

Housing Central Conference Education Sessions Descriptions

Sunday, November 20

1:30 p.m. – 3:00 p.m. | Elmbridge Room

S01 - Board Basics: Build a Stronger Board, One Director at a Time

Are you a board member who is committed to good governance but not sure exactly what that entails? Are you curious about your rights and obligations? Are you concerned about your personal liability under the New Societies Act? This workshop will provide you with a broad overview of what it takes to build a stronger board by becoming a better director and is essential for new board members or those wanting a refresher.

Presenter: Alison Brewin (Consultant, Alison Brewin Consulting)

3:30 p.m. – 5:00 p.m. | Cedarbridge Room

S02 - Understanding and Managing Enterprise Risk

As a non-profit housing society you are responsible for safeguarding your assets, staff and tenants. Using Greater Victoria Housing Society as a case study, we will look at how you can introduce formal Enterprise Risk Management processes. This workshop will demonstrate how to assess the current state of risk management processes in your Society, create an Enterprise Risk Management framework, identify key staff awareness training issues, and create an up-to-date risk register and reporting framework.

Presenters: Kaye Melliship (Greater Victoria Housing Society, Executive Director), and Gordon Gunn (Principal Consultant)

1:30 p.m. – 5:00 p.m. | Westminster 1 & 2

S03 - Housing 101

Are you new to housing and surrounded by terms you don't understand? Or do you simply need a refresh? This is the course for you. Join our seasoned instructors for a half day tour of the ever-changing landscape of affordable housing in Canada. This workshop will provide a history of federal and provincial housing policy and will also include up-to-date information on new programs currently being developed and the role municipalities play as key partners in the development of affordable housing around the province.

Presenters: Steve Pomeroy (Focus Consulting Inc.), Alice Sundberg (Affordable Housing Consultant, Principal), Kaela Schramm (M'akola Group of Societies, Development Services Planner), Margaret Eberle (Metro Vancouver, Senior Housing Planner), with moderator Brian Clifford (BCNPHA, Policy Manager)

Monday, November 21

10:30 a.m. – 12 p.m.

M01 - Financing and the New Era of Affordable Housing Projects | Minoru B & C

More and more often, new affordable housing developments are made up of a mix of uses and tenures with different components of the project serving different objectives. This workshop is targeted at organizations that are involved in developing real estate projects and are interested in learning about innovative ways to pull together financing packages that support diverse projects aiming to deliver affordable housing with long-term financial sustainability, and that reflect emerging trends for not-for-profit real estate development.

Presenters: Garth Davis (New Market Funds, Managing Director), Armin Amrolia (BC Housing, Executive Director of Development), Douglas Hansen (Vancity, Manager Community Investment), Robert Brown (Catalyst Community Developments Society, President), with moderator Kira Gerwing (Vancity, Manager Community Investment)

M02 - Solutions: Managing Affordable Units in Market Developments | Cedarbridge

Join municipalities and non-profit housing providers for a dialogue on managing affordable housing obtained by municipalities through inclusionary policies. Much effort is required to obtain the units - but similar consideration is needed to ensure that management and administration of the units meets the needs of the municipality, the owner, and the tenants. Who manages the units and oversees tenant selection/income testing? Are non-profits interested? Can existing wait lists be used to identify tenants? Are there challenges with management in this setting? What mechanisms preserve affordability?

Presenters: Margaret Eberle (Metro Vancouver Housing Corporation, Senior Housing Planner), Ross Chilton (Community Living Society, Executive Director), David MacIntyre (MPA Society, Executive Director) and Joyce Rautenberg (City of Richmond, Affordable Housing Coordinator)

M03 - Redefining Transitional Housing for Homeless Communities | Westminster 1

The homeless community in Victoria is redefining what transitional housing needs to provide in order to meet the immediate needs of street-entrenched homeless. A primer for those new to the housing sector to not repeat the traditional temporary shelter model, the Tent City in Victoria has provided a new structure for how to introduce transitional housing that responds directly and specifically to the self-identified needs of homeless people. This workshop will detail how the homeless community came together, and stayed together, and implemented a transformative model of transitional housing created by the homeless community themselves.

Presenters: Don Evans (Our Place Society, Executive Director) and Le-Ann Dolan (Our Place Society, Director of Operations)

M04 - Family Design, Home-Making Practices & Housing First Support | Richmond D

Join the Pacific Housing Research Network (PHRN) panel presentations of exciting new research on: family-friendly rental housing, multi-family housing design, housing process of Chinese immigrants, and mapping Metro Vancouver: exploring implementation for Housing First. Questions and discussion will follow the panel presentations. See the PHRN detailed program guide at www.phrnbcc.com

Presenters: Jada Basi (CitySpaces, Housing and Social Policy Planner), Lili Shulman-Friedler (UBC, School of Community & Regional Planning, PhD Student), Patricia Rios, Jing Zhao (UBC, Department of Sociology, PhD Candidate), Mei Lan Fang, (SFU, AGE-WELL Networks of Centres of Excellence, Academic Fellow), and Rebecca Bell (Greater Vancouver Shelter Strategy, Manager), with moderator Elizabeth Tang (CMHC, Knowledge Transfer Consultant)

M05 - CIH Canada Members Meeting: Shaping your Professional Body! | Richmond E

Have your voice heard as we plan for the future of the Chartered Institute of Housing (CIH) Canada. To build on the momentum from our western expansion with local partners BCNPHA, APHAA and Manitoba Housing, we need your input! In this interactive session, exclusive to CIH Canada members, participants will be encouraged to share their aspirations for Canada's first professional body dedicated to the social housing sector. Members from CIH Canada's Advisory Committee and Board will facilitate discussions that will inform and shape future directions.

Presenters: Greg Dewling (Capital Region Housing Corporation, CEO & CIH Canada Board Member) and Sylvia Patterson (Consultant, Business and Member Development Manager)

M06 - What is Inclusive Housing? | Westminster 3

Join Community Living British Columbia staff and stakeholders as they define "inclusive housing" and share a framework for inclusive housing that has been developed through a consultative process in response to the increasing demand for inclusive housing options by people with developmental disabilities.

Presenters: Richard Faucher (Burnaby Association for Community Inclusion, Executive Director), Jack Styan (Community Living BC, VP Strategic Initiatives), Jennifer Deakin (Community Living BC, CLBC Community Council (S. Island), Nora Flaherty (Parent), and Jessica Humphrey (Community Living BC, Self-Advocate Advisor)

M07 - Building Happy, Healthy and Creative Workplace Cultures | Minoru D

It has long been known that company culture and its day-to-day climate influences business outcomes, and impacts on how we feel, behave and perform. More recently, sound science and corporate numbers show that culture drives performance and leadership drives culture. Nurture your culture, and it will inspire your organization to do their best. Neglect it, and it will wreak havoc. This session will showcase a collection of effective ways that business leaders are approaching, thinking about and strengthening healthy workplace cultures.

Presenter: Donald King (Consensus Consulting, Registered Mediator)

M08 - Extending Supports to Foster Youth Past 19 | Steveston C

Nearly half of BC's homeless population have had some previous experience in the foster care system. This session explains the socio-economic context of this phenomenon, provides an overview of the housing work undertaken by Aunt Leah's Place since 1988 in working with youth 'aging out' at 19, and presents a cost-benefit analysis of various scenarios for changing social policy related to youth leaving care.

Presenters: Drew Stewart (Aunt Leahs Place, Development Officer) and Jason Preece (Aunt Leah's Place, Peer Specialist - Link Housing First Program)

M09 - Human Rights and Non-Profit Housing Accommodation | Elmbridge Room

This introductory session is designed to explain the basic principles of human rights law to participants and the application of those laws to the non-profit housing sector. Topics covered will include a review of the relevant sections of the Human Rights Code, examples of types of unlawful discrimination that may arise in non-profit housing associations, a description of the B.C. Human Rights Tribunal and human rights complaint and response processes, and information on Directors' liability and insurance. The session will also discuss pro-active measures that can be taken to avoid claims.

Presenter: C. Grant Haddock (Haddock & Company, Principal & Lawyer)

M10 - Self-Care and Mindfulness | Steveston D

This workshop will help front-line and supervising staff learn how to identify symptoms of being overwhelmed, trauma and compassion fatigue in themselves and others. Participants will take away an understanding of support mechanisms for themselves, their peers and their families, to better assist in navigating stressful environments. A component of this workshop will help agencies that service clients who use both licit and illicit substances, to develop an overdose prevention protocol with the aid of a check box guide (provided).

Presenter: Ross Laird (Laird Associates, Consultant, Professional Development), Shannon Riley (Vancouver Coastal Health, Project Manager, Illicit Drug Overdose Response, Prevention)

M11 - The Application and Viability of New Home Warranty Policies | Richmond F - CANCELLED

The session covers the legislative regime, the marketplace of warranty providers, the applicability of coverage to non-profit owners and managers, and the claims process. Participants will learn who is entitled to make a new home warranty claim, how to effectively advance a new home warranty claim and what to expect from a developer when a new home warranty claim is made.

Presenter: Christopher Schuld (Eyford Macaulay Shaw & Padmanabhan LLP, Partner) and Robert (Bob) Sloat (Surety Association of Canada, Director Business Development)

M12 - Creating a Capital Plan | Minoru A

This workshop will teach participants how to create a capital plan using BCNPHA's Capital Planning Template, Asset Planner software and sample data. It is optional to bring your own laptop to learn, hands-on, how to use these planning tools in your own work environment.

Presenter: Warren Jacobs (BCNPHA, Manager, Capital Planning)

M13 - Passive House Opportunities | Richmond G

Passive House is a new building design model that results in buildings that are so energy efficient that they require little or no energy to heat or cool. This panel discussion that will look at the business case

for these types of buildings, their design and construction considerations, and the process and implications for larger, non-profit housing projects.

Presenters: Brittany Coughlin (RDH Building Science Inc., Energy and Sustainability Specialist), Rob Bernhardt (Canadian Passive House Institute, CEO), and Adam Fawkes (HCMA Architecture and Design, Associate Architect)

M14 - Redeveloping, Re-Homing and the Non Profit | Richmond C

So, you are going to redevelop? What happens to existing tenants? What is required by municipalities? Where do we find accommodation? And what is expected of non-profit housing providers? This brainstorming session will discuss innovative, collaborative ways to work together to ensure tenants aren't displaced. Outside-of-the-box thinking is required to solve this very important issue, as more and more non-profits are forced to redevelop.

Presenters: Susan Snell (Red Door Housing Society, Executive Director) and Ulryke Weissgerber (Metro Vancouver, Tenant Programs and Services)

Monday, November 21

2:15 p.m. – 3:30 p.m.

M15 - Investment Fundamentals for Housing Providers | Richmond D

Maximizing the capital you already have is the most efficient fundraising a non-profit can undertake. This session will look at the different types of capital that housing providers manage and will then delve into the basics of key investment concepts and considerations. Financial decision-makers will benefit from this introduction (or refresher) to investing, with an overview of the benefits of investing; types and characteristics of housing provider capital; asset classes, sectors, and investment types; compounding, risk, and volatility; and investment strategies from a housing perspective.

Presenter: Derek Ballantyne (Encasa Financial Inc., CEO)

M16 - My Biggest Mistake: The New Development Edition | Elmbridge

Are you getting ready to build again? Want to learn what to avoid in your new development? This panel of expert housing developers will share stories of the biggest mistakes they made in their development of housing. Participants will discover what the developers learned along the way, how they are now avoiding these mistakes in their own developments and have a chance to ask questions about how they can do the same.

Presenters: Janice Abbott (Atira Women's Resource Society, Chief Executive Officer), Robert Brown (Catalyst Community Developments Society, President), Craig Lochhead (TL Housing Solutions Ltd., Vice President), with moderator Tiffany Duzita (Community Land Trust Foundation of BC, Director of Development)

M17 - Separate Doorways: Integration or Segregation? | Richmond C

Separate air parcels in mixed buildings have been highlighted in the media recently (referred to as “poor doors”), and integrating different tenure types is the reality in many new housing developments. Full integration is the ideal, but how do you operate social housing within a strata corporation and what are the solutions for operating mixed income developments? This panel session will debate the costs and benefits of inclusive building designs, and discuss the advancement of best practices for integrating market and non-market units.

Presenters: Dwayne Drobot (City of Vancouver, Business & Lease Manager, Housing Delivery & Operations), Michael Geller (The Geller Group, President), and Tom Laviolette (DTES Community Development Leader), with Aaron Cheng (City of Vancouver)

M18 - Small but Mighty: A Forum for Housing Providers | Westminster 1

Are you an operator of one, two or three buildings? Managing a small portfolio often poses its own unique challenges in a rapidly changing housing sector. This session offers the opportunity to engage with other professionals with small, but impactful, housing portfolios. Discussion will focus on identifying the issues that impact the sustainability of small organizations and on the co-creation of solutions for being stronger together.

Presenter: Jim Spinelli (Nanaimo Affordable Housing Society, Executive Director), and Jill Atkey (BCNPHA, Director, Research and Education)

M19 - CIH Canada: Advancing Professional Standards in Housing | Steveston F

Working in the housing sector demands a high standard of professionalism from staff that deserves support and recognition. But when the majority of people find their way into the sector by “falling into” it, how do we attract, develop and retain the best? This session takes a closer look at how professional standards benefit individuals and organizations, and participants will learn how CIH Canada is helping meet the competencies and skills needs of tomorrow, while engaging professionals and leaders today.

Presenters: Alice Sundberg (Alice Sundberg Consulting, Principal), John Neuls (Langara College, Program Coordinator - Real Estate), Greg Dewling (Capital Region Housing Corporation Edmonton, CEO), Jamie Billingham (BCNPHA, Manager, Capacity Building), Greg Dewling (Capital Region Housing Corporation, CEO & CIH Canada Board Member), with moderator Sylvia Patterson (Consultant, Business and Member Development Manager)

M20 - Inclusive Housing: The Business Case | Richmond F

Panelists from the community living sector share the trends in housing needs of those it serves and stories of success that illustrate why keeping CLBC-eligible individuals in mind when planning housing development is an economically feasible proposition that changes people's lives - and communities as a whole - for the better.

Presenters: Zainum Bahadshah (Community Living BC, Manager, Organizational Support, Strategic Initiatives), Cheryl Fryfield (Self Advocate), and Laurie Geschke (Parent)

M21 - Managing Human Resources for Supervisors and Managers | Richmond A & B

It is essential that human resources (HR) matters are professionally and pro-actively managed if you want to attract, retain and develop top-notch staff in your organization. This session will cover best practices and legal requirements of effective HR practices. Leaders who are responsible for managing HR in their organizations will learn how to conduct a human resources risk assessment and discover valuable web resources that are available to assist them.

Presenter: Greg Miller (Crowflight Consulting Services, President)

M22 - What's New about GST for Housing Providers? | Richmond E

This session will provide non-profit housing providers with a 2016 update on the GST. Participants will better understand the GST rules regarding residential housing projections through the planning, development/construction, completions and rental phases, including GST registration and compliance obligations. The session will provide information on dealing with self-assessment and substantial completion, GST ITC and rebate rules and opportunities for recovery. Presenters will provide an overview of CRA audit initiatives and tips/traps currently affecting NPOs and charities.

Presenter: Darren Taylor (BDO Canada, Partner - Taxation Services)

M23 - Workplace Mental Health Priorities | Westminster 2

The link between stress, mental health and absenteeism remains a significant challenge for many Canadian employers. In 2015, Morneau Shepell conducted its second annual national mental health survey to better understand and compare the perspectives of working Canadians, employers and physicians regarding workplace mental health and absence. This session will highlight results from the survey; review recent statistics on mental health; differentiate between stress and mental health; and review the issues seen by physicians and managers. Participants will learn the first steps towards developing a mental health strategy.

Presenters: Meghan Vallis (Morneau Shepell, Senior Consultant, Health and Benefits) and Rochelle Morandini (Morneau Shepell, Partner)

M24 - Changing Needs | Westminster 3

With an aging population and increasing tenant diversity, affordable housing providers need to be able to recognize and understand complex individual behaviours. Participants in this session will take away information on the signs and symptoms of dementia, brain injury and mental health decompensation.

Presenters: Sheila Adcock (Career Development Services, Program Coordinator) and Caroline Ferris, (UBC Department of Family Practice, Clinical Assistant Professor)

M25 - Building the Business Case for Repairs & Maintenance | Richmond G

Benchmarking is a valuable way to monitor the health of a building and prove that renovations and repairs were successful. Tracking utility bills, which vary depending on weather, occupancy, and utility rates, can be misleading and often masks the real cost savings of retrofit projects. This session will provide an introduction, society perspective, and high-tech opportunity to benchmark your energy use.

Presenters: Kylie Sandham (Greater Victoria Housing Society, Capital Assets & Costs Analysis Officer) and Nancy Meyers (Optimatic Solutions, VP Sales and Innovation)

M26 - Align your Maintenance Plan With Your Capital Plan | Cedarbridge

Maintenance teams are usually under tremendous pressure in reaction to building issues, and may be too busy reacting to ever find the time to put preventative, predictive or proactive maintenance plans in place. This session will describe how to assess your maintenance plan's maturity, and align maintenance and capital plans.

Presenter: Cathy McDonald (BCNPHA, Asset Management Coordinator)

M27 - Sustainable Building to Create Affordable Healthier Housing | Steveston D

This session addresses a holistic, affordable approach to sustainable building that includes the preservation of natural resources, reduction of pollution, air quality, and the improvement of home durability. A reduction in monthly operating costs and rebates can be realized, while durability will translate into fewer fix-its. This approach instills pride by encouraging a more responsible way of living. Case studies will highlight partnerships with like-minded agencies and municipal authorities.

Presenter: Jenifer Christenson (Built Green Canada, Executive Director)

M28 - Love It or List It: The Affordable Housing Edition | Steveston C

Has your current affordable housing development fallen out of love with you? Are you a non-profit society faced with the decision of whether to renovate it or redevelop it? If so, then this is the session for you! Participants will be provided with information on options available to revitalize or replace existing housing development. Case studies will explore non-profit societies who have faced these decisions. Learn how to decide whether a renovation or a redevelopment is the right thing for you!

Presenters: Danna Locke (BC Housing, Regional Development -North and Interior) and Naomi Brunemeyer (BC Housing, Director, Regional Development -Lower Mainland)

Monday, November 21

4:00 p.m. – 5:00 p.m.

M29 - Maximize Returns on Your Capital Reserves (& Other Capital) | Richmond E

Newly available in BC, the Encasa Social Housing Investment Program is structured to help non-profit housing providers maximize returns on their capital reserves (and other capital), while taking into account their unique liquidity needs and risk profiles. Participants who make decisions about their society's finances will better understand what the Encasa program offers and whether it merits further exploration for their organization.

Presenter: Dawn Bowles (Encasa Financial, Investment Liaison-Western Canada)

M30 - 20,000 Homes Campaign: Take Community Action on Homelessness | Richmond C

The 20,000 Homes Campaign is a national movement of communities working together to permanently house 20,000 of Canada's most vulnerable homeless people by July 1, 2018. Join the Canadian Alliance to End Homelessness to learn how you and your community can prioritize and house homeless people through the development of a by-name registry and coordinated access to housing.

Presenter: Tim Richter (Canadian Alliance to End Homelessness, President and CEO)

M31 - The Elements of Success: Partnering with Private Developers | Elmbridge

Are you thinking of partnering with a private developer to build new or redevelop? Partnerships with the private sector are a big part of many new affordable housing developments, but they can sometimes be tricky to navigate. This session draws from real-life examples of partnership between non-profit housing providers and private sector developers, and participants will take away a better understanding of how to make the most of these relationships and to avoid common partnership pitfalls.

Presenters: Nancy Keough (Kettle Friendship Society, Executive Director), Joanne Graham (127 Society for Housing, Executive Director), Max Kerr (Brenhill Developments, Consultant), and Daniel Boffo (Boffo Properties, Principal)

M32 - Strategic Partnerships for Collective Impact | Westminster 1

This session draws on the new Partnership Development course offered by BCNPHA. Participants will learn about the risks and benefits of various types of partnerships, how some partnerships facilitate collective impact, and the top three elements of a successful partnership.

Presenter: Michael Litchfield (Thinklab Consulting, Managing Director)

M33 - Expiring Agreement? Planning for a Sustainable Future | Cedarbridge

Long-term operating agreements with senior levels of government are beginning to expire. What does this mean for your building and your society? What factors do you need to be considering? What are your options if you think your building won't be viable without ongoing subsidies? Join us as we look at current projects and portfolios from around the province to explore options for a sustainable future.

Presenters: Steve Pomeroy (Focus Consulting), Malachy Tohill (BC Housing, Regional Director), and Jill Atkey (BCNPHA, Director, Research and Education)

M34 - Inclusive Housing Models Across the Sectors | Richmond A & B

This session examines the philosophy behind, the practical aspects of, and the barriers to integrated housing projects. Panelists will demonstrate how their inclusive housing projects will benefit targeted populations and the community in general. Participants will benefit by learning more about the philosophy behind inclusive housing and the nuts and bolts of three projects that are living this philosophy. They will also understand some of the obstacles that need to be addressed to ensure more inclusive housing projects will be developed in the future.

Presenters: Janice Abbott (Atira Women's Resource Society, Chief Executive Officer), Robert Brown (Catalyst Community Developments Society, President), and Doug Tennant (Semiahmoo House Society, Executive Director)

M35 - Minimizing your Property Tax: Tips for Housing Providers | Richmond F

Feeling squeezed by increasing operating costs? This session highlights strategies for reducing one of the largest annual fixed cost expenses. Participants will learn how their properties are currently valued by BC Assessment and the steps that can be taken to minimize property taxes, including how to effectively negotiate for a fair and minimal value.

Presenter: Scott Bowden (Colliers International, Director, Property Tax, BC - Valuation & Advisory Services)

M36 - Demystifying BC Housing's Financial Statement Framework | Richmond D

BC Housing is a significant funder to the non-profit housing sector, requiring certain reporting requirements to be met to ensure continued and uninterrupted funding. This session will clarify the requirements of the BC Housing Financial Statement Framework requirements, including key aspects of preparing these schedules, the roles of management versus those of the auditor, and what procedures your auditor is required to perform in order to comply with Canadian Auditing Standards.

Presenters: Paul Fripp (BDO Canada LLP, Senior Manager, Audit & Assurance) and Bill Cox (BDO Canada LLP, Partner, Audit & Assurance Services)

M37 - Building & Operating Housing Inclusive of Transgender People | Steveston C

Transgender people face unique challenges, discrimination, and barriers when accessing social housing. For many of us, transgender issues are new territory. This interactive and exploratory session will introduce concepts and terminology of gender identity, as well as provide a safe space to ask questions and practice incorporating into conversation. Sharing highlights of the presenters' work with the City of Vancouver, participants will be invited to consider solutions towards greater levels of transgender inclusion in policies, spaces, and services.

Presenters: Drew Dennis (TransFocus Consulting, Principal Partner) and Kai Scott (TransFocus Consulting, Principal Partner)

M38 - Trauma and Concurrent Disorders | Westminster 2

Tenants often come to us with a history of traumatic experiences and resulting behaviors. This session will benefit front-line staff who interact daily with these complex tenants. Participants will leave the session with a broader understanding of trauma, responses to trauma and techniques to recognize and support ourselves and others.

Presenter: Ross Laird (Laird Associates, Consultant, Professional Development)

M39 - Carbon Marketplaces: Opportunities to Monetize GHG reduction | Richmond G - CANCELLED

The session highlights the work of the Community Carbon Marketplace (CCM), an online exchange to buy and sell community carbon credits generated from a range of greenhouse gas emission reduction projects, such as switching from petroleum to renewables, building retrofits, etc. The CCM is a non-profit initiative of Cowichan Energy Alternatives Society to grow local low-carbon economies by paying organizations for each tonne of carbon reduced.

Presenter: Hassaan Rahim (Community Carbon Marketplace, Project Manager)

M40- Portfolio Solutions, Planning for the Future | Steveston D

This workshop will provide participants with an introduction to the techniques, processes and opportunities involved in portfolio planning, will teach them how to optimize the resources available to non-profit housing providers and will provide information for their organization's strategic planning.

Presenter: Ahmed Omran (BC Housing, Manager, Portfolio Solutions)

M41 - Beyond LEED: Green Building Rating Systems & Social Housing | Westminster 3

Are you taken back by all of the different green building rating systems out there? Are you considering developing a project that may require third party certification as a green building? Are you a sustainability leader who wants to build the greenest building possible within your budget? This session provides an overview of the different types of green building rating systems on the market, including Passive House, LEED for Homes, R-2000 and their applicability to social housing projects.

Presenter: Bill MacKinnon (BC Housing, Manager, Energy Management)

Tuesday, November 22

10:30 a.m. – 12:00 p.m.

T01 - Non-Profits and Social Enterprise | Minoru A & B

Dialogue with Thought Leaders: Following Janet Austin's keynote address, she will join a panel of non-profit housing providers to explore their social enterprise models. Developing successful social enterprises can be fraught with risk and uncertainty, and not all models are successful. Hear from other housing providers about their successes and challenges as they navigated this tricky landscape.

Presenters: David Eddy (Vancouver Native Housing Society, CEO), Janet Austin (YWCA Metro Vancouver, CEO), Darrell Burnham (Coast Mental Health, Executive Director), and Allyson Muir (Sanford Housing Society, Executive Director)

T02 - Creating Opportunities for New Metro Vancouver NP Housing | Westminster 2

A range of opportunities exist for organizations to work in partnership with local government in the delivery and management of non-profit housing. Representatives from three Lower Mainland municipalities will provide an overview of the programs and policies that are in place in their areas to

increase non-market housing supply as well as encourage re-investment and preservation of existing stock. This will include consideration of how land use policies can support non-profit housing, capital grants and case study examples of opportunities available to non-profit organizations to support affordable housing.

Presenters: Matt Bourke (City of Vancouver, MCIP Housing Planner), Dan Garrison (City of Vancouver, Senior Housing Planner), Wendy Tse (City of North Vancouver, Planner), Joyce Rautenberg (City of Richmond, Affordable Housing Coordinator), with moderator Margaret Eberle (Metro Vancouver Housing Corporation, Senior Housing Planner)

T03 - Responding to Homelessness | Richmond A & B

Researchers across BC are addressing homelessness related topics. Join us as they share recent findings on: shelters and BC's overdose public emergency, a vulnerability assessment tool for supportive housing, placement and employment program support, and results from the Social Return on Investment in Affordable Housing paper. Questions and discussion will follow the panel presentations. See the Pacific Housing Research Network detailed program guide at www.phrnbcc.com

Presenters: Bruce Wallace (University of Victoria, Assistant Professor, Social Work), Will Valenciano (BC Housing, Housing and Health Services Manager), Deborah Kraus (BC Housing, Manager of Research), Christina Panagio (Canadian Mental Health Association – Vancouver Fraser Branch, Board Member), Michael Anhorn (Canadian Mental Health Association – Vancouver Fraser Branch, Executive Director), and Tammy Bennett (BC Housing, Senior Manager for Corporate Planning), with moderator Peer-Daniel Krause (BCNPHA, Policy Manager)

T04 - Exploring Permanent Housing Solutions for the Sector | Minoru D

This session will explore exciting initiatives being undertaken across Canada to transform and strengthen the sector. Building from recent discussions amongst sector leaders through CIH Canada and Housing Partnership Canada, the panel will share and discuss current and innovative solutions including: scaling up, opportunities for regulatory changes and fostering entrepreneurship. Through the example of the proposed Canadian Housing Bank, this panel of thought leaders will also explore opportunities for the creation of sector based solutions and alternative sources of funding. Learn how fellow housing professionals are leading change and transforming the sector!

Presenters; Shayne Ramsay (BC Housing, CEO), Kevin Albers (M'akola Group of Societies, CEO), Greg Dewling (Capital Region Housing Corporation Edmonton, CEO), with moderator Karen Hemmingson (BC Housing, Chief Research Officer)

T05 - Inclusive Housing for People with Diverse Abilities | Minoru C

People labelled with an intellectual disability come from a history of institutionalization and isolation. Today, because of affordable and inclusive housing, people with diverse abilities live in community alongside neighbours, family and friends, just like anyone else. BC People First is the provincial voice for people who have been labeled with an intellectual disability. Participants will hear stories that celebrate our freedom, challenge assumptions, and bring awareness about the importance of affordable, inclusive housing for all.

Presenters: Dave and Lori Sherritt, and Paul Girardi (BC People First Society, Board Members)

T06 - RTB Disputes: Preparing for the Hearing | Westminster 3

This session will provide participants with effective strategies and tools to prepare themselves for a Residential Tenancy Branch dispute resolution hearing. Topics covered will include: review of the basic dispute resolution process; strategies for effective preparation before the hearing; tips and pitfalls; lawyers secrets for participating at the hearing; and a description and explanation of relevant sections of the Residential Tenancy Act. A non-profit housing provider will also assist with the discussion.

Presenters: Ola Karpik (Haddock & Company, Lawyer) and Lindsey Antosko (Aboriginal Housing Society of Prince George, Acting Executive Director)

T07 - Thunderbird Motel Project: Lived Experience | Steveston D

This session will discuss a unique semi-independent residence initiative that was developed in a rural community. It will benefit anyone who is working with the at-risk homeless population and looking for creative strategies in providing housing options. Hear how this project came to fruition, resulting in the development of community partnerships to help support clients experiencing chronic homelessness in acquiring and maintaining home. The session will also feature two clients who will speak to their personal experiences, and successes and challenges as members of the at-risk homeless population.

Presenters: Paul Keller (Hope & Area Transition Society) and Clients

T08 - Conflict Resolution Essentials | Elmbridge

Conflict exists everywhere. Having people who have the skills and are comfortable in dealing with conflict in a timely and effective manner are key for any organization. This interactive session provides an opportunity for people to examine their own conflict style, understand the benefits to dealing with issues early, and provides concrete skills using an easy to follow model. Participants take-away will be an enhanced knowledge of conflict management strategies and techniques.

Presenter: Donald King (Consensus Consulting, Registered Mediator)

T09 - Emergency Management and Business Continuity Planning | Richmond F

Preparing for an emergency will help reduce its impact and strengthen the ability of residents and communities to recover. This session will help develop emergency preparedness plans for your organization's key services and properties, including a Business Continuity Plan, Fire Safety Plan, and Pandemic Continuity Plan. Participants will develop an understanding of the business continuity planning cycle, learn how to formulate an exercise program, and understand how a business impact analysis is conducted and the value it can add.

Presenters: Steven Bibby (BC Housing, Senior Manager, Security and Emergency Services) and Jim Forrest (BC Housing, Program Coordinator, Security and Emergency Services)

T10 - Implication of Energy Efficiency Standards in Social Housing | Richmond D

In this session, the City of Vancouver and the City of Surrey will describe new building energy efficiency standards and how they impact non-profit housing providers. Participants will hear about the City of

Vancouver's new Zero Emissions Building plan and the strategy that will be used to implement that plan, and learn how to leverage the City of Surrey's Density Bonus Offer, and the benefits it has for both the developer and the community.

Presenter: Patrick Enright (City of Vancouver, Green Building Engineer) and Rory Tooke (City of Surrey, Community Energy Planner)

T11 - Lining Up the Ducks... in Affordable MURBs | Richmond E - CANCELLED

This session will introduce the concept and benefits of Post-Occupancy Evaluation (POE) as applied to affordable housing projects targeting low-energy and sustainable design features, with information and insights provided from recent research and lessons learned from new-build and retrofit case studies of low-energy, sustainable multi-unit residential buildings (MURBs) that target very low utility costs, with improved durability, environmental performance and increased occupant satisfaction. Participants will learn about POE as a tool for informed design improvements leading to both affordable and sustainable housing benefits.

Presenters: Lance Jakubec (CMHC, Affordable Housing Consultant- BC Region), Lisa Westerhoff (Integral Group, Senior Sustainability Planner), and Thomas Green (CMHC, Senior Researcher)

T12 - Refinance, Retrofit, Redevelop or Run! | Cedarbridge

This session offers ideas, options and examples of what societies have done to plan and implement changes to preserve their portfolios. It will include a review of the new CMHC initiative allowing societies to pre-pay previously closed loans so that they can also explore these options. Highlights include: information on the loan pre-payment option by CMHC; and examples of the tools and processes used by societies to: refinance, renovate or restructure their portfolios by leveraging equity, sourcing new financing and accessing SAFER or RAP subsidy programs.

Presenter: Denis Loepky (Loepky Consulting Ltd., Housing and Facilities Development)

New: Creating a Capital Plan | Richmond C

This workshop will teach participants how to create a capital plan using BCNPHA's Capital Planning Template, Asset Planner software and sample data. It is optional to bring your own laptop to learn, hands-on, how to use these tools in your own work environment.

Presenter: Warren Jacobs (BCNPHA, Manager, Capital Planning)

Tuesday, November 22

2:00 p.m. – 3:15 p.m.

T13 - Life Leases: The Housing Solution for the 21st Century | Westminster 2

Life lease is an excellent mechanism enabling non-profit organizations to create seniors housing, generate revenue, and redevelop under-used sites while retaining ownership. The practical aspects of

developing, financing and marketing a life lease housing project will be explored in this highly interactive panel discussion which will be suitable for anyone with an interest in developing seniors housing. The team that has been instrumental in the recent opening of two new life leases will talk about best practices and answer questions.

Presenters: Kate Mancer (Lumina Services Inc., Principal), Simon Davie (Terra Housing Consultants Ltd., Chief Operating Officer), Mike Walker (Miller Thomson Lawyers, Partner), Dave McGregor (Canadian Western Bank, Assistant Vice-President and Branch Manager)

T14 - Mixed Use Housing Projects: Structuring and Tax | Westminster 1

There is a great deal of interest in creating mixed use housing projects that combine low-income, affordable and market housing – and in some cases a commercial or retail element. These types of projects can create legal and tax complications for tax exempt organizations. This session will explore the tax and other legal issues surrounding mixed use projects as well as possible options (in a case study format) that could be considered.

Presenters: Catherine Brayley (Bull Housser and Tupper, Partner, Tax) and Robert Brown (Catalyst Community Developments, President)

T15 - Affordable Housing that Makes You Say WOW! | Minoru A & B

Who hasn't heard that innovation is the key to success? But what does this actually mean in the world of affordable housing? How do you generate the Wow factor amid your million-and-one other priorities? This session will highlight projects that adopted an "outside the box" approach to finance, construction, and partnerships. Warning: this session may leave you with an altered perspective and a desire to challenge the status quo!

Presenters: Lance Jakubec (Canada Mortgage & Housing Corporation, Affordable Housing Consultant - BC Region), Sandra Turner (Canada Mortgage & Housing Corporation, Affordable Housing consultant for the Yukon, Northwest Territories, and Nunavut), Arthur Mills (YWCA Metro Vancouver, Vice President – Housing Services), Estelle Taylor (Sea to Sky Community Services Society, Communications and Fundraising Manager), and Margaret Critchlow (Canadian Senior Cohousing Society, Director)

T16 - Managing Risk: How to Protect What You Value | Steveston D

Managing risk is more than finding a good insurance plan. Risk management best practices help protect everything your organization values, including buildings, residents, staff, your board and your reputation. This session will provide an overview of the major risks housing providers face on a regular basis around property issues, liability and equipment failure. Participants will learn about risk trends; improve their knowledge of insurance options and risk solutions; plus strategies for reducing claims and premiums, presented by experts in risk management and insurance.

Presenters: Rob Selnes (Marsh Canada Ltd., Senior Vice President), John Reid (Aviva Insurance, Property, Senior Claims Adjuster), Darlene McBride (BI&I Insurance, Regional Manager for BC) and Ian Breheny (Travelers Insurance, Vice President, Specialty Insurance) with moderator Arwa Hasan (BCNPHA, Marketing and Membership Associate)

T17 - Small Scale, High Impact: A Case Study of Partnerships | Westminster 3

This session presents a case study of a six-unit affordable housing project, developed in partnership between Catalyst Community Developments, Community Living Society, and the local municipality. The project delivered three accessible units at \$375/month, and three family units at the Housing Income Limits. This is a replicable model, and this session is aimed at organizations with some real estate experience interested in undertaking projects of this scale. Participants will gain a clear understanding of the financial structuring for the project, and key steps in the development process.

Presenters: Ross Chilton (Community Living Society, Executive Director), Josh Taylor (Catalyst Community Developments, Project Manager), and John Stark (City of New Westminster, Senior Social Planner)

T18 - Navigating a Problem Tenancy | Elmbridge

Have you found yourself behind the eight-ball when dealing with a tenancy that seems to be out of control? Participants will learn some tools and resources to deal with a problem tenancy. Presenters will share how to work towards getting the tenancy back on track or ending it if necessary. From early intervention, to “the straw that broke the camel’s back”, case studies will highlight methods of dealing with difficult tenancies and how to document your efforts for the required outcome.

Presenters: Yvonne Blair (Greater Victoria Housing Society, Manager of Tenant Relations) and Raymond Moss (Greater Victoria Housing Society, Director of Operations)

T19 - Expiring Agreements: Transitioning to New Rent Structures | Cedarbridge

When your building’s operating agreement expires, you may need to consider transitioning to new rent structures to keep your building sustainable. This session will take you through details of how to make the transition, including tips on revenue planning/projections and a discussion of what the agreement expiry means for existing tenants and their tenancy agreements. In addition, we will provide an overview of the Shelter Aid for Elderly Renters (SAFER) and Rental Assistance programs eligibility criteria and how you can assist transitioning eligible households to either these programs.

Presenter: Erin Smandych (BC Housing, Director, Applicant Services) and Erin Harron (BC Housing, Director, Program Planning)

T20 - Housing Operations Programs: Earn \$, Save \$ | Britannia Ballroom

BCNPHA’s program partners go the extra mile to support societies regarding housing operations. Experts will be on hand to answer questions and offer solutions to your housing issues for you and your tenants on the topics of health benefits, investments, property management, repairs, maintenance, and energy efficiency best practices and procurement. Participants will find out more about BCNPHA programs and services for its members that can save money and create revenue for your housing society.

Presenters: BCNPHA Program Partners, with moderator Jacqui Mendes (BCNPHA, Director of Operations)

T21 - Violence Risk Assessments | Richmond A & B

In this session, presenters from WorkSafeBC will describe the Occupational Health and Safety Regulation and related policy regarding violence in the workplace. A template to aid employers in conducting the violence risk assessment will be provided and interactive activities and a case study from a non-profit society will be used to illustrate the site-specific violence risk assessment process.

Presenters: Yat Chow (WorkSafeBC, Occupational Hygiene Officer), Redonna Levis (WorkSafeBC, Occupational Safety Officer, Prevention Field Services), and Dorothy Hennevelde (FraserSide Community Services Society, Social Housing Manager)

T22 - Provincial Energy Efficiency Initiatives for Social Housing | Richmond D

For the past five years, the BC Government's Energy Efficiency Branch has worked closely with FortisBC and BC Hydro to deliver the province's \$5.1 million Low Income Partnership program. In this session, the Energy Efficiency Branch will give an overview of the program and reflect on key lessons learned and the program's impact on the low-income housing sector.

Presenters: Tom Berkhout (BC Ministry of Energy and Mines, Senior Policy Advisor, Energy Efficiency Electricity and Alternative Energy Division), and Ned Georgy (FortisBC, Energy Efficiency and Conversation)

T23 - Know Your Building: Energy Audits & Condition Assessments | Richmond C

The first step in planning for the future of your building is to identify its current condition, needed repairs, and opportunities to reduce operating costs. This session will discuss two types of audits, their use, how to leverage them for future planning, and some details on where to begin working on your building.

Presenter: Brian Jung (BCNPHA, Asset Management Coordinator)

T24 - Emerging Research in Asset Management | Richmond E

Join the Pacific Housing Research Network (PHRN) panel presentations of vital new research on: the cost of accessibility features in newly-constructed houses, zero waste programs in low income housing, and (Un)Safe Spaces: building safety for the Homeless LGBTQ population. Questions and discussion will follow the panel presentations. See the PHRN detailed program guide at www.phrnbcc.com

Presenters: Elizabeth Tang (CMHC, Knowledge Transfer Consultant), Andrew Martin (UBC, School of Community and Regional Planning, Master's Student), and Josh Armstrong (University of Victoria, Graduate Student), with moderator Bruce Wallace (University of Victoria, Assistant Professor, Social Work)

Tuesday, November 22

3:45 p.m. – 4:45 p.m.

T25 - Update on New BC Housing Affordable Housing Programs | Minoru A & B

BC Housing partners with municipalities, non-profit societies, private sector firms and other community groups to implement innovative strategies that create affordable housing for British Columbians in the greatest need. Early in 2016, both the Provincial and Federal governments made historic announcements regarding significant investments for the creation and maintenance of affordable housing over the next 5 years. BC Housing will provide an update on how the funds will be allocated and the opportunities available to non-profit societies.

Presenter: Armin Amrolia (BC Housing, Executive Director, Development Strategist)

T26 - Using a Land Trust to Deliver your Housing Priorities | Richmond C

Community Land Trusts are rapidly gaining momentum as a way of securing affordable housing over the long term. But what are they and how can they be used as tool for long-term asset management within the non-profit housing sector? This session will provide an overview of the Land Trust model offered in partnership with the co-op and non-profit housing sectors. Session presenters will detail how the Trust can be used to protect and leverage your assets as a housing provider, while allowing you to focus on operations and tenant supports.

Presenter: Tiffany Duzita (Community Land Trust Foundation of BC, Director of Development)

T27 - Housing the Next Generation | Westminster 1

Young people and families are critical to the economic prosperity, vibrancy, and diversity of our cities. This panel will explore the unique challenges facing housing providers and policy thinkers when it comes to advancing policies and programs to serve the next generation, including younger households and families. Expert panelists will challenge attendees to consider how their organizations can respond to the affordability challenges facing the next generation, and the opportunities for new ideas and solutions arising from today's housing landscape.

Presenters: Paul Kershaw (University of British Columbia, Founder, Generation Squeeze & UBC Professor), Kishone Roy (BCNPHA, CEO), Allison Dunnet (City of Vancouver, Social and Housing Planner), with moderator Sarah Ellis (City of Vancouver, Housing Planner)

T28 - Reconciliation and Urban Indigenous Housing and Wellness | Cedarbridge

As the urban Indigenous population grows, addressing their short and long-term housing needs is becoming more diverse and more urgent in cities like Vancouver. This session will discuss innovative options for housing development for urban Indigenous people in urban environments. In 2015, the Metro Vancouver Aboriginal Executive Council (MVAEC) put out a call for 1500 new social housing units for urban Indigenous people across Metro Vancouver. This panel will discuss the call, response, and partnerships involved in the sites with plans underway.

Presenters: Marcel Swain (Lu'ma Native Housing Society, CEO), Dave Eddy (Vancouver Native Housing Society, CEO), Dena Klashinsky (Urban Native Youth Association, Executive Director), with moderator Dianna Hurford (City of Vancouver)

T29 - Working Together to Make Inclusive Housing Effective | Richmond D

Participants will hear from CLBC, BC Housing, and Spectrum Society about the unique partnership and contractual agreement that has been implemented in the Lower Mainland of BC to make inclusive housing possible for individuals with developmental disabilities. Representatives of these three organizations will discuss their roles and supports they provide and share their perspectives on elements of the partnership that is achieving the outcome of the partnership agreement.

Presenters: Ernie Baatz (Spectrum Society for Community Living, Executive Director), Jai Birdi (Community Living BC, Director of Regional Operations -South Fraser Region), and Theresa Castro (BC Housing, Housing & Health Services Manager)

T30 - Rent Calculations | Westminster 2

Are you responsible for verifying tenant income, assets and calculating rent contributions? If so, you will know that sometimes tenant income sources can be murky, making it challenging to calculate rent accurately and fairly. In this session, BC Housing will share examples of complex rent calculation scenarios and walk you through the process, as well as opportunities to ask questions and learn from your peers.

Presenters: Kathy DesRoches (BC Housing, Senior Manager, Audit Services) and Christine Henley (BC Housing, Manager, Audit Services)

T31 - Human Resources Through the Ages | Steveston D

From Baby Boomers, to Gen X, Y and Z, non-profit housing providers hire, train and employ people of all ages. This session uncovers the differences between generations and the human resource practices that effectively work across all generations.

Presenter: Michael Litchfield (Thinklab Consulting Inc., Managing Director)

T32 - Developing Effective Face-to-Face Networking Techniques | Steveston C

Making and maintaining relationships is essential to the success of your organization, career growth, and professional advancement. In this facilitated networking session, executive directors and others in leadership roles in the non-profit housing sphere will have the opportunity to practice networking techniques while meeting peers attending the conference and to develop lasting connections. This session is helpful for all sizes of organizations. Bring your business cards and a willingness to share the challenges and joys of your work.

Presenter: Laurie Mueller (Glenshiel Housing Society, Executive Director)

T33 - Bed Bugs and Beyond | Richmond A & B

Does the thought of bed bugs give you nightmares? Battle fear with knowledge. Learn all about bed bugs (what they are, what they eat, how to find them), how to prevent infestations, treatment options, education strategies for staff and tenants, and how to develop bed bug policies for your society. Participants will leave with a wealth of resources, tips and tools.

Presenters: Christine Williams (Sanford Housing Society, Property Manager) and Jason Page (Solutions Pest Control Ltd., General Manager)

T34 - New Building? BC Housing Resources to Get the Best Outcome | Westminster 3

In this session, we will discuss the importance of the design process and its impact on the final product, how to use IDP (Integrated Design Process) to your advantage, and what resources are available to you through BC Housing. We will also touch on mechanical design and service contracts, and operations training, and share lessons learned from recent development projects. During the last segment, we'll have an expert in building design and operations available for an open Q&A session.

Presenters: Jamee DeSimone (BC Housing, Energy Specialist), Fabian Navarro (BC Housing, Energy Specialist), and Jay Willows (J. Willows Building Systems Advisors, Principal/Senior Advisor)

T35 - Managing Retrofits to Maximize Value and Minimize Costs | Richmond F

In this session, participants will hear from industry experts on how to manage boiler and lighting retrofits to maximize utility incentive funding, energy savings, and occupant comfort, while minimizing project, maintenance, and operating costs. The experts will help participants understand the pitfalls and opportunities and how to start to plan for upcoming retrofit projects.

Presenters: Steve Arnold (BES, Director of Operations) and Randy Browning (Standardpro, Lighting Specialist)

T36 - Vacant House Project | Steveston F - CANCELLED

Metro Vancouver's hot housing redevelopment market has resulted in empty homes awaiting demolition throughout the Lower Mainland. Chimo Community Services has been working with developers to provide short-term rental (9 – 12 months) opportunities in vacant properties slated for demolition. This increases non-profits' access to sources of housing, thereby buying them time to find clients more permanent housing. This session will help attendees understand how to implement the project in other communities, lessons learned along the way, and success factors.

Presenters: Diane Sugars (Chimo Community Services, Executive Director) and Neena Randhawa (Chimo Community Services, Housing Manager)

Wednesday, November 23

10:15 a.m. – 11:30 a.m.

W01 - Non-Profit Fundraising: Making the Most of Technology | Westminster 1

Dialogue with Thought Leaders: Following Steve MacLaughlin's keynote address on fundraising and technology, he will further engage with participants in exploring in more detail how to use online tools, such as a Maturity Model assessment, and other resources that will help you discover innovative ways to raise funds for your non-profit organization.

Presenter: Steve MacLaughlin (Blackbaud, Director of Analytics)

W02 - Mixed Income, Transit-Oriented Rental Housing | Westminster 2

Housing and transportation costs combined are a good indicator of overall affordability. While transit locations are attractive for new condominiums, it is important that the workforce, with a range of incomes, is able to afford to live in these locations, for sake of the regional economy and to share the benefits of transit. With major transit expansion planned over the next decade, Metro Vancouver and partners BCNPHA, BC Housing, Translink and Vancity are conducting research to help address these concerns. Join us as we share our findings.

Presenters: Margaret Eberle (Metro Vancouver Housing Corporation, Senior Housing Planner), Brian Clifford (BCNPHA, Policy Manager), Joanna Brownell (Translink, Senior Planner, Transportation Planning & Policy), with moderator Mandeep Sidhu (Vancity, Specialist, Community Investment)

W03 – Indigenous Caucus (Note this session runs from 10:15 a.m. – 2:00 p.m.) | Cedarbridge

Join Indigenous housing providers and stakeholders in creating a movement within BCNPHA to advocate for the housing needs of Indigenous people and develop networking and support systems between each other. At BCNPHA's 2015 AGM, members adopted a motion to develop an Indigenous Caucus and at four regional RENT Events in 2015, input was gathered on what form the Caucus should take, its function and who should be involved. Join us in the next steps in building this network.

Presenters: Allen Derouin, Elder and Aftab Erfan (Whole Picture Thinking, Principal)

W04 - The New Societies Act: What You Need to Know | Minoru D

The New Societies Act comes into force on November 28, 2016 and the 27,000 societies in BC will have two years to file their Transition Application. This workshop will provide useful information on the bylaw and policy changes necessary for your organization to effectively make the transition, including information specific to non-profit housing providers.

Presenter: Martha Rans (Law for NonProfits, Lawyer & Legal Director)

W05 - Small Town, Big Issues: Addressing Need in Small Communities | Richmond B

Have you confirmed the need for seniors housing in your community only to learn that without local health services the project won't work? Or do you have a housing project that could benefit your community if only other services were available in town? Demonstrating and addressing housing need in small towns is challenging. This session will summarize how to do this with limited data, and will discuss challenges and solutions for addressing need in communities with limited social infrastructure.

Presenter: Jada Basi (CitySpaces Consulting Inc., Manager of Housing and Community Planning)

W06 - Housing Tour: Innovative Housing in the Lower Mainland | *meet in hotel lobby at 10:00 am (Note this tour runs from 10:15 a.m. – 3:30 p.m.)

Join us on a bus tour of innovative housing developments in select areas of the region. Sites include: ISSofBC Welcome Centre; Lu'ma Native Housing's Aboriginal Children's Village; The Heights, developed by Eighth Avenue Development Group with Peak Construction Group and Cornerstone Architecture; and The Remy, managed by S.U.C.C.E.S.S.

**W07 - Housing Tour: Cycling Tour of Downtown Vancouver | *meet in hotel lobby at 10:00 am
(Note this tour runs from 10:15 a.m. – 3:30 p.m.)**

Back by popular demand, this adventurous tour will take you through a number of housing developments, across a range of housing types, in cycle-friendly Downtown Vancouver. Access to bicycles and helmets will be made available to participants. Locations include: Skwachays Lodge, Four Sisters Housing Co-op, Sakura So Residence and First United Church Community Ministry Society.

W08 - Housing Older Tenants | Westminster 3

Housing older tenants presents unique challenges. This session will explain why older tenants can be different from younger tenants; how housing providers can prevent misunderstandings by providing useful, ongoing information to tenants; common areas of conflict between older tenants and how they can be avoided; how to treat complaints by and about older tenants; and how to respond when the tenant is being assisted by a legal advocate. Participants will also be provided with suggestions and resources designed to more easily resolve issues that are common to housing older tenants.

Presenter: Martha Jane Lewis (BC Centre for Elder Advocacy and Support, Executive Director)

W09 - Creating a Culture of Change | Elmbridge

This in-depth workshop will provide the tools to build a culture of change amongst staff who strive for the enhancement of quality care in housing seniors. Dive deep into what key focus areas improves staff satisfaction translating to: improved staff retention, improved staff work practices, improved attitudes all that support service excellence and quality culture. Participants will explore change ideas backed by research based evidence and other ideas that have simply been effective for many individuals who contributed to this effort.

Presenter: Dan Levitt (Tabor Village, Executive Director)

W10 - You are in Sales - CANCELLED

Do you have a great non-profit, doing great things in the world? Whom have you told this week? This month? This year? Doing great work is no longer enough. In order to grow and scale your non-profit today you need to activate your supporters and walk them along meaningful paths of engagement. To engage people you need to be out in the world. The presenter will share his travels across Canada, Australia, New Zealand working with non-profits to engage supporters and build paths of engagement.

W11 - Learning CPR/First Aid | Minoru B

(Note this session runs from 9:45 a.m. – 5:00 p.m.)

In this full-day hands-on course, you'll learn how to assess and help someone suffering from Heart Attack and Angina, Stroke and TIA, Major Bleeding, Shock, Minor Tissue Injuries and Burns, and Respiratory Emergencies: asthma, aspiration, hyperventilation and anaphylaxis. CPR for adults will also be taught. All participants who successfully complete the course will receive an Emergency First Aid with CPR-A certification card.

Instructor: Julia Brobbel (Link2Life Emergency Training Ltd., First Aid and CPR Instructor)

W12 - Building Factors Affecting Occupant Health | Richmond F

There are many hazardous materials present in the built environment. This session will investigate four toxins (Silica, Mould, Lead, & Asbestos) affecting buildings in British Columbia. The presentation will include a brief background of the problem, health issues generated by the toxins, and mitigation strategies to improve the health of tenants.

Presenter: Eric Gunderson (Northwest Environmental, Project/Regional Manager)

W13 - Creating a Capital Plan | Steveston D

This workshop will teach participants how to create a capital plan using BCNPHA's Capital Planning Template, Asset Planner software and sample data. It is optional to bring your own laptop to learn, hands-on, how to use these tools in your own work environment.

Presenter: Warren Jacobs (BCNPHA, Manager, Capital Planning)

RSB - READY, SET, BUILD! (Note this session runs from 10:15 a.m. – 4:30 p.m.) | Richmond D

Have you seen the need for more affordable housing options in your community? Do you have an idea, a building site and the commitment of your Board but not sure what's next or how to get started? If you are considering building or redeveloping affordable housing in your community, Ready, Set, Build! is for you. RSB! is a blended course, consisting of an online component and a face-to-face session, that will walk you through the development process. BCNPHA has been successfully delivering RSB! for many years and has helped numerous non-profit housing providers with their building projects. Note: Participants will be required to complete an online component in advance of the session. RSB! is sponsored by CMHC.

Fee: \$79 for members; \$119 for non-members. This session is FREE for full conference registrants. There is a separate registration process for RSB!, please contact events@bcnpha.ca for details.

Presenter: Alice Sundberg (Alice Sundberg Consulting, Principal)

Wednesday, November 23

12:45 p.m. – 2:00 p.m.

W14 - Case Studies in Innovative Housing Design | Elmbridge

Dialogue with Thought Leaders: Following David Baker's keynote address, join him and a panel of housing providers who are involved in development or redevelopment, as they discuss a variety of approaches to developing innovative housing, including passive housing design, energy efficient systems and more. Bring your questions to this panel of experts to learn how you can incorporate sound design into your new housing developments.

Presenters: David Baker (David Baker Architects, Architect), Kaye Melliship (Greater Victoria Housing Society, Executive Director), Dayle Krahn (Baptist Housing, Vice President, Property Maintenance & Development), with moderator Ian Cullis (BCNPHA, Director of Asset Management)

W15 - Research: Specific Populations & Demographic Responses | Steveston C

Join the Pacific Housing Research Network (PHRN) panel presentations of exciting new research on: Supporting the housing needs of Indigenous Women discharged from BC Women's Hospital; Making Poverty: The effects of on-reserve housing programs; the Friendly Landlord Network; What do we see in the media and what do we see in the data related to housing unaffordability in Metro Vancouver. Questions and discussion will follow the panel presentations. See the Pacific Housing Research Network detailed program guide at www.phrnbccom

Presenters: Jenny Morgan (BC Women's Hospital + Health Centre, Director for Indigenous Health), Christina Grammenos, Friendly Landlord Network, Community Engagement Coordinator), and Nathanael Lauster (UBC, Associate Professor of Sociology), with moderator Tricia Roche (PHRN, Network Coordinator)

W16 - The New Societies Act: Bylaws | Westminster 3

This session is targeted to those who have attended the introductory workshop and are ready to transition to next steps, and is geared toward smaller housing providers who may not have easy access to legal services. You will learn the key areas for by-law changes as you transition to the new Societies Act.

Presenter: Martha Rans (Law for NonProfits, Lawyer & Legal Director)

W17 - Seeing Systems through the Organization Workshop | Minoru A
(Note: this session runs from 12:45 p.m. – 5:00 p.m.)

This workshop is exciting, involving and even a bit wacky at times. It sets a real down-to-earth tone by connecting with life in the organization as your managers and executives experience it. Participants walk away really understanding the information as it applies to them. And they're pumped up and ready to go out and use it. Participants will gain an appreciation for the difficult issues people deal with at all levels of the organization, and learn strategies for building partnerships that make successful systems. View a full description at clswest.com/organization_workshops.

Note: As this workshop is highly interactive and participatory, attendance for the entire session is mandatory.

Presenter: Phil Cady (Cognitive Leadership Strategies West (CLSWEST))

W18 - Falls Prevention | Richmond E

Falls and fall related injuries in the aged 65 and older population is a major health concern, accounting for 60% of all injury related deaths and 86% of all injury related hospitalizations. This session will highlight the risk factors for falls, the relationship between falls and injuries and the physical environment, and interventions to reduce the risk for falls and injuries. Attendees will also learn about falls and injury prevention programs offered by Fraser Health which have been adopted by other health authorities throughout Canada.

Presenter: Fabio Feldman (Fraser Health Authority, Manager, Seniors Fall & Injury Prevention)

W19 – SuicideTALK | Steveston F

This session invites all participants—regardless of prior training or experience—to become more aware of suicide prevention opportunities in their community. Dealing openly with the stigma around suicide, this exploration focuses upon the question "Should we talk about suicide?" By looking at this question in a number of different ways, session participants can discover some of the beliefs and ideas about suicide in their communities—and in themselves.

Presenter: Lu Ripley (Crisis Intervention and Suicide Prevention Centre of BC, Director, Community Education)

W20 - Online Fundraising 101 (Note: this session runs from 12:45 p.m. – 3:30 p.m.) | Westminster 1

To do good you need resources. The online space offers a world of potential but you can't just throw up a website and expect miracles or money to roll in. Brady Josephson leads this session focused on what you can do to increase your online presence, raise funds and do more good. The session includes a case study from an organization working in social services and affordable housing.

Presenters: Brady Josephson (Shift Charity) and Natalie Anne Lanoville (First United Church Social Housing Society, Manager of Resource Development)

W21 - Enforcing Payment Obligations | Westminster 2

Quite often, a complex legal problem simply boils down to an exercise in figuring out who deserves to be paid, and how much. From an owners' perspective, it is important to know the tools available for recovering debts, and also how to combat the claims that other parties, such as service providers and contractors, have against an owner, organization, or building. This session will review a step-by-step formula that guides the escalation for pursuing the payment of outstanding debts.

Presenter: Christopher Schuld (Eyford Macaulay Shaw & Padmanabhan LLP, Partner)

W22 - Stop that Leak! SkillsPlus Plumbing Module | Steveston E

Increase your knowledge and skill level in basic plumbing tasks. This condensed version of the SkillsPlus Plumbing Module offers hands-on practice working with plumbing mock-ups. You'll learn how to assess job safety and troubleshoot plumbing leaks, and remove and replace a wall hung sink and toilet.

Presenters: Bonnie Bard (BC Housing, SkillsPlus Program Operations Manager), James Sawyer (BC Housing, Maintenance Worker & SkillsPlus Trainer), and Thomas Hill (BC Housing, Maintenance Worker and SkillsPlus Trainer)

Wednesday, November 23

2:15 p.m. – 3:30 p.m.

W23 - Housing Stability and Prevention of Homelessness | Minoru C

This session will share Ready to Rent and BCNPHA literature review findings on the elements of community-based prevention approaches and strategies. Details will be shared by a panel of speakers representing different aspects of prevention, including anti-discrimination work, tenant education, landlord mediation, emergency financial assistance and eviction prevention. We'll curate a conversation on how to take a collaborative and systems approach to align such best practices.

Presenters: Kristi Fairholm Mader (Ready to Rent BC Society, Co-Executive Director), Brad Crewson (Pacifica Housing Society, Director of Support Services), Trilby Smith (Vancouver Foundation, Lead Evaluator, Youth Youth Engagement, Grants and Community Initiatives), Jordan Cooper (Our Place Society, Outreach Manager), and Don Elliot (Executive Director, Greater Victoria Coalition to End Homelessness)

W24 - Fraud and its Prevention: Simple Steps to Reduce the Risk | Richmond C

This session will highlight opportunities for error and fraud in NPOs and Charities, and demonstrate the importance of robust systems of internal control and accounting processes. It will also provide individuals in a financial management or governance role with information about areas of fraud risk and error, examples of key internal controls to mitigate those risks and an understanding of the importance of accounting processes and robust financial records to enable management and the board to fulfill their obligations.

Presenters: William King (BDO Canada LLP, Partner) and Rosanne Walters (BDO Canada LLP, Partner - Fraud and Forensic Services)

W25 - Aging with HIV: A Multi-Team Approach | Richmond F

The number of people living and aging with HIV is growing at a significant rate and the important question we need to ask ourselves is: how can our communities provide optimal care for these older adults who have been given the hope of a long life due to the effectiveness of anti-retroviral therapies? This session will examine both the medical and psychosocial factors amidst the myriad of challenges faced by people growing older with HIV, as well as intervention strategies for housing providers.

Presenters: Kim Stacey (McLaren Housing Society, Executive Director), Emma Gauvin (Social Work Lead, STOP Program) and Mary Petty (St. Paul's Hospital & UBC, Research, Education and Practice Coordinator), with moderators Sharon Pratt (McLaren Housing Society, Housing Support Specialist) and Siobhan Gallagher (McLaren Housing Society, Housing Coordinator)

W26 - Inspiring Creative Tenant Engagement Practices | Elmbridge

This session will build understanding and share strategies from public participation practitioners on how to inspire meaningful tenant engagement. From the promises you make, to how you communicate and involve tenants affected by a decision in the decision-making process, impacts tenants' health and well-being.



Presenters: Catherine Rockandel (Rockandel & Associates, Organizational Engagement Strategist & Facilitator), and Dennis Smith (Sea to Sky Community Services, Housing and Facilities Manager)

W27 - Radon Risk, Testing, & Remediation, to Protect Tenant Health | Steveston C

Radon is responsible for thousands of lung cancer deaths every year. It affects the indoor air quality in all buildings to some degree. The exposure risk can be prevented during construction and in the way we maintain our homes, schools and workplaces. Get the basic facts about this serious health issue and learn about the latest technologies in detection and mitigation strategies.

Presenters: Alan Whitehead (Radon Environmental Management Corp, President & CEO) and Britt Swoveland (British Columbia Lung Association, RadonAware Program Manager)

W28 - Turn on the Power! SkillsPlus Electrical Module | Steveston E

Increase your knowledge and skill level in basic electrical tasks and safety procedures. This condensed version of the SkillsPlus Electrical Module offers hands-on practice working with electrical mock-ups. You'll learn how to assess job safety, use job-specific tools and a multi-meter, troubleshoot circuit boxes and repair power cords.

Presenters: Bonnie Bard (BC Housing, SkillsPlus Program Operations Manager), James Sawyer (BC Housing, Maintenance Worker & SkillsPlus Trainer), and Thomas Hill (BC Housing, Maintenance Worker and SkillsPlus Trainer)