



# OASIS

15<sup>TH</sup> ANNUAL CONFERENCE  
AND GENERAL MEETING

# SENSEATIONAL



MAY 9-11, 2012  
Deerhurst Resort, Muskoka



- Hear** the latest issues!
- Touch** and connect with colleagues!
- Taste** the culinary fare of Deerhurst!
- Feel** the energy!
- Smell** the fresh northern air!
- See** and experience Muskoka!



We invite you to attend...

# SENSEATIONAL



OASIS (Ontario Agencies Supporting Individuals with Special Needs) will be holding the 15th Annual Conference and General Meeting on May 9 - 11, 2012, in the beautiful region of Muskoka Ontario, at the Deerhurst Resort.

As hosts of the **2012 OASIS Conference**, the OASIS Sensory Partners are delighted to invite you to 2012 conference... SENSEational.

Join your colleagues from across Ontario for three SENSEational days of networking, learning and fun!!!

Open your senses as the three days promise to:

- showcase new and innovative ideas and best practices.
- discuss supports and services to individuals with an intellectual disability and their families, and those whom require unique sensory supports.
- address governance, leadership and change management in service delivery agencies.
- provide opportunities for discussion, sharing ideas, and learning from real life examples that show how to put great ideas into practice.

Head up to Deerhurst early and join our golf tournament and use your senses for great fun and competitions. Or take the time to pamper yourself by indulging your senses in a spa service at the resort.

We look forward to spending some SENSEational time together up north. Register today!

**Roxanna Spruyt-Rocks**  
*Executive Director,*  
DeafBlind Ontario Services  
Conference Chair

## 2012 OASIS Sensory Partners



## 5 Reasons to Not Miss This Conference!

- 1 HEAR** the latest updates on Industry issues and developments.
- 2 OBTAIN** practical strategies and take away ideas you can use.
- 3 TOUCH** and connect with friends and colleagues and meet new ones.
- 4 SEE** and find out about the latest products and services.
- 5 ACQUIRE** professional development and stay on top of emerging issues.

# SENSEational Social Options

Let your senses experience the par 64 Deerhurst Lakeside as it beckons with a McBroom redesign that lets you use every club in your bag. The front nine skirts Peninsula Lake and the back nine challenges with more demanding holes. Slick undulating greens, strategic water hazards and deep bunkers welcome players of all levels.

## Golf Tournament

Tournament Info:

- best ball format
- modified shotgun start at 12:00 noon
- sensory hole competitions for prizes
- Golf tourney registrations must be received by Friday April 20, 2012
- Golf Fee \$95 includes green fees, cart, BBQ lunch on course.

Go to [www.oasionline.ca](http://www.oasionline.ca) to register for the golf tournament and click on the 'Register For Conference' link.

## Indulge Your SENSES at the Shizen Spa

Inspired by the Japanese word for nature, the Shizen Spa collection brings you results-oriented treatments and proven techniques hand-picked from around the globe. We have balanced these therapies together in a carefully designed selection of Shizen retreats, rituals and signature treatments, each created to target a specific goal. And we share them with you in settings as diverse and inspiring as our Canadian landscape.

A cozy yet sleek reflection of the relaxed Muskoka lifestyle, Shizen's Deerhurst Resort location is tucked away on the lower floor of the Pavilion, the central hub of this landmark, 760-acre lakeside retreat. Elements of dark wood, natural stone and soothing woodland hues surround you while features like cushy massage pedicure chairs ensure your total comfort. It is a perfect spot for pre and post conference appointments to indulge your SENSES.

Contact the Spa directly for all their offerings or enjoy one of the three special Sensory Spa packages created for OASIS delegates:.

### Sensory Spa Package #1

Express Shine and Buff Manicure and Pedicure  
30min each \$80.00 +15% gratuity + HST

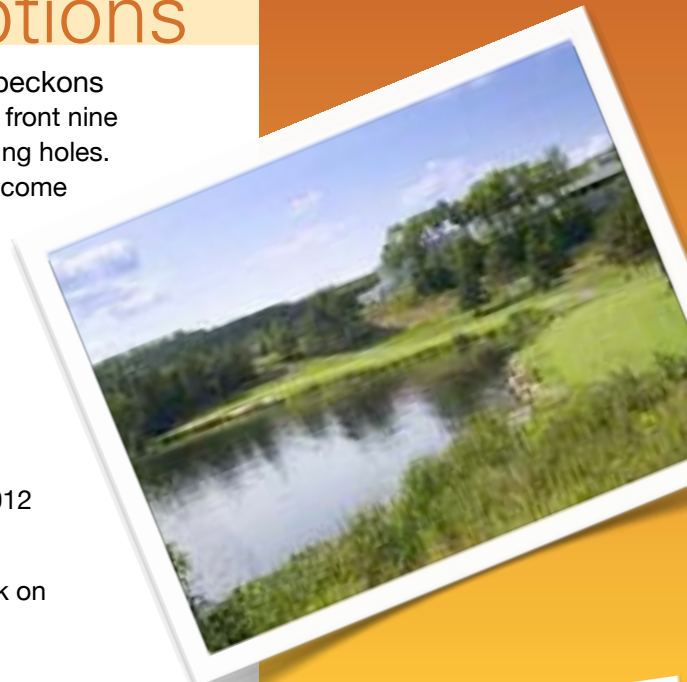
### Sensory Spa Package #2

Deerhurst Signature Massage  
45min \$84.00 + 15% gratuity + HST

### Sensory Spa Package #3

Tension Relieving Trio (neck scalp shoulder massage, with Hand and foot massage) 20min and a Helping hand Treatment (paraffin wax deep moisturizing treatment) \$80.00 + 15% gratuity + HST

Simply contact **The Spa at Deerhurst Resort** at **1-800-461-4393 ext. 3** to make your reservation and let them know you are with the OASIS conference and what Sensory Spa package you would like. Robes, slippers, towels and lockers will be provided for guests that are having services that require these items.






# Conference Schedule

## Wednesday May 9, 2012

10:30 am - 7:30 pm	Registration Desk Open
12:00 pm	Golf Tournament - Modified Shotgun Start Deerhurst Lakeside Course
5:30 pm - 6:30 pm	Meet and Greet Networking Reception <b>Sponsored by Community Service Benefit Trust</b>
6:30 pm - 8:30 pm	Networking Dinner

## Thursday May 10, 2012

7:00 am - 5:00 pm	Registration Desk Open
7:30 am - 8:30 am	Buffet Breakfast - visit exhibits.
8:30 am - 10:00 am	<b>Keynote - Dr. Peter Jensen, <i>Performance Coaching</i></b>  <p>Learning coaching skills is the best way to dramatically increase the commitment level and performance of your employees and team members. This keynote starts your powerful coaching journey. Combining first-hand examples from both the sport and corporate worlds with an innovative coaching framework, <i>Coaching for High Performance</i> provides a provocative taste and exploration of the possibilities of coaching. You will become intrigued and stimulated by the potential impact of coaching in both your business and personal lives.</p> <p><b>Dr. Peter Jensen</b> is the author of <i>The Inside Edge</i>, the sport psychologist for the Canadian Womens Hockey Team and an instructor at Queen's School of Business.</p>
10:00 am - 10:30 am	SENSEational Networking Break <b>Sponsored by BMO</b> Visit the exhibitors and silent auction
10:00 am - 3:45 pm	Tradeshow and Silent Auction open
10:45 am - 11:45 am	Concurrent Workshops 1-6 <b>select one choice</b> See pages 7-8 for session descriptions.

Register early and select your workshop choices.

[oasionline.ca](http://oasionline.ca)

SENSEationally this conference sells out every year!



# Conference Schedule con't

12:00 pm - 1:00 pm

## Keynote - **Varying Degrees: Perspectives on Vision and Life**



**Jelica Nuccio**, Consultant, Seattle, Washington

Experience the journey that Jelica Nuccio has been on since her parents learned she was deaf at age two. She will discuss her experiences of her desire to feel wholesome and fulfilled and will address that while her special needs changed over the years she has been able to lead a happy life. Jelica has held many career positions such as being a Case Manager, Job Placement Specialist, Fiscal Specialist, and Executive Director for the Deaf-Blind Service Centre. She will share some of her challenges and successes as a career woman who happens to be deafblind.

**Jelica Nuccio**, Consultant for the Federal Grant on Developing Curriculum designed to train Support Service Providers and train people who are deafblind on how to use the Support Service Provider Service, in Seattle. Jelica has a B.A. in Biology from RIT in Rochester, New York, and an M.A. in Public Health from Emory University in Atlanta, Georgia.

1:00 pm - 2:00 pm

## **SENSEational Lunch at the Tradeshow**

Visit the exhibitors and silent auction

2:00 pm - 3:00 pm

## Concurrent Workshops 7-12 **select one choice**

See pages 8-9 for session descriptions

3:00 pm - 3:45 pm

## SENSEational Networking Break

**Sponsored by Equitable Life of Canada**

Visit the exhibitors and silent auction

3:45 pm - 4:45 pm

## Concurrent Workshops 13-18 **select one choice**

See pages 10-11 for session descriptions

4:45 pm - 6:15 pm

Free Time

4:45 pm - 11:00 pm

Hospitality Suite Drop In

6:15 pm - 7:15 pm

Reception

Hosted by the 2013 Ottawa Conference Committee

7:15 pm - 11:00 pm

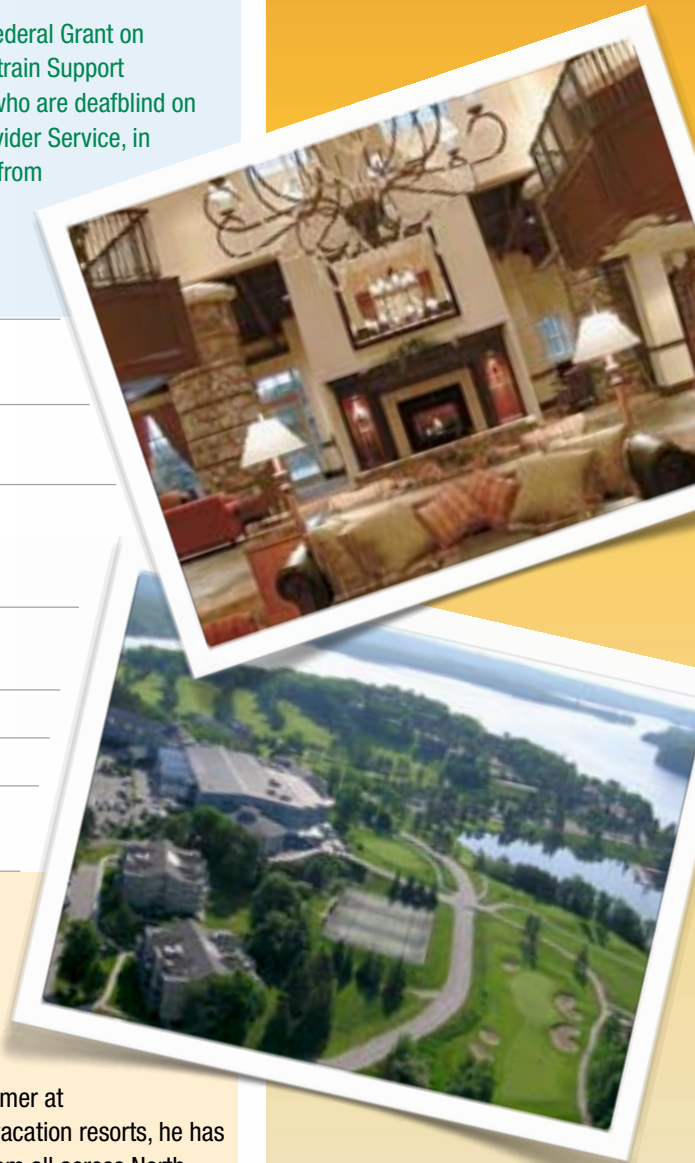
## **SENSEational Dinner and Awards Celebration**

**Sponsored by Stevenson & Hunt Insurance Brokers**



Entertainer: **Jamie Williams**

**Jamie Williams** has been performing professionally for over 25 years. As a headline performer at most of Central Ontario's premier vacation resorts, he has entertained audiences of people from all across North America. *His stage setup usually consists of ten guitars, banjo, two mandolins, electric violin, piano/keyboard, saxophone, percussion - and an arsenal of harmonicas...*



# Conference Schedule con't



Friday May 11  
9:00 am - 9:30 am

The OASIS Board of Directors volunteers countless hours each year working on issues that are important to the Developmental Services Sector. We encourage all conference participants to join us at the Annual General Meeting to recognize the achievements and efforts of OASIS over the past year.

## Friday May 11, 2012

7:00 am - 12:00 pm	Registration Desk Open
8:00 am - 9:00 am	Buffet Breakfast
9:00 am - 9:30 am	OASIS Annual General Meeting
9:30 am - 10:30 am	Fireside Chat

In this time of economic uncertainty agencies are under increasing pressure to meet the increasing needs of the individuals we serve, significant wait lists for service, and labour pressures, all while trying to comply with implementation of transformation in the Developmental Sector. OASIS does not want to have its member agencies put into a position of having to reduce the quantity or quality of supports and services provided. Join us for a dialogue on the issues and concerns developmental services is facing and how we can work with the government to address the problems and identify Sectoral Solutions.

Presenters to be confirmed.  
Facilitator: OASIS Communication Committee

### 10:30 am - 11:15 am Seven SENSEational Humour Habits to Workplace Wellness



**Paul Huschilt**  
*Professional Speaker and Storyteller Extraordinaire*

This keynote requires that you have prior knowledge in making mistakes, taking life too seriously, or lapsing occasionally in your ability to cope. Laugh as you enjoy an eclectic mix of comedy, song, and experiential activities. Learn about carefully researched yet easy-to-digest concepts, that can improve your day-to-day in and out of the office. This session is a fun and high-energy presentation that spoofs personal growth and reminds people to take good care at work.

### 11:15 am - 11:30 am Closing Remarks Jane Joris, OASIS Vice-President Volunteer

### 11:30 am End of Conference



# Workshop Descriptions

Delegates are asked to select one workshop on the registration form for each time block.

## Thursday May 10, 2012

10:45 am -11:45 am

### ① Liabilities on the Horizon

Major changes are coming:

- WSIB funding formula may change which could mean large increases in WSIB premiums for agencies.
- New MPAC rules will now mean properties previously exempt from property tax will now be subject to property tax This could represent a large expense in property taxes for agencies.
- There are still outstanding pay equity liabilities for agencies- many agencies opted to settle pay equity through a 30 year commitment of paying 1% per year. Now that MCSS does not cover these funds in their base budget increases, agencies have to determine how they will pay for these mandated increases.

This session will identify the major changes to legislation or regulations that could have significant financial impact on agencies.

**Flavian Pinto**, *Chief Financial and Chief Information Officer, Community Living Toronto*

### ② Safety Groups: Advancing Health and Safety in Your Workplace

Safety Groups is an initiative from WSIB that allows groups of companies to pool their health and safety experience and resources to help improve their prevention systems. Safety Group members can reduce their workplace injuries and illnesses and be rewarded with rebates on WSIB premiums. PSHSA runs Safety Groups for Schedule 1 clients in all of its 11 rate groups. Safety Groups are a great option for any Schedule 1 client who hasn't already been a Safety Group participant for more than five years and who is committed to a safer workplace. This session will provide a background on Safety Groups and examine the benefits of participating in a Safety Group.

**Dean Case**, *Regional Consultant, Central East Region, Public Services Health and Safety Association*

### ③ Meeting Quality Assurance Standards: A collaborative abuse education project in Waterloo Region

In late 2010, the Ministry of Community and Social Services introduced "Regulation 299/10: Quality Assurance Measures (QAM)" which indicated that education about abuse be provided to employees, volunteers, board members, and of course people with a developmental disability. The Waterloo Sexual Health and Developmental Disabilities Committee recognized the need for a curriculum to provide agencies with accessible abuse prevention, recognition and reporting strategies that could be taught to people receiving services and supports. The Abuse Prevention Education committee was created to develop and deliver this curriculum. In this interactive workshop, participants will have an opportunity to review the curriculum and its learning tools, discuss the benefits and pitfalls of the delivery of the program across the region and participate in the evaluation and next steps process of this project.

**Presenters:** *Joint community committee with representatives from Developmental Services Resource Centre (Karen Klee- Project Coordinator), KW Habilitation Services (Terry Mayou), Elmira District Community Living (Julie Martin-Jansen), Parents for Community Living (Dianne Hustwitt), KW Extend-A-Family (Joy Hewitt) and Cambridge Association for Community Living (Jennifer Shows).*



# Workshop Descriptions con't

## ④ Are You Raising More, or Less, with Less?

You hear it all the time; "We have to raise more, with less to spend!" This session will address the current realities many organizations are facing today and what a handful are doing to turn things around. Join Mark as he helps you identify where the leverage is for your organization.

**Mark Climie-Elliott**, *Certified Fund Raising Executive.*

## ⑤ Why Strategic Plans Gather Dust

We have all been there. Invested an outrageous amount of time and energy in developing an organizational, marketing or fund development strategic plan that is forgotten almost as soon as it's completed. Successful strategic plans need to be developed in a practical, flexible, results-oriented manner, and reviewed regularly if they are to survive as your foundation for growth and diversification. Surprisingly, strategic plans don't require an excessive amount of time to construct and revise. Learn about the on-going process of practical strategic planning and the key elements that keep your plan alive and top-of-mind among the decision makers of your organization.

**Peter Hoppe**, *CEO of Rennick, Hoppe & Associates (RHA), a full service fund development and marketing company.*

## ⑥ Speak Like a Leader: The Biggest Presentation Mistakes Leaders Make and How to Avoid Them

This session will provide fresh ideas and techniques to transform your speaking, presentation and persuasive skills. Discover how to communicate clearly and confidently while getting your message across to your audience. Learn how to focus the room and sell your ideas more persuasively than you ever imagined possible.

**James Duncan** specializes in Communication and Sales Presentation Skills

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**Thursday May 10, 2012**

**2:00 pm - 3:00 pm**

## ⑦ Campaigns Matter: A New Way of Thinking

Public service is undergoing a fundamental shift. Citizens expect more, clients demand more, and issues are constantly changing. Working in the voluntary sector often means turning to tested strategies that we know will work rather than challenging ourselves to meet a changing environment. Moving supporters, inspiring volunteers, and demonstrating momentum to key partners is a stubbornly persistent challenge. This session will introduce participants to a different way of approaching communications and public affairs in the voluntary sector. Guided by a belief that campaigns matter, David will take participants through a unique approach to communications planning informed by the tough world of politics where winner takes all.

**David Simmonds**, *communications professional serving non-profit, public sector, and private sector clients in Canada, the US, and Europe.*

## ⑧ Fire Up Your Board for Fundraising: Turn Their Passion into Action

How can you create a fired-up, engaged board excited about possibilities for your organization and eager to play a part in making it happen? Consultant and author Gail Perry, CFRE will share her Fired Up system of seven steps to ignite your board's passion and energize its culture. Based on her popular new book, *Fired-up Fundraising: Turn Your Board's Passion into Action*, Gail Perry will show you how to change your board's mindset about fundraising, overcome their fear, and put everyone to work where you need them. Gail will show you how to make the fundraising process less intimidating, and how to empower your board to be in action making friends for the cause.

**Gail Perry**, *MBA, CFRE, best-selling author of Fired-Up Fundraising: Turn Board Passion into Action.*

Register early and select your workshop choices.

[oasisonline.ca](http://oasisonline.ca)

SENSEationally this conference sells out every year!

# Workshop Descriptions con't

## ⑨ Developing Quality Indicators for Developmental Services in Ontario

The Multidimensional Assessment of Providers and Systems (MAPS) is a research program to inform the assessment of services and supports for adults with developmental disabilities in Ontario. MAPS is a provincial interdisciplinary team of researchers working with people with developmental disabilities, their families, service providers, government representatives and researchers in other provinces and countries. The goal of MAPS is to achieve a consensus of what is meant by social inclusion, choice and independence and how best to capture information about these outcomes. The main objective of the session is to facilitate a dialogue between researchers, service providers, and government representatives regarding the development of quality indicators for developmental services in Ontario. The session will introduce the MAPS program of research and provide an update of research activities and findings to date. The session also seeks to solicit feedback regarding how current practices of measuring personal outcomes could provide a systems level approach to quality indicators in Ontario. As part of this dialogue, the panel will also consider the organizational distinctions between compliance with quality assurance measures and commitment to continuous improvement through the use of evidence-based research.

**Robert Hickey**, Assistant Professor, School of Policy Studies at Queen's University

**Michael Coxon**, Executive Director, Mills Community Support

**Vicki Mowat**, MCSS

**Monica Neitzert**, MCSS

## ⑩ Working Together Towards a Common DSW Standard for Post Secondary Education Institutions

To harmonise training of Developmental Services Workers, the Ministry of Training, Colleges & Universities in collaboration with the Ministry of Community and Social Services established a steering committee and a working group to consult with stakeholders (e.g., DS agencies, colleges) and develop a common set of learning outcomes for programs delivered by public and private colleges or under the apprenticeship programs. The process will ensure a closer alignment between practice and formal education and will enhance the quality of the supports provided.

**George Lim-Fat**, Senior Policy Advisor, Program Standards and Evaluation Unit at the Ministry of Training, Colleges and Universities

## ⑪ Media Communication Skills for Crisis Success

This information-packed seminar will provide you with the tools and information you need to turn a crisis into an opportunity. Learn how to prepare for a crisis; build a crisis communications team; create powerful key messages; prepare for media interviews; work with the media during the crisis; monitor media coverage; and maintain on-going relationships with key media throughout the year.

**Susan Sommers**, *Susan Sommers +associates.*

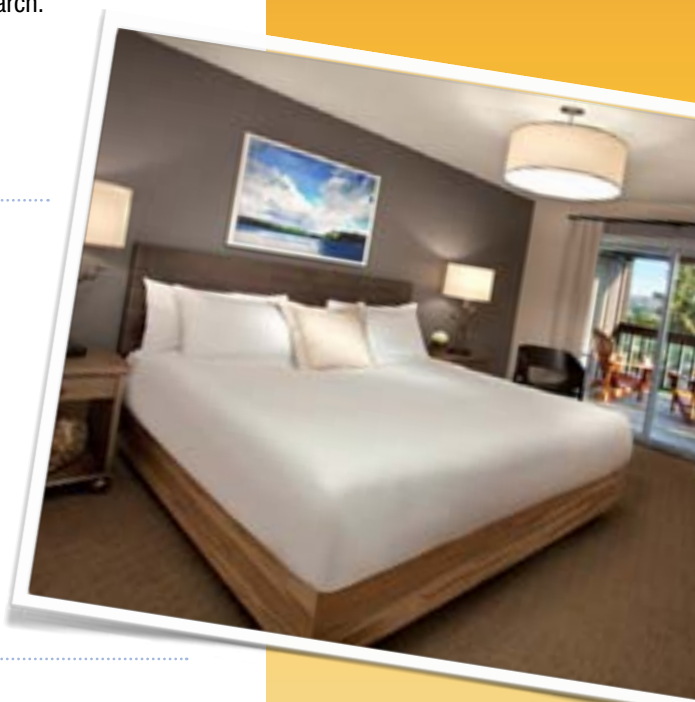
## ⑫ Digital Trends: How Important is Your Overall Digital Footprint?

This session will highlight how our online connected world has forever changed the landscape of marketing and communications, and what brands need to do to succeed.

Key session topics will include:

- Demographics and trends.
- The change in Search (Google), Mobile and Social media - and the implications on marketing and communications as we know it-Measurability of online campaigns and digital channels. How do you measure ROI?
- Resources required to manage online marketing communications now and in the future.
- The importance of an overall digital communications plan.

**Alicia Whalen**, Co-founder, *A Couple of Chicks e-Marketing*



# Workshop Descriptions con't

**Thursday May 10, 2012**

**3:45pm – 4:45 pm**

## ⑬ Campaigns Matter: A New Way of Doing

Persuasive communications and effective media relations come down to be able to tell your story. The media wants to talk about issues. Success requires the nonprofit sector to talk about issues in a proactive and productive way. The changing media landscape challenges our ability to keep up. This session will take a closer look at how we can better educate the public and influence opinion by winning the issues frame.

**David Simmonds** is a communications professional serving non-profit, public sector, and private sector clients in Canada, the US, and Europe.

## ⑭ Creative Partnerships

This session will feature Sandy Keshen's unique perspective on the benefits and challenges of developing partnerships including her experiences within the Developmental Services Sector and outreach to all levels of government. She will share her knowledge based on leading numerous partnerships within the areas of recreation, faith/culture, education, health and long-term care to promote inclusion and enhance the quality of life for persons with disabilities and their families. Obtain inspiring insights on collaborating with diverse groups and creating functioning, positive, effective linkages and networks.

**Sandy Keshen**, President and CEO, Reena

## ⑮ A Family Camp Model That Can be Replicated by YOU!

Kinark Child and Family Services, Autism Speaks, Autism Ontario and the Ontario Camps Association are partnering to inform service providers and camp operators about a program model that can be replicated in multiple settings. The model is for families with Autism Spectrum Disorder: children that when provided with the appropriate resources, recreation service providers and social service agencies can, with minimum effort, partner to provide invaluable respite/recreation opportunities for families.

**Sarah Dougald**, Autism Ontario

**Jackie Gorven**, Integrated Services Facilitator at ErinoakKids Centre for Treatment and Development

**Jim McHardy**, Director of the Kinark Outdoor Centre.

## ⑯ Core Gifts and Community of Welcome

"Each person comes into this world with the capacity and desire to make a certain kind of contribution to the world around him/her." This gift is unique, we all have one and it provides a pathway to a place of belonging- a very powerful idea! This session will explore simple ways of implementing the teaching of Bruce Anderson ("The Teacher's Gift") and Community Activators, to create powerful pathways to inclusion for persons with disabilities and more vibrant, welcoming communities for all.

**John Guido**, Coordinator, L'Arche Ontario

**Marilyn Haywood**, Volunteer

**Kathy Peters**, Alice Saddy Association

## ⑰ How to Enlist and Build Your Dream Team Board

When it comes to great and successful non-profit Boards, key is in the recruiting and orientation. If you get the right people in the right seats around the table, then set the right expectations, you are setting your Board up for tremendous success. And how we enlist new members has everything to do with their ultimate success, not only in fundraising but in the leadership they offer our organization as well. Gail Perry will guide you through a step-by-step process to determine what kind of board members you need and give you the right kind of process for recruiting them. Use these ideas to help your Nominating Committee get organized, productive, and help them enlist the best possible leaders to join your board team.

**Gail Perry**, MBA, CFRE, best-selling author of *Fired-Up Fundraising: Turn Board Passion into Action*.

**OASIS would like to thank and recognize the following sponsors to date:**



# Workshop Descriptions con't

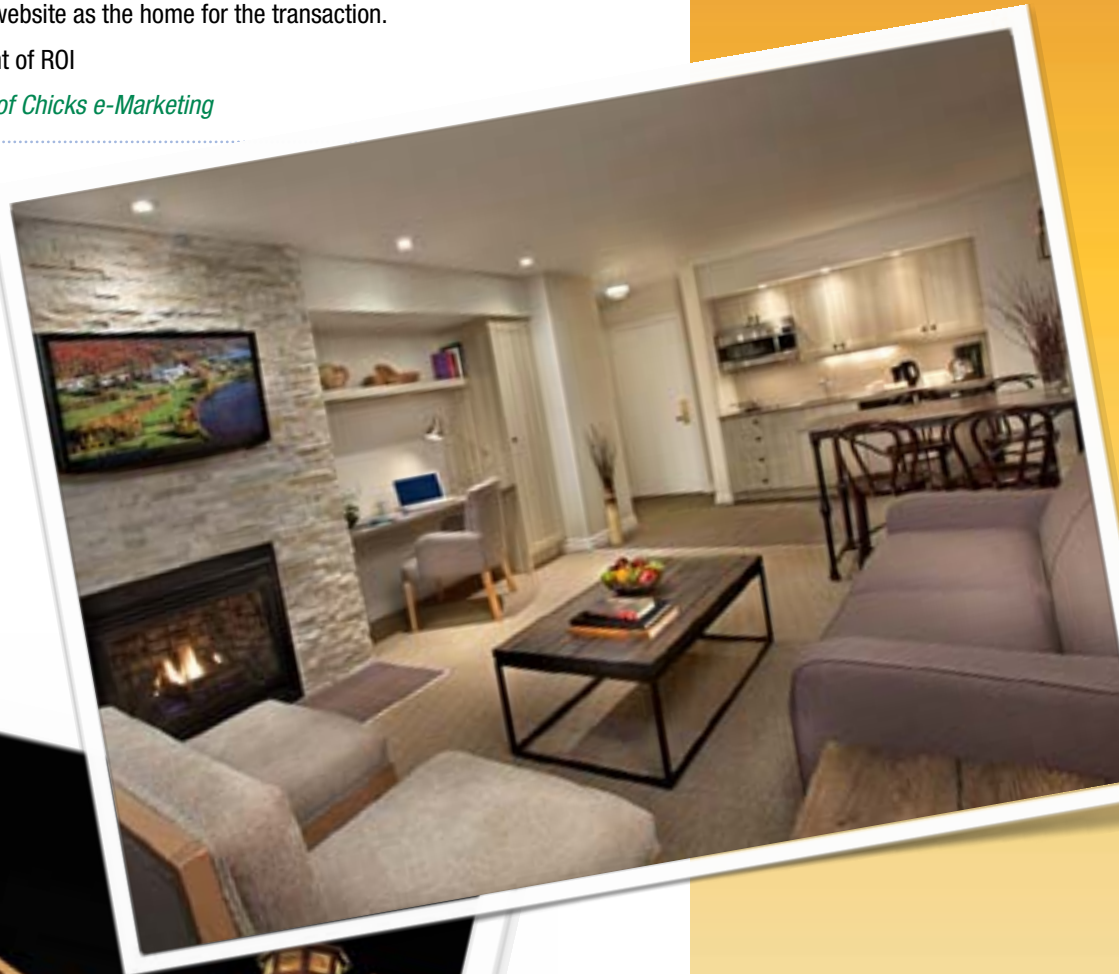
## ⑱ The Website is Still the Cash Register and Home to Your Brand Online

As consumers have moved from “going” online to “being” online with access to WIFI and mobile devices at all times - anywhere - this session will look at consumer trends and usage behaviour to highlight the importance of the Website as the key asset to any brand or business.

Key session topics include:

- The importance of search engine positioning (SEO, PPC, Blogging, online PR)
- Managing the asset; what to look for in a developer, content manager, and digital marketing firm as well as internal resources
- Integration of other marketing channels such as Facebook, LinkedIn and Twitter to create an overall web strategy with the website as the home for the transaction.
- Analytics and the measurement of ROI

*Alicia Whalen, Co-founder, A Couple of Chicks e-Marketing*



# Registration Information

Register using the interactive registration form at [www.oasisonline.ca](http://www.oasisonline.ca) and submit electronically.

Please complete all sections of the registration form, including concurrent session choices.

- You will be emailed a confirmation letter/receipt and directions to the hotel.
- All registrations must be received by **Friday April 20, 2012.**
- Delegate substitution is permitted, but sharing a registration is not permitted.

## Cancellations:

Cancellations must be received in writing prior to Friday, April 27, 2012. A \$50 administration fee will apply regardless of the status of payment. Registrants who fail to attend the program or cancel after the deadline date shall be liable for the full fee. There is no charge for delegate substitutions.

## Privacy Statement:

Registration information is collected to process registrations and payments for education events, correspond with registered delegates, and to publish delegate lists for event participants. If you do not wish to have your registration information used for these purposes please indicate this on the registration form.

## Consent to use of photographic images:

Registration and attendance in OASIS conference constitute an agreement by the registrant to OASIS to use the registrant's image in photographs.

## Hotel Accommodations

There are three types of accommodation at the resort and a block of rooms is on hold under each type. First come, first-served. For rooms not located in the Pavilion main building it will be a short walk to the meeting space or there is a complimentary shuttle service to the main pavilion. There is a maximum 2 people per room. The resort fee covers housekeeping, shuttle service and daily newspaper available in the pavilion.



**Pavilion Main Building Room \$179 + tax as well as \$10 + tax per person per night resort fee.**

Located conveniently in the Pavilion main building, these cozy yet polished guest rooms come complete with a desk area with complimentary high-speed wired Internet access, separate vanity area and a balcony or terrace. Previously known as "Pavilion Rooms."



**Lakeside Room \$179 + tax as well as \$10 + tax per person per night resort fee.**

Lakeside Rooms are located in the Bayshore building right on Peninsula lake, these oversized hotel-style rooms feature beautiful views of the lake and beach, a cozy sitting area and complimentary high speed wireless Internet access.



**Junior Suite \$179 + tax as well as \$10 + tax per person per night resort fee.**

Junior Suites are in the Summit Lodges, adjacent to the Pavilion main building, and offer cozy guest room comfort and suite-sized space. Each of these newly redecorated buildings now welcome you with a cozy common area with cottage-inspired furnishings.

## Conference Fees

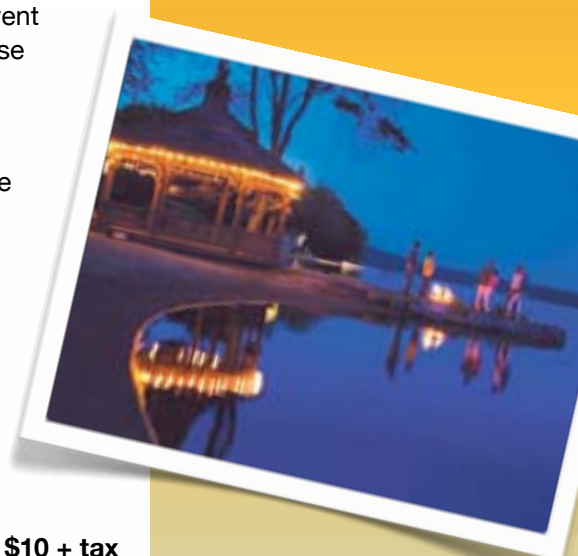
(accommodation not included)

# \$450

Full conference  
OASIS member

# \$550

Full conference  
OASIS non-member  
(out of province)



**Please contact Deerhurst Resort directly at 1-800-461-4393 to make your reservation. Please indicate that you are with the OASIS conference to receive these hotel rates.**

**All reservations must be accompanied by a one nights' room and tax deposit in the form of a major credit card. Balance of delegate's full stay total is required seven days prior to arrival date. If a reservation is cancelled after that date or the guest's stay is shortened, all amounts paid to Deerhurst Resort will be non-refundable.**