPHA is pleased to offer a leadership series, geared especially for present and future leaders. This series of four workshops is intended to stimulate, catalyze, and nourish the leadership of this important sector. All management, directors, executive directors, and aspiring leaders are encouraged to attend the four sessions offered under the leadership series.

Monday, 22 November

2:00PM – 5:30PM

M1: Leading with Passion and Courage

What does it take to be a leader in the non-profit sector? How are we measuring up as we head into the 21st century and look backwards and forwards on leadership within the sector? An interactive panel of non-profit leaders representing the heads of community foundations, an association leader, and housing non-profits, will share reflections and principles that demonstrate their understandings of leadership and their perspectives on the successful navigation of leadership within the non-profit sector. With all of the competing pressures on non-profits, and the complexity of shifting funding priorities, leaders within the sector have to be creative, entrepreneurial, and “saintly” to survive and flourish! What are the key leadership drivers of such successes, and how do we support one another in developing more leaders, while also opening the possibilities for “different and dynamic” styles of leadership? This session will help attendees to:

- recognize common values and principles of leadership, and the diversity of definitions and understanding of leadership;
- understand leadership as a multi-faceted contributor to the successes within non-profits, and explore leadership deficits and solutions for the non-profit sector;
- consider the role of boards as leaders; and
- explore supports and community/peer mentorship of leaders.

Presenters:



Derek Gent, Executive Director, Vancity Community Foundation. Derek currently leads an arms-length charitable foundation associated with Vancity Credit Union. Over twenty years, the foundation has grown from a core endowment to more than 100 different donor-advised funds, focused on supporting development rather than aid in local communities. Derek has worked mostly in

the credit union sector, structuring loans, grants, and venture capital with non-profits and co-ops. He has an MBA from Queen's University and international experience in Bangladesh, Brazil, and Northern Italy.



Ross Chilton, Executive Director, Community Living Society. Ross has been in leadership positions in non-profit organizations operating in the public and private sectors, and has a background in individual and organizational health and resilience. At present, he is the Executive Director of the Community Living Society, an organization whose vision consists of

“communities where every person lives with dignity and enjoys a full life.” Ross strongly believes that in order to be successful and relevant, organizations need to consistently attend to both their business and higher purposes with a focus on innovative practices. He encourages people to see the opportunities that are present in the current environment as they seek to address financial, environment, and social challenges.



Nancy Gale, Executive Director, Cariboo Chilcotin Child Development Centre. Nancy has an insatiable appetite for new ideas, learning, and leadership. She believes that continuous learning and an unwavering faith in the ability of human nature to effect change through cooperation are essential prerequisites to lead in challenging times. Of equal importance to her is the need to do

something with newly acquired information or knowledge – consult, advise, teach, apply it to real life, and more importantly, share it with others. As a founding member of the Central Interior Community Services Cooperative, an innovative partnership of five not-for-profits, Nancy has been applying the lessons (and ‘scar tissue’) of shared leadership, risk management, and strategy at the Cariboo Chilcotin Child Development Centre, a medium-sized accredited agency in the Cariboo. Although her career has primarily been in the leadership of not-for-profits, her career includes teaching and workshop facilitation in early childhood development, strategic planning, small business, governance, and change management.



Faye Wightman, President and CEO, Vancouver Foundation. Faye is one of Canada's philanthropic leaders. She brings to the Vancouver Foundation a strong conviction that philanthropy can and should play a powerful role in shaping society. Since her arrival in 2005, she has led Canada's largest community foundation through a number of important changes designed to increase its impact in BC

communities. Faye has served as Executive Director for Sunny Hill Foundation for Children, as well as Campaign Director for the United Way of the Lower Mainland. She has also been a member, on the board, and/or served as president for numerous not-for-profits and other organizations. Faye's vision and her strong commitment to philanthropy were recognized in 2004 when she was one of five women honoured with the Influential Women in Business Award, an annual award presented by *Business in Vancouver* magazine.



Karen Stone, Executive Director, BC Non-Profit Housing Association, and the Society for Affordable Housing Education, Awareness and Development (Moderator). In these capacities, Karen is an advocate for social justice, with a high priority on the provision and sustainability of affordable housing. She has served as a strategic leader in various organizations at the local,

national, and international levels, including Lawyers for Human Rights and the South African Human Rights Commission. Karen has served on many boards of directors within the voluntary/non-profit sector. In respect of formal education, Karen has a BA, LLB, and an LLM degree. She currently serves on a national board – the Human Resources Council for the Nonprofit Sector – and is a member of the BC Government/Non-profit Initiative Human Resources Advisory. In addition, Karen sits as an advisor to the University of Victoria Masters in Community Development Steering Committee.

Note: Delegates must make hotel bookings through *WE Travel* via the BCNPHA website at www.bcnpha.ca/pages/conference/conference-2010.php, to obtain the conference room rate of \$127 (plus taxes). If you don't have access to the Internet, or have any questions regarding hotel bookings, call Heather Carter at the *WE Travel* Conference Services office: 250-764-1997 (toll-free 1-877-764-1997), or email: heather@wetravel.net.

Leadership Series 2010 Tuesday, 23 November

11:00AM – 12:30PM



T18: Strategic Financing to Create Housing Solutions

Providing sound financial leadership requires that decision-makers have strong capabilities in several key areas, including: long and short term investment strategies; capital planning assessment competencies; operational cost analyses; and the ability to explore the generation and diversification of revenue outside of government funding.

Housing providers need to be proactive and visionary to create financial sustainability. Options include: appropriate rent determinations; income generation through the establishment of partnerships to make use of assets; joint venture initiatives and resource sharing. All of these options have implications for knowledge and skill requirements.

Through active participation in this workshop, participants will develop knowledge and be stimulated in thinking regarding the:

- development of joint venture alternatives to leverage land assets, diversifying risk allocation, and share in long-term benefits; and
- exploration of portfolio planning in new and diverse ways leading to strategic asset management and investment strategies.

Presenters:



Jackie Duarte, Co-Managing Director, Infrastructure and Project Finance, PricewaterhouseCoopers, Toronto. With deep roots founded in structured, project and corporate finance, Jackie has over 15 years of experience in the field of financing large complex capital projects globally. She has advised both the public and private sectors on large and complex projects, including

cross border transactions requiring unique and innovative financing solutions. Her expertise includes the financing, procurement, execution and transactional management of PPP and other infrastructure projects including the development of varying project delivery models. Within the housing sector, Jackie developed for central government the financing structures and toolkit for the delivery of the UK's housing PPP program, now in its sixth round. Jackie has worked with authorities across the UK in both the refurbishment and renewal of their housing stock and the delivery of new housing stock. She has also worked on the development of sustainable communities.



Stuart Galloway, Co-Managing Director, Infrastructure and Project Finance, PricewaterhouseCoopers, Toronto. With over 20 years of experience in the procurement of large and complex infrastructure transactions, Stuart has undertaken advisory and commissioning roles for both the private and public sectors, including central government. His repertoire of expertise includes

the procurement, execution, operational delivery and management of transactions. Stuart has acted in a commercial and strategic advisory capacity across the UK, European and Canadian infrastructure markets. Within the housing sector, Stuart has drawn upon his expertise of both the technical elements of a project and the development of differing project delivery models, financing structures, partnering arrangements and framework agreements to provide integrated housing solutions for Authorities. Stuart's roles within local and central government enabled him to pioneer an alternative commercial financing model which underpinned a joint venture between the private and public sectors for the delivery of an integrated community solution for projects across the UK.



Michael Blaschuk, VP, Asset Strategies, BC Housing. Prior to joining BC Housing as the Vice President, Asset Strategies in October 2008, Michael Blaschuk held several senior executive positions in the federal government, most recently as the Director General Accommodation, Portfolio Management, and Real Estate Services with Public Works and Government Services Canada; and Director General, Headquarters Administration at Foreign Affairs and International Trade. Michael is a former Chief Appraiser of Canada and is an expert in real estate appraisal and assessment. Michael has multiple diplomas in Urban Land Economics from UBC and is a fully accredited member of the Appraisal Institute of Canada.



Maureen Young, Manager, Community Partnerships & Investment, Coast Capital Savings (Moderator). Based in Victoria, Maureen brings her passion and interest in strengthening local economies, community decision-making, and improved quality of life for all citizens to her work at Coast Capital Savings. Prior to joining the credit union in 2002, Maureen held numerous positions in

the field of community economic development throughout British Columbia, including positions with the Fraser Basin Council; City of Nelson, BC; and Tourism Action Society in the Kootenays. Maureen's numerous volunteer positions within the community have included the Quality of Life Challenge, Vancouver Island Economic Alliance, Housing Affordability Partnership of the Capital Region and United Way Impact Council on Housing for Homeless, Low Income, and Working Poor.

Leadership Series 2010 Tuesday, 23 November

2:00PM – 5:30PM



T23: Understanding Board and Staff Roles within an Effective Governance Relationship

In order for organizations to work effectively, governors and staff need to understand their roles and how those roles complement each other. Two situations arise which diminish the organization's ability to create positive change in the community. First, compliant boards – or 'rubber stamp' boards – follow staff direction and do not provide objective oversight nor do they provide any kind of leadership to the organization. Second, directive boards – the 'micro-managing' board – tightly control and monitor every facet of staff activity and do not allow for discretion nor for autonomous action.

To find creative alternatives between these two extremes requires that governors and staff give serious thought to their individual roles and collective roles. The board holds the legal authorities of the organization and ultimately can claim many roles, for example, employer, owner, vendor, agent, etc. Staff have delegated authorities and are accountable to the board and may also have many roles, such as, executive management, professional staff, line staff, or volunteer. This session is essential for leaders of organizations, emerging leaders, and directors of boards, as well as government partners who work with non-profit societies, in order that the complementary leadership relationship is understood and applied.

Presenter:



Dr. Keith Seel, PhD, CVA, Director, Institute for Nonprofit Studies, Mount Royal University, Calgary. Through the Institute, Keith is engaged with other researchers in three broad research streams focused on Canada's non-profit sector: governance of the sector, policy development and analysis, and sustainability issues. Keith has held a variety of government board appointments including:

Persons with Developmental Disabilities Calgary Region Community Board, Premier's Council for Alberta's Promise, and Alberta Education Council of Alberta Teaching Standards. He is past-Chair of the national Human

Resources Council for the Nonprofit Sector which examines labour force issues particular to the sector. As an author, Keith has been widely published in books and journals. He has written on ethics and its impact on management, and the risks and opportunities associated with commercial ventures by non-profit organizations, governance issues for boards of directors, and sustainable development for the charitable sector.

Leadership Series 2010

Wednesday, 24 November

9:00AM – 12:30PM



W4: Housing and Community Innovation

Housing demand is increasing. The economic instability of the markets has impacted job security, enhanced belt-tightening within the public sector, and seen increases in costs overall while earnings have been only maintained or have declined. Amidst this chaos, and in spite of it, some strong-minded and determined groups have persevered and found solutions – and they are working! Boycotting the negativity and pessimism, housing innovation and development has continued. Case studies, models of conducting business, and simple mechanisms to enhance success will be explored in this session. Leadership comes from the strength of collective action, despite overwhelming complexity and adversity. This session will help attendees to:

- catalyze understanding of new models and benefit from this knowledge while sharing successes;
- understand that housing development is not dependent on ready-made programs, but can be achieved through innovation and entrepreneurship; and
- understand how to overcome seemingly immense barriers without losing their sense of humour.

Presenters:



Aimee Ambrosone, Manager of Planning and Development, Columbia Basin Trust. Aimee has worked with the Columbia Basin Trust (CBT) for over nine years. Working closely with people who live in the Columbia Basin, CBT develops and delivers programs and initiatives that respond to their needs and supports communities, and seeks to strengthen social, economic and environmental well-being in

communities. Within Columbia Basin Trust, Aimee is responsible for developing and managing CBT's social sector programs and initiatives, as well as a number of its major partnerships. She has experience in strategic planning, stakeholder engagement and relationship management.



Celeste Mullin, Business Development Officer, Golden Life Management. Golden Life Management (GLM) is a family owned and operated business which specializes in the development and operation of seniors housing and care. Celeste has been involved in the development and construction of GLM's seniors' communities, and the marketing and public relations activities designed to support them

through to their ongoing operations. As a member of BC Care Providers and a board director for BC Seniors Living Association (BCSLA) she is involved in industry-led movements to maintain excellence in the seniors living industry. Celeste has also worked extensively with BC Housing and BC Housing's Housing Endowment Fund to create new, innovative housing concepts for seniors in Nelson. Through her active participation in GLM's several partnerships with Columbia Basin Trust, Celeste understands that strong relationships amongst the private sector, government agencies and non-profit associations are crucial to innovative housing and programming.



Howard Johnson, Chief Executive Officer, Baptist Housing. Howard Johnson has over 30 years of senior management experience in seniors housing and health care in British Columbia, Ontario and Prince Edward Island. Through collaboration and innovation with government and non-profit partner organizations, Howard and his team have been able to grow Baptist Housing's housing portfolio. Today, Baptist Housing provides homes and care for almost 2,000 seniors who live in 17 Baptist Housing residences located in Victoria, Vancouver and the Interior. Howard currently serves as a board member of the Denominational Health Association and BC Non-Profit Housing Association.

Baptist Housing provides homes and care for almost 2,000 seniors who live in 17 Baptist Housing residences located in Victoria, Vancouver and the Interior. Howard currently serves as a board member of the Denominational Health Association and BC Non-Profit Housing Association.



Karen Cooper, Director of BCNPHA Consulting, Principal, Cooper Planning and Development (Moderator). Karen Cooper has a wealth of experience in affordable housing, including policy development, feasibility studies, fundraising, project management and program administration. She has helped municipalities to effectively address housing issues and to work with the non-profit sector in

developing affordable housing for over twenty years. During her time at BC Housing, Karen led the Housing Endowment Fund and oversaw the allocation of over \$20 million to more than forty unique housing initiatives across BC. Karen also initiated the review of the development consultant sector that spearheaded the reports and task groups that have brought together the non-profit sector, BC Housing, and the development consultant sector. Karen has a Master of Science in Urban and Regional Planning from the University of Toronto, a Bachelor of Environmental Studies (Honours Urban and Regional Planning) from Waterloo University, and has successfully completed the Leadership Program for Toronto Community Housing and Community Leaders at the Executive Education Centre at the Schulich School of Business at York University.

Workshop Sponsors: BCNPHA wishes to acknowledge the sponsors of the following workshops: **Ameresco** (Leveraging Capital Planning Information and Investments / Investing in Youth for a Sustainable Future); **BC Housing** (Verifying Tenant Income and Assets / Leveraging Contracts to Build Social Capacities / Asset Maximization / Strengthening the Social Housing Sector – New Approaches and Tools for the Future / The Greenbrook Project / Measuring Success – Show What You Know / The New Operational Review – Making it Work for You / Seniors' Rental Housing Initiative – Modular and Site-Built Options / LEED Lessons Learned / Partnering Models in Redevelopment of Existing Assets / How to Conduct a Need and Demand Study for Your Community); **BC Hydro** (Save More with Power Smart); **Canada Mortgage and Housing Corporation** (Best Practices in Affordable Housing / Ready, Set, Build!); **Coast Capital Savings** (Leading with Passion and Courage / Strategic Financing to Create Housing Solutions / Understanding Board and Staff Roles within an Effective Governance Relationship / Housing and Community Innovation); **Coinamatic Canada** (Workplace Hazardous Materials Information System (WHMIS) / Towards Inclusive Housing Communities / Do-It-Yourself Maintenance / The Importance of Keeping Proper Records and Unit Inspections); **Marsh Canada** (Risk Assessment 101 / Using Project Management to Make Work Easier, Effective, and Excellent); **Morneau Sobeco** (Keeping Your Employees Healthy and at Work – Best Practices in Absence and Disability Management); **Patrick Cotter Architect** (Six In Wood – Affordable Housing Benefits of 6-Storey Wood Frame in Residential Developments); **QBE Lloyd's** (Managing for Improved Performance / Attracting and Retaining Volunteers / Making the Most Out of Meetings); **RONA Inc.** (Maintenance Management – How to Plan for Basic Maintenance Tasks throughout the Year); **Sodexo Canada** (Meal Service versus Therapeutic Diets in Assisted-Living Residences); **Vancity Savings** (The Shelter-to-Permanent-Home Continuum – Two 2009 Success Stories / Finding the Funding! / The Building Blocks of a Strong Financial Structure / Financing Outside the Box); **Zurich Insurance Company Ltd.** (An Appreciative Inquiry Approach to Strategic Organizational Planning / Fostering and Encouraging Personal Responsibility in Tenants / CURE Program for Water Damage Prevention / Building Synergy in Non-Profit Housing Organizations / At Home/Chez Soi Overview)

Workshop Descriptions

Monday, 22 November, Half-Day Sessions

M1 – M5 2:00PM – 5:30PM

M1: BCNPHA/Coast Capital Savings Leadership Series – Leading with Passion and Courage

This workshop is part of the BCNPHA/Coast Capital Leadership workshop series. See page 9 for a workshop description.

M2: Workplace Hazardous Materials Information System (WHMIS)

The Workplace Hazardous Materials Information System (WHMIS) has been introduced in the workplace to help reduce the number of injuries resulting from handling chemicals. Labels and MSDS (Material Safety Data Sheets) provide much of the information, but they alone do not protect anyone. Use of this information to develop and implement safe work procedures, through effective training programs, reduces chemical handling incidents.

Who needs WHMIS training?

- All workers, who work with or near chemicals.
- Supervisors, who are responsible for overseeing the work being performed with chemicals. The supervisor is expected to recognize and correct any deficiencies.
- Management, who decides who does what job and with what chemical. They must have label and MSDS information to assist in developing safe work procedures.

Attend this course to learn how to use the WHMIS system to help ensure your organization is more safety conscious.

Note: All participants will be required to write a multiple-choice exam during the class in order to receive certification. As BCNPHA incurs an additional cost per participant, attendance at this session is limited to 40 participants maximum, no exceptions. Participants who have not registered in advance for this session will not be permitted to attend if attendance is at maximum.

Presenter: John Cole, President, Select First Aid

This session is sponsored by Coinamatic Canada Inc.

M3: Verifying Tenant Income and Assets

Housing providers are responsible for verifying income and assets and calculating tenant rent contributions. Accurate rent calculations ensure that everyone who receives a rent subsidy pays an equal portion of their income towards rent to avoid the underpayment of tenant rent contributions and the corresponding overpayment of subsidy. However, this can be difficult when tenants claim that they have very limited or zero income.

This workshop will cover the basics of rent calculation with a focus on complex situations including tenants claiming limited or zero income, self-employment, and full-time students. The workshop will emphasize the importance of reviewing documents and asking questions, and will clarify when to ask for additional supporting documentation and when it may be appropriate to make a request for an audit.

Presenters: Kathy Des Roches, CA, Senior Manager, Internal Audit, BC Housing; and Erin Smandych, Manager, Applicant Services, BC Housing

This session is sponsored by BC Housing.

M4: An Appreciative Inquiry Approach to Strategic Organizational Planning

“Appreciative inquiry” is the study and exploration of what gives life to human systems when they function at their best. This approach to organizational planning and change involves using a particular way of asking questions about the past and present, and envisioning the future. The questions are designed to elicit the strengths and successes of an organization and lead to a vision for the future that builds on the basic goodness in the organization. In doing so, the organization’s capacity for collaboration and change are enhanced. In this workshop, we will review the basics of appreciative inquiry and introduce planning using this approach. You will leave with a framework for appreciative inquiry and planning, and an understanding of how to best apply this approach to organizational change.

Presenter: BCNPHA Certified Instructor April English, Partner, The YES Resolution Group Inc.

This session is sponsored by Zurich Insurance Company Ltd.

M5: Risk Assessment 101

Have you ever wondered:

- what the risk management process is and how it can be applied to my everyday work?
- how do I conduct a “quick” risk assessment?
- what value does risk management add to my work?
- how does risk management demonstrate due diligence and accountability?
- how can I use a risk register to develop a work plan?

This interactive workshop session will answer these questions and more. Participants will leave the session with the knowledge and tools to perform quick risk assessments for everyday tasks. This session will be relevant for department or property managers, risk managers, frontline staff and any other personnel interested in learning more about applying the risk management process to their daily work.

Presenter: Ritch Seeley, C.E.T., CRM, Senior Vice President, Marsh Risk Consulting

This session is sponsored by Marsh Canada.

Monday, 22 November, 1.5 Hour Sessions

M6 – M12 2:00PM – 3:30PM

M6: Meal Service versus Therapeutic Diets in Assisted-Living Residences

In this session, presenters will discuss the differences between what an operator of an assisted-living residence can do as part of the meal service (a lot!) without triggering a third prescribed service and falling off-side the *Community Care and Assisted Living Act*. There are services that an operator must provide, may choose to provide, and must not provide, and these vary depending on whether or not you are funded by a Health Authority. Although these requirements have not changed, there are varying degrees of understanding. This session will clarify what all of those services are, as well as ideas and suggestions on how you can ensure that you are in compliance.

Presenters: Susan Adams, Assisted Living Registrar; and Barry Ward, District Manager, British Columbia Healthcare

This session is sponsored by Sodexo Canada.

M7: The Shelter-to-Permanent-Home Continuum – Two 2009 Success Stories

This session presents two BC-based success stories of innovative solutions. Participants will hear of unique solutions and practical advice and wisdom from these diverse but exciting projects. Clover Place is a new eighteen-unit supportive housing project for homeless persons, operated by Pacifica Housing in Victoria. Tenants are adults with mental health and addiction issues. This presentation will tell and show the story of Clover Place, based on the results of a case study and evaluation. Topics include: magic during development; hurdles during construction; unique and exceptional building features; seeking and sustaining community support; creating the on-site dream team; tenant characteristics and changes in the structure and quality of their lives; and lessons learned to date.

Foxcroft is a unique affordable homeownership program in Salmon Arm. This program is a joint partnership between BC Housing and the Canadian Mental Health Association (CMHA) – Shuswap /Revelstoke Branch. Foxcroft provides eleven two-bedroom strata-titled apartment units that are for sale to qualified buyers who meet eligibility criteria. Foxcroft is right next door to Foxridge, a twenty-eight-unit subsidized rental housing program for adults with mental health issues and at risk of homelessness. The presentation will describe the affordable homeownership program, partnerships, operating a home ownership and rental program next to each other, and lessons learned. This will be an informative presentation for those interested in learning more about affordable homeownership.

Panelists: Nancy Gnaedinger, BA, MA, Social Research Consultant and Gerontologist; Dawn Dunlop-Pugh, Executive Director, Canadian Mental Health Association – Shuswap/Revelstoke Branch; a representative from BC Housing; and Karyn French, Executive Director, Pacifica Housing (Moderator)

This session is sponsored by Vancity Savings.

M8: Food Security and Social Housing

There is a growing awareness among housing providers that enhancing food security within the context of social housing may have positive effects on the health, social cohesion, and stability of residents. In the Vancouver Coastal Health Region there has been collaboration among researchers, policymakers, and advocates, as well as among housing agencies, food organizations, and the Health Authority. This panel will:

- explore the current research, advocacy and policy directions that are emerging;
- provide four different perspectives on food security issues and opportunities; and
- provide an opportunity for discussion and sharing of current practices across BCNPHA member communities.

Panelists: Claire Gram, Policy Analyst, Vancouver Coastal Health; Karen G. Cooper, PhD, Instructor, Corpus Christi College; Judy Graves, Coordinator, Tenant Assistance Program, City of Vancouver; and Christiana Miewald, PhD, Adjunct Professor, Centre for Sustainable Community Development, SFU (Moderator)

M9: Leveraging Contracts to Build Social Capacities

This session will discuss how to develop relationships between government agencies and the private sector to provide community economic development opportunities. Non-profits have tremendous assets and experience which enable them to achieve community economic development through a values-based procedure that centralizes both government and private-sector asset management and procurement. This can result in growth and the attainment of the outcomes desired by each of the strategic partners within this engagement process.

Panelists: Keiko Nakamura, CEO, Toronto Community Housing; a representative from Terra Housing Consultants; and Mike Pistrin, Director, Capital Asset Management, BC Housing (Moderator)

This session is sponsored by BC Housing.

M10: Getting the Best Value for Your Money

Whether you are coordinating routine or recurring repairs and maintenance, or you are undergoing a major building-system repair, organization based on best practices will save you time and money. In this workshop you will:

- learn how to effectively coordinate day-to-day maintenance;
- be able to select the best company to complete the job;
- understand what is required to go through the larger maintenance projects; and
- know what resources and organizations are available to you.

Doing it right the first time will save you money. Organizing your work professionally will ensure that time and money are used in the most efficient manner. Larger jobs should be coordinated by professionals trained in a particular area. We'll explore when to use a professional consultant, how to choose one, and what outcomes you need to achieve. This session is suited for maintenance personnel with all levels of experience (basic, intermediate, and advanced).

Presenter: John Waldo, Director of Client Services, COHO Repair Services

M11: Fostering and Encouraging Personal Responsibility in Tenants

There are things you can do that can teach and help tenants take more personal responsibility for their challenges and housing situations, as well as their own lives. For those who deal directly with tenants, this session will help to ensure that you are not indirectly fostering tenants' dependency on you when they bring you their many concerns. This session will help attendees:

- improve their understanding of why dependency initially feels good and then shifts into not feeling good, which leads to seeing tenants as "difficult" and the housing provider then developing feelings of anger and stress;
- improve their understanding of the role that housing providers can play in creating dependency in others, and provide information on some specific ways to avoid creating such dependency in tenants; and
- provide information on housing resources and programs for tenants.

Presenters: BCNPHA Certified Instructors Elaine S. Stoll, Registered Clinical Counsellor, Westside Counselling & Consulting; and Donna Sassaman, AHEAD Coordinator

This session is sponsored by Zurich Insurance Company Ltd.

CMHC Internet Café: Canada Mortgage and Housing Corporation is pleased to offer free Internet access to all delegates at the CMHC Internet Café. Refreshments including coffee and tea will be available and CMHC staff will be on hand to welcome delegates. The CMHC Internet Café will be located in the Gilbert Room at the Sheraton Vancouver Airport Hotel and will be open to delegates during the following hours:

Monday, 22 November: 8:00AM – 5:30PM • Tuesday, 23 November: 8:00AM – 5:30PM • Wednesday, 24 November: 8:00AM – 2:30PM

M12: Asset Maximization

Many housing providers have value locked within their real property in the form of land and/or buildings. This session will review strategies to assess your portfolio for leverage opportunities and to apply emerging business models that use equity contributions to create value. It will also introduce tools and processes for assessing real estate equity and potential for redevelopment; and review emerging business models to leverage real property opportunities. This session is intended for those owners and operators who are interested in redeveloping their properties, multi-sectoral partnerships, or those who wish to optimize their real estate assets.

Presenters: Mandy Hansen, RI(BC), Senior Portfolio Analyst, BC Housing; and Darin McLennan, Director, Portfolio Planning and Strategies, BC Housing

This session is sponsored by BC Housing.

Tuesday, 23 November, Half-Day Sessions

T1 – T3 9:00AM – 12:30PM

T1: Use Your Whole Brain with Mind Mapping

Mind mapping is a skill that will increase participants' effectiveness, efficiency, and focus in everything they do. Attendees of this workshop can expect to walk away with a greater understanding of their brain, how it works, and how they think. By incorporating this knowledge with the tool of mind mapping, participants will have a blueprint for improving their memory, increasing creativity, achieving clarity, and focusing on professional and personal levels. This session will leave attendees feeling positive, with a real sense of achievement, and confident that their ideas have been listened to. Anyone who manages or leads a project and/or a team will benefit from this session.

Presenter: Dragana Djurasic, Principal, Radiant Minds

T2: Human Rights and Housing

This session focuses on human rights law with an emphasis on tenancy and housing. The presentation includes discussion of federal and provincial human rights jurisdictions, an explanation of protected grounds of discrimination, and an examination of what constitutes a physical or mental disability for human rights purposes, along with the duty to accommodate people with disabilities (including the duty to inquire and the duty to actively engage in efforts to accommodate). Cases based on race and religion will also be discussed. Seminar participants will be guided through a study of recent decisions arising from human rights cases in tenancy and housing. Attend this session to:

- learn about human rights law in Canada and BC;
- understand what constitutes discrimination, disability, and accommodation; and
- become familiar with human rights issues in relation to housing and tenancy.

Presenter: Robyn Durling, Communications Officer, BC Human Rights Coalition

T3: Seniors Issues in Non-Profit Housing

This panel will cover issues specific to the older population. Participants will learn about elder abuse, falls prevention, and mental health issues within the senior population. This comprehensive seniors-focused session has a panel with diverse expertise discussing a cross-section of issues that are of particular consequence to any housing provider who deals with senior tenants.

Elder abuse: Elder abuse, particularly financial abuse, is a growing concern in the housing sector. Come and learn what you need to know, including underlying causes, indicators, and challenges relating to elder abuse. This portion of the session will delve into the key issues and provide practical solutions for older adults, supporters and the members of the housing sector. New tools will be presented and distributed.

Falls prevention: Most falls are preventable! This segment will cover the significance of falls for older adults; risk factors for falls – with particular focus on environmental risk factors; and tips on how to prevent falls in the home.

Mental health issues in seniors: This segment will describe common mental health issues experienced by older adults, outline resources available to older adults, and identify relevant support networks.

Panelists: Tanya Dunne, PT, Seniors' Fall & Injury Prevention, Vancouver Coastal Health; Laura Watts, National Director, Canadian Centre for Elder Law; Josanne Dubeau, RN, Older Adult Community Mental Health Referral Line, Vancouver Coastal Health; and Lindsay Milburn, Program Coordinator and Acting Housing Manager, Seniors Services Society (Moderator)

Tuesday, 23 November, 1.5 Hour Sessions

AGM/T4 – T13 9:00AM – 10:30AM

AGM: BCNPHA 18th Annual General Meeting (See page 22 for details.)

T4: Someone is Watching You – Surveillance, Drug Testing, and Other Employee Privacy Issues

Employee privacy is a major issue for non-profit employers, particularly with the advancement of technology and the enactment of privacy legislation such as PIPEDA and PIPA. This workshop will provide participants with a broad overview of employee privacy rights and issues such as e-mail and internet monitoring, video and camera surveillance, drug and alcohol testing, employee medical information, and employment references. This session will provide information that is essential for any board or manager who has employees to whom a duty of privacy may be owed. Learn in order to avoid making costly errors that violate the rights of employees.

Presenter: T. Charles De Jager, Barrister & Solicitor, De Jager Volkenant & Company

T5: Awareness of Workplace Mental Health

This presentation is intended for employees and those interested in mental health issues in the workplace. It uses video and stories to help build awareness of what it is like to experience conditions like depression or anxiety at work. The objectives of this session are to reduce discomfort in talking about mental health concerns, reduce fear when faced with a co-worker who is ill, and increase our ability to respond in a supportive manner.

Presenter: Margaret Tebbutt, Senior Consultant, Workplace Initiatives, Canadian Mental Health Association, BC

T6: BCNPHA Consulting Strategy – Serving the Non-Profit Sector with Innovation and Partnership

BCNPHA is impacting how consulting services are delivered to the non-profit housing sector, seeking to improve the access of consultants across the province, as well as enhancing the quality of services delivered to non-profits. This session will explore the exciting opportunities that exist for non-profits to leverage the benefits in their communities through a model based on the Columbia Basin Trust, where BCNPHA is linking strategic resources to community-desired outcomes. Learn about the evolution of the Consulting Strategy and the competency-based management practices that govern this department, and explore how you can best make use of your association to develop your community.

Panelists: Aimee Ambrosone, Manager of Planning and Development, Columbia Basin Trust; BCNPHA Certified Instructor Michael Litchfield, Management Consultant, Thinklab Consulting Inc.; and Karen Cooper, Director of BCNPHA Consulting, Principal, Cooper Planning and Development (Moderator)

T7: Strengthening the Social Housing Sector – New Approaches and Tools for the Future

Social housing development in British Columbia is in a state of transition. Over the past ten years the delivery of social housing has become much more complex as we have moved from an environment characterized by defined housing programs delivered by a single funder, to one characterized by broad program objectives and multiple funding partners. While social housing in the province has historically featured heavy government involvement and support, we anticipate that in the future there will be an increasing number of 'social entrepreneurship' opportunities for the development of social housing, in some cases completely outside of defined housing programs. This ongoing transformation is nothing less than a paradigm shift – one that impacts the entire social housing sector.

Over the past year, four task groups have been exploring issues associated with this transformation and developing new approaches and tools to help position non-profit housing societies and their development teams for ongoing success in the emerging social-housing landscape. This session will be an opportunity to learn about the approaches and tools the task groups have developed and will be of interest to a broad range of social housing sector stakeholders.

Presenters: Craig Crawford, Vice-President of Development Services, BC Housing; and Marleen Morris, President, Marleen Morris & Associates

This session is sponsored by BC Housing.

T8: Best Practices in Affordable Housing

Canada Mortgage and Housing Corporation (CMHC) honours best practices in affordable housing. In this workshop, join presenters from the Cornerstone Project in Fernwood, Victoria (2008 CMHC Housing Award Program winner), and the Harmony Flex Townhouse Development in Abbotsford. Find out how these projects are making a difference, and learn how various funding partners came together to make affordable housing a reality. Presenters of this session will share affordable housing solutions, increase awareness of program resources, and facilitate the ongoing exchange of information on challenges being faced by affordable housing providers across BC.

Presenters: Lee Herrin, Executive Director, Fernwood Neighborhood Resource Group; and Cherie Enns, Planning Consultant MCIP, City of Abbotsford

This session is sponsored by Canada Mortgage and Housing Corporation.

T9: Thunderbird Housing Project – A Public/Private Partnership

The Thunderbird Housing Project is a community-based, low-barrier housing initiative in Hope, BC, that was developed by a homeless outreach worker and a private motel owner to support those facing challenges in maintaining permanent housing. The Thunderbird project offers those experiencing chronic/long term homelessness an opportunity to live in an environment that is supportive and inclusive, while fostering various levels of independence. Barriers most common to the clientele accessing housing through this program are drug/alcohol addiction, mental health diagnosis, and limited life/social skill development. This session is intended for anyone who is working with the at-risk homeless population and looking for creative strategies in providing housing options.

Presenter: Paul Keller, Homeless Program Coordinator, Hope Area & Transition Society

T10: CURE Program for Water Damage Prevention

Water damage from exterior and/or interior sources is a leading cause of claims and accidents in the real estate industry. Zurich's CURE program will provide an overview of typical claims, their causes, and the critical steps to take when an incident occurs and most importantly, what can be done to help prevent water damage incidents. This session will help attendees to:

- identify leading causes of water damage claims in apartment settings;
- realize the potential costs a water damage claim can have, not just financially, but also in terms of tenant satisfaction;
- identify one interior and one exterior control measure for dealing with water damage claims;
- understand the resources available for mitigating water damage claims; and
- understand how to conduct a self-assessment using the CURE program.

This session will be helpful to building managers, engineers, and anyone responsible for property management or operations in a housing environment.

Presenter: Jeff Shearman CSP, CFPS, Senior Risk Engineering Consultant, Real Estate Industry Segment Practice Leader, Zurich Services Corporation

This session is sponsored by Zurich Insurance Company Ltd.

T11: Preparing for the Expiry of Mortgages – The AHMA experience

Members of the Aboriginal Housing Management Association (AHMA) are facing mortgage expiry and are working towards developing plans for managing operations when their subsidies end. However, there is no "cookie cutter" solution: every society needs a plan tailored to its own circumstances. Still, planning is just the first step; executing the plan is equally important to ensure you can continue running your portfolio successfully post-subsidy. This presentation will share lessons learned in handling this critical issue, so housing providers across the province, Aboriginal and non-Aboriginal, can benefit from this experience.

Presenter: Andrew Leach, CEO, Aboriginal Housing Management Association

T12: Battling Bed Bugs in a Fiscally Responsible Manner

Bed bugs are back, and for the time being, are here to stay. Major metropolitan cities are especially vulnerable because of their high density accommodations. Property owners, operators, and tenants need to arm themselves with information on how best to prevent bed bugs, and in the unfortunate event that bed bugs do take hold, how to get rid of them. This session will:

- educate people on what bed bugs look like, how they feed and reproduce, and the places they hide;
- provide tips on how to avoid getting bed bugs;
- offer advice on how to solve bed bug infestations; and
- give insight into new products and technologies for battling bed bugs.

Presenters: Sean Rollo, Branch Manager, Orkin Pest Control; and Brett Johnston, General Manager, Canadian Pest Control Ltd.

Note: Delegates who book with Air Canada through *WE Travel* will receive a 2% discount off all fares except Tango. To receive the discount, delegates must call the *WE Travel* Vancouver office: **604-253-5585** or toll-free **1-800-663-4703** and speak to one of their agents. Please advise the *WE Travel* agent that you are attending the BCNPHA Conference.

T13: The Greenbrook Project

Greenbrook is a project that combined both life-cycle-replacement and sustainability upgrades to achieve significant energy reductions and physical improvements on an existing building. This presentation will show the energy-efficient techniques and the green building practices and resources implemented in this project, as well as what it takes to make a thirty-year-old development GHG-neutral. Attendees will learn about a variety of energy efficient techniques and the green building practices that can be implemented to existing buildings.

Presenter: Mike Pistrin, Director, Capital Asset Management, BC Housing

This session is sponsored by BC Housing.

Tuesday, 23 November, 1.5 Hour Sessions

T14 – T22 11:00AM – 12:30PM

T14: Measuring Success – Show What You Know

For most housing providers in the non-profit sector, measuring performance is challenging. There is increasing pressure on non-profit societies to account for and improve results. The call for greater accountability and the competition for funding is accelerating the need to overcome barriers to measurement. Measurements, targets, and data can also assist in the process of maximizing resources to enhance services and build the case for continued or additional funding. This session will outline to non-profit housing providers a framework for developing outcomes and indicators which can help to create important tools for better communicating the value of the non-profit sector's services.

Presenters: Karen Hemmingson, Director, Research and Corporate Planning, BC Housing; and Tammy Bennett, Manager, Performance Measurement, BC Housing

This session is sponsored by BC Housing.

T15: Maintenance Management – How to Plan for Basic Maintenance Tasks throughout the Year

Good maintenance management requires inspections, inventories, and well-planned schedules. A comprehensive maintenance schedule ensures that you avoid missing important tasks, and allows you to see the whole year at a glance. This workshop will help you plan and implement an efficient maintenance schedule that is easy to work with to ultimately save you time and money. This session is best-suited for those new to property maintenance.

Presenter: BCNPHA Certified Instructor Rob Wescott, Executive Director, Shuswap Independent Living Association

This session is sponsored by RONA Inc.

T16: The New Operational Review – Making It Work for You

This engaging session will provide an overview of the new operational review process. BC Housing, in concert with BCNPHA and The Co-operative Housing Federation of BC (CHF BC), developed a strategy for sector engagement as the new process was designed and implemented. A healthy, vibrant, and constructive relationship between non-profit housing providers and BC Housing is critical to accomplishing the common goal of providing safe, secure, and affordable housing to British Columbians who cannot access acceptable housing on their own. One of the key elements generated from the operational review referred to the need for consistency, timeliness, and responsiveness in respect of operational and financial review processes. In response, BC Housing has started a comprehensive overhaul of its operational review process.

Given the shared goals for operational review, this session will be of interest to non-profit society executive directors and board members, and will provide information to make the review process as useful as possible for their operations.

Presenter: Margaret McNeil, Vice President of Operations, BC Housing; and Karen Stone, Executive Director, BC Non-Profit Housing Association

This session is sponsored by BC Housing.

T17: Leveraging Capital Planning Information and Investments

Understanding current and future capital needs allows a housing society to prioritize capital spending and more importantly, leverage capital investments. This session will address the importance and significance of developing good capital planning data along with strategies to leverage capital. The outcome of this process is to lay out a framework to collect information, manage information, and leverage investments that will enhance the quality of resident life.

Presenter: Tim Dettlaff, Senior Vice President, Ameresco

This session is sponsored by Ameresco Canada.

T18: BCNPHA/Coast Capital Savings Leadership Series – Strategic Financing to Create Housing Solutions

This workshop is part of the BCNPHA/Coast Capital Savings Leadership workshop series. See page 10 for a workshop description.

T19: Towards Inclusive Housing Communities

British Columbians are a diverse group, coming from different parts of Canada or abroad, with different religious traditions, political persuasions, sexual orientations and gender identities, cultural backgrounds, ages and stages of life, and socio-economic backgrounds. Whether they are for families, seniors, or people with disabilities, many of our housing communities reflect that diversity. Social housing landlords need to encourage and support inclusion in our housing communities, so that staff members are knowledgeable about diversity issues in order to provide respectful service to applicants and residents. Creating welcoming, respectful, and friendly environments for all of our tenants helps reduce overall conflict in our buildings, thus reducing complaints, turnover in our units, and work overall!

Panelists from various housing and community-based organizations will provide information about their programs and target populations. Please come and participate with an open mind and open heart, and bring the questions to which you need answers!

Panelists: Sadia Ramirez, BSW, MSW, RSW, Manager, Settlement Program, MOSAIC; Jennifer Bilsbarrow, South Island Regional Property Manager, M'akola Housing; Nancy Ford, Director of Learning & Development, PLAN Institute for Caring Citizenship; and Nikki Gravelle, Coordinator, SHARP Access Project, Prism Alcohol & Drug Services, Vancouver Coastal Health (Moderator)

This session is sponsored by Coinamatic Canada Inc.

T20: Successful Tenancies

Join the Residential Tenancy Branch (RTB) and learn about landlords' and tenants' rights and responsibilities. This session will provide attendees with an overview of the *Residential Tenancy Act* and practical knowledge on specific topics such as:

- conducting a condition inspection;
- ending a tenancy agreement;
- obtaining an order of possession for unpaid rent without a participatory hearing;
- dealing with abandoned properties; and
- preparing for a dispute resolution hearing.

This interactive workshop will offer you the opportunity to examine the varying issues faced by landlords and tenants, share your experiences, and ask questions using your own real-life examples.

Presenter: Suzanne Bell, Executive Director, Residential Tenancy Branch

T21: Finding the Funding!

In times of economic uncertainty and funding cuts, non-profits are amongst the many groups struggling to continue to deliver high quality services with less resources. However there is always funding available, if you know where to look for it, and how to get access to it. This session will explore some creative suggestions on how to generate funding, how to sustain funding, and how to find ways to continue delivering the services that are so greatly needed in your community. Bring your questions and ideas to this panel of experienced funders and providers, as they consider solutions and options to assist in meeting funding needs across the province.

Panelists: Janice Abbott, CEO, Atira Women's Resource Society/Atira Property Management Inc., Jennifer Johnstone, President and CEO, Central City Foundation; Catharine Hume, Director, Grants and Community Initiatives, Vancouver Foundation; and Derek Gent, Executive Director, Vancity Community Foundation (Moderator)

This session is sponsored by Vancity Savings.

T22: Using Project Management to Make Work Easier, Effective, and Excellent

A recent survey of new staff identified project management as the single most needed skill in their first five years. This session will teach you the most important tools of project management and to apply them effectively. Using these techniques will help you make better choices about projects, plan how you and your team spend time, and learn when to say no. This session is appropriate for anyone who manages projects and wants work more effectively. It will also be helpful for anyone wanting to get an overview of the steps needed in developing a housing project. We will discuss how to manage scope, budget, and time through:

- establishing goals;
- pro-active objectives and key performance indicators;
- issue management and resolution processes;
- robust risk and opportunity management, and accountability;
- ongoing review and evaluation leading to continuous improvement and team building; and
- plans and strategies for achieving stretched goals and outstanding performance.

Presenters: Kevin A. Albers, CGA, Chief Executive Officer, M'akola Group of Societies; and Karen Cooper, Director of BCNPHA Consulting, Principal, Cooper Planning and Development

This session is sponsored by Marsh Canada.

Tuesday, 23 November, Half-Day Sessions

T23 – T25 2:00PM – 5:30PM

T23: BCNPHA/Coast Capital Savings Leadership Series – Understanding Board and Staff Roles within an Effective Governance Relationship

This workshop is part of the BCNPHA/Coast Capital Savings Leadership workshop series. See page 10 for a workshop description.

T24: Building Synergy in Non-Profit Housing Organizations

People who work in non-profit housing genuinely care about the residents they serve. Yet providing a full range of resident services can be complicated by internal differences in loyalties and philosophies, for example between the administration and the people directly serving tenants. These differences can lead to employee overwhelm, disengagement, apathy, and even absenteeism. This interactive and experiential workshop offers an opportunity to hone the advanced communication skills needed to develop and maintain organizational harmony. Participants can expect to:

- use leading-edge tools to explore their experiences as leaders;
- expand insight into differing perspectives, discover commonalities, and create ways to work together more harmoniously and productively;

- gain tools they can immediately apply to build resilience, enhance leadership, and address inequities inherent in formal and informal power;
- learn to lead difficult conversations that can resolve incidents involving blame or errors; and
- practice tools designed to address conflict.

Presenters: Mary Ellen Sanajko, Executive & Team Coach, Conduit Coaching; and Juhree Zimmerman, Leadership Trainer & Team Coach, Strategy for Synergy

This session is sponsored by Zurich Insurance Company Ltd.

T25: Residential Tenancy Branch Disputes – Lessons from Non-Profit Housing Providers

This interactive session features a knowledgeable panel of non-profit housing providers who possess a depth of experience dealing with residential tenancy issues. Participants will have the opportunity to learn how their colleagues work to proactively prevent tenancy disputes from occurring and effectively manage disputes that do arise. The panel will feature an open participation format where participants can ask questions of the panel and share challenges and successes regarding residential tenancy issues.

Panelists: Pat Screaton, Executive Director, Red Door Housing Society; Barbara Bacon, Executive Director, HFBC Housing Foundation; Janine Miller-Werning, Area Manager, NE Area, Metro Vancouver Housing Corporation; and BCNPHA Certified Instructor Michael Litchfield, Management Consultant, Thinklab Consulting Inc. (Moderator)

Tuesday, 23 November, 1.5 Hour Sessions

T26 – T34 2:00PM – 3:30PM

T26: Seniors' Rental Housing Initiative – Modular and Site-Built Options

The Seniors' Rental Housing initiative is the largest housing program with units currently under construction in BC today. It represents almost 1,200 units in approximately 45 communities and a budget of \$230 million. The initiative includes \$123.5 million in stimulus funding from the federal and provincial governments and was initially expected to create 800 units. This session will look at how this capital investment has been used to leverage up to 400 additional units – 50 per cent more than its original target. Panelists will also discuss the benefits and lessons learned in using modular and site-built construction – both of which are being employed for the Seniors' Rental Housing Initiative. This panel discussion is suitable for non-profit societies, builders, municipalities, and other government organizations

Panelists: Malachy Tohill, Regional Director, Northern Region, BC Housing; Luke Stack, Executive Director, Society of HOPE; and James Munro, Director, Regional Development, Northern Region, BC Housing (Moderator)

This session is sponsored by BC Housing.

T27: Investing in Youth for a Sustainable Future

Investing in our youth is the cornerstone of our future. This session will provide a case study example of a program entitled "Green Collar Corps" that creates green job pathways for youth aged between 15-21 years and living in public housing communities. This program also offers ongoing environmental, community service, and outreach support services. At sixty members strong, Green Collar Corps is a major focus of Ameresco's partnership with housing providers. As a winner of the 2010 Green Toronto Award for youth programs, the Green Collar Corps is well on its way to becoming a model for fostering environmental stewardship among youth.

Presenter: Patricia S. Gee, Director of Tenant Engagement, Senior Consultant, Ameresco

This session is sponsored by Ameresco Canada.

T28: Managing for Improved Performance

Dealing effectively with problem employees is a concern that people in management positions universally face. This workshop focuses on the actions that managers can and should take in addressing problem behaviour. The session offers a step-by-step approach that starts with setting and communicating standards of behaviour; to identifying problems and taking action in order to correct performance issues first constructively, and failing that, moving to more punitive measures up to and including dismissal. The workshop has two primary objectives for employers: the first is to help them get the best out of their employees; and the second is to minimize the risk when employees just don't work out.

Presenter: BCNPHA Certified Instructor Marsha Goldford, MPA CHRP, Director, Human Resources, Community Living BC

This session is sponsored by OBE Loyds.

T29: Compliance with the Society Act – What You Don't Know Can Hurt You!

In BC, most not-for-profit housing associations are incorporated under the *Society Act*. Are you in compliance with your constitution, bylaws, and the Act? Do you know how to properly conduct your AGM or what documents are required to be in your minute book? Do you understand the difference between members and directors? This workshop is appropriate for executive directors and administrative staff responsible for compliance with the Act. The objective is to provide attendees with a basic understanding of the requirements of the Act and common problems with bylaws.

Presenter: Margaret Mason, Partner, Bull Housser & Tupper LLP

T30: The Building Blocks of a Strong Financial Structure

This interactive workshop provides an overview of how to build a strong financial structure for small-to medium-sized not-for-profit housing agencies. From annual budgeting to long term capital planning, by reviewing the foundational qualities that support a strong and healthy organization, attendees will have a better understanding of various financial strategies that can assist in the management and governance of their organization. This session will:

- help attendees develop a better understanding at the board and senior staff level of the role that financial management can play in building a stronger and more resilient organization;
- introduce terminology and techniques associated with these foundational elements; and
- raise awareness and comfort with the basic subject matter for attendees.

Presenter: Stewart Anderson, Manager, Aboriginal Banking Community Investment, Vancity

This session is sponsored by Vancity Savings.

T31: LEED Lessons Learned

BC Housing has completed and is working on several LEED projects as part of their mandate to certify projects to LEED Gold. This session aims to share some of the high and low points that have happened along this journey. Issues to do with costing, performance, and the certification process will be covered. The presenter will share experiences from a series of projects in order to highlight lessons that others going through similar projects will find useful, as well as helpful suggestions for how the good can be repeated and the not-so-good avoided. The organization's next steps for how to improve on these lessons will be presented as well.

Presenter: Jennifer Sanguinetti, Director, Smart Buildings and Energy Management, BC Housing

This session is sponsored by BC Housing.

T32: Save More with Power Smart

Reducing operational costs is always a concern for non-profit housing providers and their tenants. Energy efficiency can help you not only reduce your energy bill, but also cut maintenance costs and improve building appearance and occupant comfort. Further, improving energy efficiency in tenant units can help lower income tenants who may struggle with paying high energy bills. The good news is that there is a strong business case for improving energy efficiency throughout your building.

Come learn more about energy-saving upgrades and opportunities for multi-unit residential facilities as well as for residential tenant areas. You will also find out about technical support, tools, rebates, and even no-cost programs available from BC Hydro Power Smart to help you seize these savings opportunities.

Presenters: Christy Intihar, Senior Program Manager, Commercial Marketing, BC Hydro Power Smart; and Margo Longland, Program Manager, Residential Marketing, BC Hydro Power Smart

This session is sponsored by BC Hydro.

T33: Success in Supported Housing – Specialized Community Assistance Programs

Homelessness is increasingly on the rise in Canada, and unless effective interventions are implemented, this number will only continue to increase. This session will provide an overall example of innovative housing support models that Pacific Community Resources Society (PCRS) has been able to develop as their best practices. PCRS delivers a range of supported housing and other integrated services to homeless participants, as well as those who are at risk of homelessness. PCRS programs target and reach a diverse group of participants, including Aboriginal, South Asian, and many other groups. In delivering holistic services, PCRS programs apply principles of participant involvement, community engagement, and active partnerships. The session will focus on successful partnership with government and many other service providers. Learn what has worked and what has not. Over the many years that PCRS has been supporting homeless participants, they have developed an expertise among their staff and would like to share their journey. Attend this session to hear about best practices and experiences in the areas of housing, partnership, and community collaboration.

Presenters: Sue Clough, Supervisor, Community Outreach Programs, Pacific Community Resources Society; and Kristine Kredba, Youth Services Supervisor, Broadway Youth Resource Centre

T34: Do-It-Yourself Maintenance

This session will take a problem-solving approach to help hands-on maintenance staff, caretakers, and field staff do their jobs more effectively. The instructor will focus on troubleshooting common maintenance problems, such as plumbing, electrical, and appliances. Attendees will learn about the correct tools to use for each job, plus time and cost-saving tips. Learn when you can do the job in-house, versus when to call in a professional. Participants are also encouraged to share their own experiences about what works and what doesn't! This session is a must for all maintenance personnel, with all levels of experience (basic, intermediate and advanced).

Presenter: BCNPHA Certified Instructor Rob Wescott, Executive Director, Shuswap Independent Living Association

This session is sponsored by Coinamatic Canada Inc.

Note: Delegates must make hotel bookings through *WE Travel* via the BCNPHA website at www.bcnpha.ca/pages/conference/conference-2010.php, to obtain the conference room rate of \$127 (plus taxes). If you don't have access to the Internet, or have any questions regarding hotel bookings, call Heather Carter at the *WE Travel* Conference Services office: 250-764-1997 (toll-free 1-877-764-1997), or email: heather@wetravel.net.

Tuesday, 23 November, 1.5 Hour Sessions

T35 – T43 4:00PM – 5:30PM

T35: Finding Housing Solutions for Women Fleeing Violence

This session will assist in community development work by exploring themes and barriers that emerged from the first-hand accounts of women fleeing violence, and will engage the group in interactive solution-seeking to help facilitate improved safety for women and children across British Columbia. The session aims to generate successful and practical means for supporting women leaving domestic violence that are readily accessible to all housing providers, regardless of training in the domestic violence field. It will also define and outline the spectrum of housing resources available to women fleeing abuse, from short-term, emergency transition houses, to limited-term second stage housing, and finally, social housing through non-profits, co-ops, and BC Housing.

Presenters: Shabna Ali, Executive Director, BC Society of Transition Houses; and Pamela Ponik, Community-based Researcher

T36: Financing Outside the Box

This presentation will focus on creative financing solutions outside the standard 25% down and 75% mortgage financing. The presenters will use selected case studies to inform the audience on key considerations in selecting appropriate financing models and outline the use of high-leverage finance strategies to achieve their mission objectives. In this session, participants will:

- develop an understanding of what leveraged financing is and how it works;
- be able to determine if leveraged financing is appropriate for a given project; and
- develop an understanding of the key financial considerations undertaken by financial institutions for both conventional and leveraged financing.

Presenters: Rebecca Pearson, Investment Manager, Vancity Community Capital; Michael Parker-Sutton, Account Manager, Vancity Community Banking; and Ricardo Saenz-Saldana, Account Manager, Vancity Community Banking

This session is sponsored by Vancity Savings.

T37: The Importance of Keeping Proper Records and Unit Inspections

For a property manager or maintenance personnel, keeping proper records is key to good maintenance practices. Keeping accurate records will help to reduce repairs; provide a "collective memory" that outlives staff and tenant turnover; help with annual budgeting; and is imperative in dispute resolution. Proper records are also important when performing unit inspections: the second half of this session will cover what to look for when conducting inside and outside unit inspections to ensure the longevity of your property and the safety of your tenants. This workshop is appropriate for maintenance personnel with all levels of experience.

Presenter: BCNPHA Certified Instructor Rob Wescott, Executive Director, Shuswap Independent Living Association

This session is sponsored by Coinamatic Canada Inc.

T38: Six In Wood – Affordable Housing Benefits of 6-Storey Wood Frame in Residential Developments

In this session, presenter Patrick Cotter will discuss options for the provision of affordable housing in urban and near-urban centres and will explore the opportunities and technical limitations of 6-storey wood frame as they apply to subsidized/social housing. The relevant example will be based on REMY, a 251-unit 6-storey wood frame residential development currently under construction in the heart of Richmond, BC. REMY provides a wide range of housing types in the context of creating a complete community and focusing on affordable housing by offering 229 entry-level housing units and twenty-two affordable rental units available to families that meet Level 2 priority income threshold requirements.

This presentation will:

- explore the opportunities for 6-storey wood frame in the provision of affordable housing;
- discuss social and sustainable benefits of 6-storey wood frame residential developments; and
- discuss technical challenges surrounding Canada's first 6-storey wood frame project.

Presenter: Patrick Cotter, MAIBC, AIA, Principal, Patrick Cotter Architect Inc.

This session is sponsored by Patrick Cotter Architect Inc.

T39: Working Effectively with Aboriginal Peoples™ For Non-Profit Housing Providers

Join this presentation to learn valuable insights into working with Aboriginal Peoples™ – both at an individual level and an organizational level. The session will look at historical issues, and current and future trends in housing as they relate to Aboriginal peoples, as well as practical approaches to working with communities and their members.

Presenter: Bob Joseph, President, Indigenous Corporate Training Inc.

T40: Introduction to Addictions in Housing Settings

This workshop will create a foundation for participants to understand addictions in housing settings and to provide supportive responses to challenging situations. Three areas will be addressed. The first is the fundamentals of addiction, including trends in substance use, how to recognize if someone needs help, what supportive and appropriate responses are and where people can get help, and understanding treatment and recovery processes. The second area addresses housing in relation to addictions: how to recognize if you've got a problem in the building, and different models for providing supported housing for people who are dealing with addictions, including levels of housing (low-barrier to abstinence-based housing). The third area will address additional barriers to housing and challenges related to addictions for LGBT2S populations: how to create welcoming spaces and respond to tenant-to-tenant problems, and when a tenant's sexual orientation or gender identity matters and when it is a non-issue.

Panelists: Mary Marlow, Professional Practice Lead, Addiction Services, Vancouver Coastal Health; Allyson Muir, Manager – Mental Health & Addiction Housing, Vancouver Coastal Health; and Devon MacFarlane, Community Developer, Prism Alcohol & Drug Services, Vancouver Coastal Health (Moderator)

T41: Incorporating and Improving Food Security in Non-Profit Housing

This session will present the Downtown Eastside Kitchen Tables 7 Food Solutions. It will illustrate examples of innovative food programs and initiatives which will reform the quality, accessibility, and delivery of food to nutritionally vulnerable residents. The solutions address a holistic spectrum which ranges from seed to compost, and reach beyond the unsustainable charity model by focusing on community economic development. Non-profit housing organizations, managers and on site workers, as well as those involved/interested in sustainable food delivery systems will find this session particularly useful. This presentation aims to underscore why non-profit housing providers should think about integrating food security as a working principle within their housing sites, and will show the potential of meaningful partnerships between non-profit housing providers and community-based organizations.

Presenters: Joyce Rock, Executive Director, Downtown Eastside Neighbourhood House; and Heather O'Hara, Executive Director, Potluck Café and Catering

T42: Attracting and Retaining Volunteers

Volunteers are a highly valuable resource to non-profit organizations. We often try to calculate the monetary value of volunteers but the volunteers are, for the most part, very happy to donate their time and expertise. Indeed, many organizations could not survive without the many dedicated volunteers who offer their services. This being so, where do we find volunteers and what do we need to do to retain this valuable resource? Through shared discussion and exercises, participants will leave this session with recruitment and retention techniques and an overview of the staff and volunteer relationship.

Presenter: BCNPHA Certified Instructor Angela Sealy, CEO, Westcoast Facilitators Group

This session is sponsored by QBE Lloyds.

T43: Keeping Your Employees Healthy and at Work – Best Practices in Absence and Disability Management

Physical, workplace, and mental health issues can sometimes make it difficult for an employee to remain at or return to work. Since 1989, Shepell-fgi has helped organizations manage absenteeism with a focus on offering employees the right support to return to personal and professional productivity. Every organization is trying to find the best possible way to resolve common weaknesses within existing attendance and disability management programs. We will share best practices to take your organization to the next level in outcome-based absence management and to help mitigate increased costs due to poor employee and organizational health. This session will be beneficial to HR managers, senior leaders, and employee benefits and wellness consultants.

Presenter: Kerri Harrison, Business Development Specialist, Shepell-fgi

This session is sponsored by Morneau Sobeco.

Wednesday, 24 November, Full-Day Sessions

W1 – W3 9:00AM – 12:30PM

W1: Ready, Set, Build!

This full-day workshop will outline the affordable housing development process and explore opportunities, methods, and approaches to create affordable housing. You will learn about:

- the key elements of an effective funding proposal;
- what to expect at each stage of housing development;
- what development approach makes sense for your society or community;
- the key players in the development process and their roles;
- how to assemble a development team that will deliver a well-built project which meets the needs of your society and its client group;
- your responsibilities and obligations as an owner and those of other team members;
- ways to create affordable housing outside of traditional government programs; and
- keys to successful partnerships.

Presenter: BCNPHA Certified Instructor Alice Sundberg, Housing and Community Development Consultant

This session is sponsored by Canada Mortgage and Housing Corporation.

W2: Emergency First Aid

This full-day session, led by Olympic First Aid Services, will provide participants with the basic skills and knowledge to deal with immediate and life-threatening emergencies. It includes management of life-threatening conditions, CPR, choking, deadly bleeding, diabetes, poisons, burns, minor wound management, seizures, convulsions, and coronary/heart-related illnesses. Participants will receive an Emergency First Aid Certificate upon completion.

Note: *This session is limited to twelve participants as BCNPHA incurs an additional cost for each registrant in this workshop. Participants who have not registered in advance for this session will not be permitted to attend if attendance is at maximum.*

Presenter: An instructor from Olympic First Aid Services

W3: Maintenance Works!

A well-planned preventative maintenance program can reduce costs and help property retain its value and rentability. This course stresses planning for both long-term and routine maintenance tasks. This full-day workshop gives you the tools and techniques required to plan and manage unit inspections, servicing, cleaning, and maintenance contracts. We will also discuss replacement reserves, evaluating bids, and the importance of keeping good records. Essential for anyone who is new to property maintenance!

Presenter: BCNPHA Certified Instructor Rob Wescott, Executive Director, Shuswap Independent Living Association

Wednesday, 24 November, Half-Day Sessions

W4 – W6 9:00AM – 12:30PM

W4: BCNPHA/Coast Capital Savings Leadership Series – Housing and Community Innovation

This workshop is part of the BCNPHA/Coast Capital Savings Leadership workshop series. See page 11 for a workshop description.

W5: Introduction to Collaborative Conflict Resolution

This interactive workshop explains different styles and approaches to resolving conflicts, and provides participants with a hands-on opportunity to enhance their active-listening and problem-prevention skills. The session will provide an opportunity to learn ways to create solutions that everyone can support – and that will last.

Presenter: BCNPHA Certified Instructor Beryl Clayton, Conflict Resolution Educator and Mediator

W6: Making the Most Out of Meetings

If you find yourself leaving one meeting early because you are late for another meeting, or have other questions or concerns about meetings, then this workshop is for you. Meetings are the most effective method of sharing information and making decisions, but poorly conducted meetings are very expensive and can undermine team relationships and productivity. This negative behaviour can then often be carried over into other areas of work. When we learn how to function effectively in meetings, conflicts are readily resolved, production goes up, healthy working relationships are formed and you actualize your return on investment.

In this workshop, we give you the skills to change your behaviour in meetings and lead you out of the “meeting vortex” toward transformation and growth. Through group discussions, you will gain a clearer understanding of how best to contribute in meetings, agenda-setting, chairing, and rules that make sense, all of which will translate to accurate minute taking.

Note: *Prior to the session, registrants will be asked to complete a questionnaire which must be brought to the workshop for discussion.*

Presenter: BCNPHA Certified Instructor Angela Sealy, CEO, Westcoast Facilitators Group

This session is sponsored by QBE Lloyds.

Wednesday, 24 November, 1.5 Hour Sessions

W7 – W8 9:00AM – 10:30AM

W7: Homelessness – A Report Card for 2010

In the past eighteen months, the municipal, provincial, and federal governments, in collaboration with local non-profit organizations, have made significant advancements in addressing homelessness in BC, and more specifically in Vancouver's Downtown Eastside. New targeted task forces and programming, such as the Homelessness Emergency Action Team (HEAT), the Supportive Housing Registration service (SHR), and the Immediate Homelessness Intervention Project (IHIP), have increased the availability of and access to safe and secure shelters and long-term housing for the hard-to-house. Ongoing initiatives continue to improve the health and safety of SROs, promote the flexibility and transparency of government processes, and encourage the support and implementation of non-profit expertise. This panel discussion will illustrate the creative solutions to homelessness that have been advanced in the past year, and will address whether these initiatives have indeed been successful.

Panelists: Dan Garrison, City of Vancouver; Karen O'Shannacery, Executive Director, Lookout Emergency Aid Society; Mark Townsend, Managing Director, PHS Community Services Society; and Lori Dennis, Manager, Homelessness Services, BC Housing Management Commission (Moderator)

W8: Partnering Models in Redevelopment of Existing Assets

This panel discussion will explore P3 models, joint-venture models, and mixed-use developments. It will focus on the maximization of assets and leveraging of assets' value. Participants will be introduced to concepts that will assist in identifying partnering opportunities that non-profit organizations might use to redevelop and improve their own housing stock, and will gain a clear understanding of the differences and benefits of each of the various partnering models. Current and innovative re-developments within the non-profit sector will be shared as practical examples.

Panelists: Darren Kitchen, Government Relations Director, Co-operative Housing Federation of BC; Barbara Bacon, Executive Director, HFBC Housing Foundation; Dan Paris, Director of Development, Vancity Enterprises; and Michael Blaschuk, Vice President, Asset Strategies Department, BC Housing (Moderator)

This session is sponsored by BC Housing.

Wednesday, 24 November, 1.5 Hour Sessions

W9 – W10 11:00AM – 12:30PM

W9: At Home/Chez Soi Overview

At Home/Chez Soi, a Mental Health Commission of Canada's research initiative, includes projects in Toronto, Montreal, Moncton, Winnipeg, and Vancouver. At Home/Chez Soi is based on a "housing first" approach which provides people who are homeless and have a mental illness with a place to live, as well as access to the supports and services that they need. Over the next three years, this program will provide housing and support to 300 people in Vancouver. The participants of this program and their outcomes will be compared to 200 other research participants receiving existing services. Of the 300 receiving housing, 200 people will be housed in market rental units, while the other 100 will be offered housing and support at a single site. This session will include a national project overview, an update on Vancouver, and a discussion about early learnings from the perspectives of researchers, service providers, and people with first-hand experience of mental illness and homelessness.

Panelists: Mark Smith, MA, Executive Director, RainCity Housing and Support Society; Tracy Schonfeld, BA, MSW, Rsw, Director of Community Services, Coast Mental Health; and Catharine Hume, Director, Grants and Community Initiatives, At Home/Chez Soi Vancouver Site Coordinator, Mental Health Commission of Canada (Moderator)

This session is sponsored by Zurich Insurance Company Ltd.

W10: How to Conduct a Need and Demand Study for Your Community

This workshop will introduce participants to a template for a need and demand study that was recently produced by a BC Housing-funded task group comprised of non-profit providers, development consultants, BC Housing staff, and BCNPHA. The template provides a tool for community organizations to use in assessing the existing need for housing and future demand in relation to housing supply. Participants will be guided through the use of the template and directed towards key sources of data for completing such studies. The use of both quantitative as well as qualitative data will be highlighted. Facilitators will share detailed examples of how the template can be used and completed for specific communities and/or target populations.

Presenters: Rebecca Siggner, Manager, Research, BC Housing; and Jill Atkey, Research Director, BC Non-Profit Housing Association

This session is sponsored by BC Housing.

Wednesday, 24 November, Half-Day Session

W11 1:30PM – 4:30PM

W11: Intermediate Techniques in Conflict Resolution

In addition to exploring conflict-resolution approaches and theory in more detail, this workshop will provide participants with an opportunity to improve their conflict-resolution proficiency by participating in brief simulated role-plays. Grounded in a safe and supportive workshop environment, participants will also be able to share their peer-coaching insights in small group settings.

Note: *Participants should have some familiarity with approaches to conflict-resolution before taking this workshop. For example, see W5: Introduction to Collaborative Conflict Resolution on page 20.*

Presenter: BCNPHA Certified Instructor Beryl Clayton, Conflict Resolution Educator and Mediator

Note: Delegates who book with Air Canada through WE Travel will receive a 2% discount off all fares except Tango. To receive the discount, delegates must call the WE Travel Vancouver office: 604-253-5585 or toll-free 1-800-663-4703 and speak to one of their agents. Please advise the WE Travel agent that you are attending the BCNPHA Conference.

2010 Annual General Meeting

Tuesday, 23 November

9:15AM – 10:30AM

We encourage all delegates to participate in the democratic process of our Association by attending the 18th Annual General Meeting of the BC Non-Profit Housing Association. Set the agenda for the future of non-profit housing at BCNPHAs AGM and elect the board that will keep your issues front and centre.

Every BCNPHA housing-provider member should send one voting representative to the AGM, although all other conference delegates and associate members are also welcome.



This year, there are four spots on BCNPHAs Board of Directors that need to be filled. For more information about serving on the board, nominating a candidate, or putting forth a resolution to be included on the AGM agenda, contact Karen Stone, Executive Director, at 604-291-2600, ext. 223 or email: karen@bcnpha.ca.

Please note the following deadlines:

- Resolutions: **22 October 2010**
- Nominations: **22 October 2010**

2010 AGM Voting

Member housing providers are each allowed one voting delegate at the AGM. A voting card and ballot will be provided to each member's designated voting representative during the AGM registration on Tuesday, 23 November (from 8:30AM to 9:15AM).

Late Resolutions Session – see page 23 for details.

Remember: once you're at the conference, it's still not too late to submit resolutions for the AGM. You can do this on:

Monday, 22 November
4:15PM – 5:00PM, Room TBA
Sheraton Vancouver Airport Hotel

General Information

We're Going Paperless

To do our part in helping to protect our fragile environment by reducing paper use, this year's conference will be paperless. Delegates will be able to view or download electronic PowerPoint versions of the individual conference educational sessions from the BCNPHA website in December. Visit www.bcnpha.ca for more details.

Social Events

BCNPHA/Marsh Canada Hospitality Suite



Enjoy an evening with us before getting down to the serious work of the conference! BCNPHA and Marsh Canada will host a hospitality suite on Sunday, 21 November, from 5:30PM to 7:00PM. Join directors, staff, fellow delegates, and our

Marsh partners at the hospitality suite (location TBA) to meet, greet, and mingle. Network with old and new acquaintances while enjoying some light refreshments.

Coast Capital Savings/BCNPHA Social Night

The Coast Capital Savings/BCNPHA Social Night Banquet on Monday, 22 November, offers a great mix of entertainment for the enjoyment of all delegates. After a delectable buffet dinner, delegates can sit back and enjoy live entertainment, and then get up and dance! THEATRESPORTS® is high-action short form improv which relies on razor-sharp wit and lightning-fast reflexes. Using audience suggestions to fuel scenes, performers create totally improvised situations on the spot. Then, back by popular demand for those delegates who want to dance the night away, the band Cloud Nine will play hits old and new from their huge playlist. Join us!

The social night advance ticket price is \$42 plus HST per person for BCNPHA members and \$60 plus HST for non-BCNPHA members. Advance purchase is available on the BCNPHA conference website through the conference registration link at www.bcnpha.ca/pages/conference/conference-2010.php. Tickets can also be purchased at the conference for \$53.57 plus HST per person for BCNPHA members, and \$80 plus HST for non-members. Delegates may also purchase tickets for guests at the advance or on-site ticket prices.

BC Housing Meet and Mingle

Join BC Housing on Tuesday, 23 November, at 5:30 pm in the Cedarbridge Room for refreshments, door prizes, and an opportunity to meet with your colleagues from across the province.

BC Housing invites you to join them to celebrate the work of the non-profit housing sector, and to interact one-on-one with senior staff, including Regional Property Portfolio Managers. During this informal social, BCNPHA Executive Director Karen Stone and BC Housing's CEO Shayne Ramsay will jointly address and highlight the continuing partnerships with the sector to deliver safe, affordable housing. Don't miss it!

Evening on Your Own – with optional activities

Take a break on Tuesday evening after 7:00 pm to enjoy local restaurants and/or attractions. BCNPHA will provide delegates with a list of optional activities at the conference. Where possible, we will arrange discounts for conference delegates with Richmond establishments. Enjoy the many choices of dining experiences and sights that Richmond has to offer!

Meals

Your conference registration fee includes breakfast, coffee breaks, and lunch for each day you are registered. Tickets for the Monday social night dinner can be purchased online through the conference registration link at www.bcnpha.ca/pages/conference/conference-2010.php

Special Dietary Needs

We make every effort to provide a range of foods to meet special health and dietary needs, such as vegetarian, diabetic, or kosher, for example, but we need to pre-order. Please indicate if you have any special dietary needs, including for the social night dinner, when registering for the conference.

CMHC Internet Café

Canada Mortgage and Housing Corporation is pleased to offer free Internet access to all delegates at the CMHC Internet Café. Refreshments including coffee and tea will be available and CMHC staff will be on hand to welcome delegates. The CMHC Internet Café will be located in the Gilbert Room at the Sheraton Vancouver Airport Hotel and will be open to delegates during the following hours:

Monday, 22 November: 8:00AM – 5:30PM
Tuesday, 23 November: 8:00AM – 5:30PM
Wednesday, 24 November: 8:00AM – 2:30PM

Location

All conference events and workshops will be held at the Sheraton Vancouver Airport Hotel, 7551 Westminster Hwy, Richmond. For information on making hotel reservations at the Sheraton Vancouver Airport Hotel during the conference, please see the Hotel Accommodations section on page 23.

Getting There

Air Travel

Delegates who book with Air Canada through *WE Travel* will receive a **2% discount** off all fares except Tango. To receive the discount, delegates must call the *WE Travel* Vancouver office: 604-253-5585 or toll-free 1-800-663-4703 and speak to one of their agents. Please advise the *WE Travel* agent that you are attending the BCNPHA Conference.

Driving Directions

From any location: Visit www.mapquest.com and click on Directions. Enter your originating address; destination address is 7551 Westminster Hwy, Richmond, BC.

Bus service from the airport: The Sheraton Vancouver Airport Hotel operates a 24-hour complimentary shuttle service from the Vancouver International airport. Call the hotel for shuttle times: 604-273-7878.

Public transportation: Visit Translink's web page at www.translink.ca for details on current schedules and fares. Destination address is 7551 Westminster Highway, Richmond, BC.

Public Transportation

Visit Translink's web page at www.translink.ca for details on current schedules and fares. Destination address is 7551 Westminster Hwy, Richmond, BC.

Parking

NEW FOR 2010! The Sheraton Vancouver Airport Hotel, as a Platinum Sponsor of the BCNPHA conference, is pleased to extend complimentary parking to all BCNPHA Conference attendees from November 21-24, including delegates, presenters, and trade show exhibitors. Please register your vehicle upon arrival. Delegates may also pre-register online for parking in advance of the conference by clicking on the parking registration link. Visit the BCNPHA conference page at www.bcnpha.ca/pages/conference/conference-2010.php for more details.

Hotel Accommodation

Conference delegates are responsible for making their own hotel arrangements. A block of rooms has been reserved at the Sheraton Vancouver Airport Hotel. Special room rates have been arranged for conference delegates who book before **29 October 2010**, so book your hotel space early. Hotel room rates are **\$127 (plus taxes)** for a standard guestroom (1 king or double bed). The conference rate is valid three days prior to and three days following the conference dates, depending on hotel availability. Reservations can still be made after 29 October based on availability, and at the best available rate.

Note: Delegates must make hotel bookings through *WE Travel* via the BCNPHA website at www.bcnpha.ca/pages/conference/conference-2010.php, to obtain the conference room rate of \$127 (plus taxes). If you don't have access to the Internet, or have any questions regarding hotel bookings, call Heather Carter at the *WE Travel* Conference Services office: 250-764-1997 (toll-free 1-877-764-1997), or email: heather@wetravel.net.

Getting Information While at the Conference

The BCNPHA conference registration/information desk is located in the Westminster Foyer. Our conference management staff will be happy to deal with your questions concerning the conference.

Conference Registration

Sunday, **3:00PM – 6:30PM**
Monday and Tuesday, **7:00AM – 5:30PM**
Wednesday, **7:00AM – 12:00PM**

Message Board: Delegates can leave or pick up messages at the message board located at the conference registration desk.

Smoking Policy: All public areas are non-smoking as per city by-laws.

Special Thanks: BCNPHA would like to acknowledge Ameresco for sponsoring the delegate bags, CMHC for sponsoring the Internet Café, and Vancity Savings for sponsoring the delegate lanyards.

For BCNPHA Members Only

Late Resolutions Session

Monday, 22 November 2010

4:15PM – 5:00PM

Room TBA

It's not too late to submit resolutions for the Annual General Meeting! If something has come up at a conference workshop you've attended that you would like BCNPHA to take action on, consider submitting a late resolution at the AGM. The Resolutions Committee will be at this session to help you in forming your resolution and guide you through the AGM's resolution process.

Family Care Benefit

For those members requiring financial assistance to offset child-care costs while attending the conference, BCNPHA is offering a limited number of child-care stipends up to \$50 each, on a first-come, first-served basis. The benefit is available to one individual per BCNPHA membership. Please call the BCNPHA office at 604-291-2600, ext. 226 or 1-800-494-8859 or email: admin@bcnpha.ca to inquire about the family care benefit..

Display Table

A table will be reserved for BCNPHA-member non-profit housing societies to display brochures and/or pamphlets about your society's services or programs. Each society is responsible for delivering, maintaining, and retrieving its own materials. If you have materials you would like to bring for display, please call the BCNPHA Member Services Coordinator 604-291-2600, ext. 225 or 1-800-494-8859 in advance of the conference.



BC Non-Profit Housing Association

1-800-494-8859 or

T 604-291-2600

F 604-291-2636

E admin@bcnpha.ca

www.bcnpha.ca

Conference Registration

On-Line Conference Registration

Visit the BCNPHA Website

www.bcnpha.ca/pages/conference/conference-2010.php

Online Registration closes 16 November, 2010 at 4:00PM

Register on-line! Visit BCNPHA's website at www.bcnpha.ca and click on "Upcoming BCNPHA Events – 2010 Annual Conference" to access the link to register. Please note that on-line registration closes on 16 November 2010 at 4:00 PM. If you wish to register after 16 November, you must bring payment directly to the conference and register on-site. Workshop selections will be subject to space availability.

- 1 Discounts:** Member societies who register four or more delegates will receive a discount equivalent to 50 percent off the lowest registration fee for every fifth registrant. Please register the first four registrants on-line and contact Heather Carter at *WE Travel* Conference Services office: **250-764-1997** or toll-free **1-877-764-1997** to arrange the fifth registration.
- 2 Register Early:** Many workshops have a limited capacity and fill up fast! Register early to ensure a spot in your chosen workshops, and be ready to select an alternative if your first picks are full.
- 3 Choose Carefully:** When choosing your sessions, make sure your workshops don't overlap concurrent time slots. You will receive a confirmation number once you register. You can use this confirmation number to make on-line changes to your workshop selections. **NOTE: Once changed, your new selection is guaranteed, but your former one is not. Please choose carefully.**
- 4 Payment:** You can pay by credit card (VISA, MasterCard, American Express) or by cheque or money order, payable to BC Non-Profit Housing Association. To maintain your reservation, cheque or money order payments must be received by the BCNPHA office within ten business days of your on-line registration date. **After 29 October 2010, on-line payment will be available by credit card only.** If your payment is not received within ten business days, your reservation and workshop selections will be cancelled and you will be charged a \$15 administration fee. Once cancelled, you will need to re-register to reserve your workshop selections. Please mail your payment to BCNPHA, 303 – 3680 East Hastings Street, Vancouver, BC, V5K 2A9. Attention: Conference.
- 5 Confirmation:** You will receive an email confirmation after you complete your on-line registration, which will be your payment receipt. For those paying by cheque or money order, confirmation is contingent upon receipt of payment, for which a sales receipt will be issued by mail.
- 6 Don't have access to the Internet?** Contact Heather Carter at *WE Travel* Conference Services office: **250-764-1997** or toll-free **1-877-764-1997** to help you register.

Your conference registration fee includes breakfast, coffee breaks, and a lunch for each day you're registered. Every effort is made to provide a range of foods to meet special health and dietary requirements. If you have special dietary needs, please remember to indicate this when you register.

Registration Cancellation Policy

Cancellations must be made by written request to BCNPHA. For cancellations received by 22 October 2010, we will issue a full refund on monies paid, less a \$50 processing fee. For cancellations received after 22 October and until 5 November, a refund of 50 percent will be given. **No refund will be given after 5 November 2010.** Cancellations made after 5 November 2010 for unpaid registrants will be subject to a \$50 cancellation fee. If you are unable to attend, we encourage you to send a colleague in your place.

Note: If you are sending a colleague in your place, you must first cancel your registration, and then re-register the new person. This ensures that workshop reservations and name tags appear in your colleague's name. Please allow 2 to 3 weeks for refund cheques to be processed.

Questions?

- For conference delegate/speaker registration and hotel booking enquiries:** Contact Heather Carter at *WE Travel*, Conference Services office: 250-764-1997 or toll free 1-877-764-1997, email: heather@wetravel.net.
- For travel booking enquiries:** Contact *WE Travel* Vancouver office: 604-253-5585 or toll free 1-800-663-4703.
- For all other conference information and questions:** Visit BCNPHA's website at www.bcnpha.ca or contact Arwa Hasan, BCNPHA Liaison at 604-291-2600 or toll-free 1-800-494-8859, email: admin@bcnpha.ca.

FEES (ALL fees are subject to HST)	Member	Non-Member
All 3 days (Nov. 22-24 inclusive)	\$420.00	\$840.00
One Day (Nov. 22 or 23)	209.00	418.00
Wednesday Only (Nov. 24)	110.00	220.00
Social Night (Advance Tickets)	42.00	60.00
Social Night (Tickets purchased at conference)	53.57	80.00
Trade Show Pass (Nov. 22, 2:00 pm – 5:00 pm)	\$55.00	\$110.00

BCNPHA GST Registration #14061 4652 RT

If you are unsure of your BCNPHA membership status, contact Jacqui Mendes, BCNPHA Member Services Coordinator, at 604-291-2600, ext. 225 or toll-free 1-800-494-8859, email: jacqui@bcnpha.ca.

Trade Show

New! This year, we are offering a unique opportunity for anyone not registered for the conference, but interested in products and services related to the non-profit housing sector, to attend the trade show exclusively through the purchase of a Trade Show Pass (valid on Monday, November 22 from 2:00 pm to 5:00 pm only). The Trade Show Pass will offer these attendees an opportunity to interact with suppliers who support our sector.

Conference Bursaries – Sponsored by BC Housing

BC Non-Profit Housing Association, with sponsorship funding provided by BC Housing, is offering six sponsored conference registrations to students or employees new to the non-profit housing sector (employed one year or less), and who are thirty years old or younger. Bursaries will be allocated on a first-come, first-served basis, subject to approval of the application and submission of appropriate documentation. The conference three-day registration rate for sponsored students is \$53.57 plus HST (\$60). To apply for a bursary, contact Arwa Hasan, BCNPHA Liaison, at 604-291-2600, ext. 226 or toll-free 1-800-494-8859, email: admin@bcnpha.ca. Application deadline is 24 September 2010.

Conference Attendees Checklist

Did you remember to:

- Complete the on-line conference registration form?
- Make sure your workshop selections don't overlap concurrent time slots?
- Register on-line for the Sunday evening hospitality suite and Tuesday evening BC Housing reception? It's FREE!
- Order your ticket(s) for the Monday evening Social Night?
- Let us know if you have any special dietary requirements for conference meals?
- Pay on-line or send a cheque/money order to BCNPHA within 10 business days of registering?
- Book your hotel accommodation on-line* through the BCNPHA website?
- Contact *WE Travel* to receive a 2% air travel* discount?

*Hotel and travel fees not included in conference registration fees

On-Line Conference Registration

Visit the BCNPHA Website

www.bcnpha.ca/pages/conference/conference-2010.php

Online Registration closes 16 November 2010 at 4:00PM

11 Great Reasons to go to the Conference

- 1 Hundreds of your colleagues will be there.
- 2 You'll get the most important, up-to-date information about the sector.
- 3 Learn from the experience and expertise of this year's skilled presenters.
- 4 Board members, managers, and staff: there is something for everyone!
- 5 Select from over sixty-five outstanding workshops.
- 6 Visit trade-show exhibits displaying the best and most innovative products and services that are useful to your work.
- 7 Discover innovative ways of cutting costs at your organization – today!
- 8 Prepare for future changes in the sector by getting the information you need now, as it is being shaped, and even be involved in important decision-making.
- 9 Vote in the Association's AGM and pick the next set of leaders to represent you at BCNPHA's strategic meetings.
- 10 Participate in dozens of opportunities for networking, including social events, informal gatherings, networking breaks, hospitality suites, and more!
- 11 Meet friendly BCNPHA staff who look forward to making your conference experience as meaningful as possible.