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OASIS STRATEGIC DIRECTIONS

Through the facilitation of Beth Blowes, the OASIS Board of Directors has developed strategic directions.

In the immediate future, OASIS has committed to three goals. They include a commitment to increase the capacity of organizations to operate efficiently, and provide quality supports, while maintaining and growing resources. In addition, OASIS will work to increase its credibility with government with a commitment to being proactive rather than reactive. Last but not least, OASIS has also established as a goal, the sharing of ideas, resources, systems, and information.

Activities for goals were also developed.

Activities related to government relations were determined to be of highest priority. For instance, while a letter to Ministers about OASIS member priorities has been completed, a review of the throne speech will also be undertaken.

A survey of OASIS members will be conducted and completed prior to the end of February and annually thereafter, regarding member operational priorities.

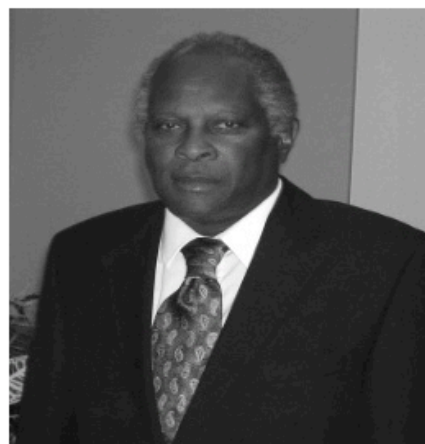
Board members also recognize the need to convince government to use OASIS's knowledge.

The strategic directions will serve to keep OASIS healthy, active and growing.

PRESIDENT'S MESSAGE

As our 2004 Conference fast approaches, it is exciting to know that our colleagues in North Bay have been working so diligently to prepare for our arrival. The word that we have received at the Board table is that this is a conference that one doesn't want to miss – and if you listen to the information from North Bay – it will be the best conference yet!

(Continued on page 2)



**PAUL WILSON, PRESIDENT,
OASIS**

PRESIDENT'S MESSAGE (CONTINUED FROM PAGE 1)

I am pleased to let the membership know that planning is already underway for our 2005 Conference in the Region of Halton, and a request to hold the 2006 Conference by Lambton, St. Francis Advocates and Sarnia has been approved. Finally, I am told that a request for the 2007 Conference will be coming before the Board in the near future.

Not only do we have a new year to look forward to, but in our sector, two new Ministers to get to know! As a Board of Directors, we have a very challenging few months ahead as we attempt to get our message to our Ministers.

I wish to take this opportunity to thank everyone who took time out of a busy schedule to respond to our questionnaire with respect to the issues to present to the Ministers.

If your specific issue wasn't addressed in the final briefing notes, don't despair, this is only the first round of meetings, and as many as possible of the issues raised will be shared through other meetings with the political and/or civil servants over the next few months. When we drafted our final briefing notes, we attempted to capture items that were re-occurring themes in the questionnaires and were consistent with the mandate of OASIS.

I look forward to seeing you at the May Conference.

Plan to register early to ensure a room with a view!

Paul Wilson
President

Upcoming
Board
Meetings

March
25 - 26, 2004
London

May
5, 2004
North Bay

OASIS
AGM
May
7, 2004
North Bay

2003/2004 OASIS BOARD

PRESIDENT	Paul Wilson	Community Living Brant
PAST-PRESIDENT	Sue Dolan	Woodstock & District Developmental Services
VICE-PRESIDENT	George Braithwaite	OAPDD
TREASURER	John Bedell	Community Living North Halton
SECRETARY	Sherry Kerr	Aldaview Services
MEMBER AT LARGE	Vic McClenaghan	North Bay & District ACL
Directors (in alphabetical order)		
Director	Doug Anderson	Ottawa Carleton Lifeskills Inc.
Director	Mike Coxon	Community Living Kawartha Lakes
Director	Molly Croke	Community Living Toronto
Director	Brian Dunne	Participation House Support Services London & Area
Director	Helen Havlik	Lambton County Developmental Services
Director	Mike Humes	Brockville & Area Community Living Association
Director	Denis McClelland	Elgin Association for Community Living
Director	Dick Todd	Middlesex Community Living

2004 OASIS CONFERENCE & AGM

The theme of this year's OASIS Conference and AGM will be "Catch the Dream - Carry the Vision". This refers to the original six organizations that created OASIS and their dream of a provincial organization that could provide a different kind of support that was very much needed. Now the responsibility to carry this vision belongs to all members.

The Nipissing team wants you to mark your calendar for **May 5th, 6th and 7th, 2004** and come north or south, as the case may be.

The Nipissing area was known as a crossroads to the rest of Canada by the early Canadians who explored our country. Come to the Conference and AGM and explore the Nipissing hospitality and allow the Nipissing team to point the way to a visionary future.

Nipissing Planning Committee

Laura Pierce, Mattawa ACL
Sylvie Belanger, West Nipissing ACL
Kerry Carnevale, Almaguin Highlands ACL
Rhéal Thorn, North Bay and District ACL

RECRUITMENT AND RETENTION PROJECT

The Project team has completed their research and is now proceeding to the tool development stage. In this stage a number of tools will be developed for members, including a CD and a career page on the OASIS website to attract people to the field, posters and bookmarks and last but not least, a best practices booklet that outlines practices used by OASIS members and others that have been successful in recruiting and retention.

ANNIE OLIVER AWARD



This prestigious award, named in honour of Annie Oliver, first President of OASIS, is to be presented at the

Annual General Meeting of OASIS beginning in May 2004.

The Award recognizes an individual or organization that demonstrates:

- Excellence, innovation and leadership in the developmental services sector and through this process represents the interests and mission of OASIS.
- The organization or individual will demonstrate high administrative processes that have been an example to others.
- The organization or individual, by a combination of perseverance, determination and positive attitude, has assisted OASIS in meeting its Mission Statement.

The Award will be in the form of a plaque for the individual recipient and a donation of \$1,000 for the agency for which the individual works, in the name of the recipient.

Nominations are due by February 1, 2004 and should be forwarded to the Secretary of OASIS in accordance with the process established by OASIS.

Annie Oliver
Award's
Namesake

Annie Oliver was the first President of OASIS. Annie took the leadership position of a new, fledgling organization.

She helped create, from 6 organizations, an organization of 92 members in less than six years.

She is a lady who had a vision, and used her intelligence, organizational skills and humour to steer OASIS's development.

She is an example to all of us and an ambassador of good will for OASIS.

WHAT'S UP IN FUND RAISING?

by Glen Boy, CFRE

“Over the next decade a trillion dollars of wealth will be transferred from one generation to another.

From a fundraising perspective, it is best to get the gift from the generation that accumulated the wealth before the Boomers get it.

Today's market place requires innovative fundraising strategies and expertise.”

Fund raising in today's uncertain economic climate is more complex than ever before. Rapid growth in charitable organizations (126% over the past 35 years), means about 80,000 organizations compete for the charitable dollar. Donors are taking longer to decide and carefully considering all aspects of their giving. For the most part Canadians trust charities, but they now want more information about programs and services, how donations are used, the costs of fundraising and the impact of their donations. The sophistication of the donors is leading to financial institutions like the Bank of Montreal (Harris Private Banking) to offer philanthropic services.

Charities are looking to the private sector for money and for business models.

There are a greater number of requests made on major businesses and a sense of corporate detachment from the community. There are many small and mid-sized charitable organizations competing against each other for financial support and volunteers are scarcer than ever before. Therefore, is important for community based organizations to be well prepared before initiating fund raising activity.

There is an unequal distribution of funds in the charitable sector that does not represent the number of charitable organizations in that sector. For example, Healthcare represents 7 % of charities and garners 21 % of donations. Social welfare and community represent 34 % of charities but only get 19 % of donations. This means that community organizations have to work harder to secure their funds.

Canadian philanthropy is changing, and donors are giving larger gifts to fewer organizations. In 2002, there were more than 150 gifts over 1 million dollars reported in Canada. Ken Thompson led the pack with a \$370 million gift to the AGO.

Donors are looking for accountability, public trust and effective stewardship of resources. Relationship building is the key to developing a stable fundraising base. People want quality interaction and regular communication.

Here are some tips for fundraising in uncertain times:

- Cultivate face-to-face
- Reconnect with key supporters
- Know your prospect
- Allow a long time for decisions
- Defer asks until the right time
- Communicate your case
- Engage volunteers
- Enhance gift planning programs as a recession proof way of building capacity over the long term
- Communicate with donors through thank you's and updates.

Give your charitable organization a strong representation that will earn a fair share of the available resources.

For more information contact
 Glen Boy, CFRE
 Boy Campaign Consultants
 888-819-4999; glen@boycc.com
www.boycc.com

Building Your Own Evaluation Tool

Is the dialogue simple?

Does the interface speak the users' language?

Does the interface minimize the users' memory load?

Is the interface consistent?

Is feedback visible?

Are the exits clearly marked?

Do shortcuts exist? Are the error messages explicit?

Are there means to prevent the errors?

Does an online help exist? Is the software documented?

COMPARING AND CHOOSING CLIENT INFORMATION SOFTWARE

By Gilles Fontaine, Director, Community Services, Ottawa Carleton Association for Persons with Developmental Disabilities

The right client information software will allow an organization to manage information effectively and help people make better decisions. For the Ottawa Carleton Association for Persons with Developmental Disabilities, the implementation of a client information database has been both challenging and very rewarding. Our ability to manage large amounts of client information has improved dramatically.

Comparing and choosing software can be very challenging unless you have a clear set of criteria as a basis of comparison. Some of the key success criteria are: user friendliness, reporting capacity, compatibility with other systems and company/vendor support. Weighing, evaluating and rating these criteria will help you compare software, and understand some of the implementation challenges.

What does it take to successfully implement an IT project?

The probability of success is greater when: management is committed, the organization accepts the need to change their systems, employees are involved and trained, the process is inclusive, proper human resources are available and financial support is committed.

Managers must also give up the belief in the magical power of IT. Technology is only one part of the equation.



GILLES FONTAINE, DIRECTOR, COMMUNITY SERVICES, OCAPDD

Planning Your Database

Depending on the size of your organization and scope of your project, you will need to consider staffing your project from the start. Forming a database planning committee comprised of a broad range of employees will help to resolve many implementation issues and help promote the project. The process includes agreeing on the database software, deciding to buy or build, identifying who will build/modify (consultant or staff), budget development and management of the database, and a schedule for completing your project.

Finally

Remember, this is a change management process and communication is the key to success!

This article is based on a presentation at the 2003 OASIS conference in Ottawa given by Guy Chartrand and Gilles Fontaine. Contact Gilles Fontaine at OCAPDD; gfontaine@ocapdd.on.ca.

Changes to Mandatory Retirement

While changes to mandatory retirement had been proposed by previous governments, recent reports from the provincial Liberal government indicate that this is not a priority.

However, the Prime Minister has indicated in recent interviews that he supports the concept of changes to mandatory retirement.

Will change occur? Martin suggested in his year end interview that this would be a good case for the Supreme Court to consider.

POST ELECTION UPDATE - LABOUR AND EMPLOYMENT LAWS

The recent election of the Liberal government in Ontario is likely to result in changes to Ontario's labour and employment laws. According to a recent publication from Hicks Morley, Liberal campaign documents and press releases indicate that these changes may include:

- amendments to the Labour Relations Act that would give the Ontario Labour Relations Board the discretion to automatically certify a union without a secret ballot vote where there has been a finding that unfair labour practice has occurred.
 - an audit of WSIB's operations and a study of whether WSIB benefits should be indexed to inflation.
 - negotiation of a Labour Market Development Agreement with the federal government to consolidate government sponsored training programs under control of the provincial government.
- introduction of up to six weeks of unpaid, job protected leave for employees to attend to the care of a family member.

EMPLOYMENT STANDARDS - ANNIVERSARY DATE OF HIRE

The Ontario Labour Relations has considered the interpretation of the work 'year' for the purposes of the 10 day Emergency Leave set out in the Employment Standards Act, 2000. Hicks Morley indicates that the Board ruled that a 'year' may mean a period other than the calendar year. The Ministry's position had been that a year is defined as a calendar year, and that employees are entitled to 10 days of Emergency Leave in each calendar year, irrespective of their date of hire. This decision provides guidance to employers in administering the Emergency Leave.

SEPARATE CONTRACTS WITH EMPLOYEES IN A UNIONIZED ENVIRONMENT

Recent case law has held firmly with the principal that there is only one agreement in a unionized environment, and that of course, is the collective agreement.

Employers offering early retirement incentives to unionized employees are well advised to involve the union in the development stages to obtain buy-in.

Conditional job offers or underfilling a job by putting a condition in an employee agreement that requires the employee to advance education or to obtain a certification, cannot be enforced, unless the union is involved and agrees to the condition.

Recent cases have shown that while the employee agreed to the conditions, when they were not obtained and the employer tried to follow through with termination, the challenge by the union of a side agreement was upheld and the employee was allowed to continue working, without meeting the condition.

PERSONAL INFORMATION PROTECTION AND ELECTRONIC DOCUMENTS ACT

Overview:

As a result of training provided by Charles (Chuck) Hofley, Hicks Morley and OASIS, it has been noted that there is no immediate requirement for OASIS member agencies to have privacy legislation requirements in place by Jan. 1, 2004 dealing specifically with your employees, however, provincial legislation is still likely. Any commercial activity or transaction is covered by the legislation, so OASIS members will see an impact through contracts with insurance or benefits companies, as an example.



CHARLES (CHUCK) HOFLEY, HICKS MORLEY HAMILTON STEWART STORIE LLP, BARRISTERS AND SOLICITORS PROVIDED OASIS TRAINING

Something to consider---

Do your application forms, advertisements, job postings, questionnaires, survey forms clearly state the purposes for the collection, use or disclosure of personal information?

In the mean time, the Privacy Commission provides the following things to consider:

1. Analyze all personal information handling practices including ongoing activities and new initiatives, using the following checklist to ensure that they meet fair information practices:
 - What personal information do we collect and what do we use it for?
 - Where do we keep it and how is it secured?
 - Who has access to or uses it?
 - To whom is it disclosed?
 - When is it disposed of?

2. Review your policies regarding personal information collected:
 - define the purposes of its collection, and obtaining consent,
 - limit its collection, use and disclosure, and security measures,
 - ensure information is correct, complete and current,
 - develop or update a retention and destruction timetable.

TIPS

When transferring personal information to third parties, ensure that they:

1. Name a person to handle all privacy aspects of the matter.
2. Limit use of the personal information to the purposes specified to fulfill the matter.
3. Limit disclosure of the information to what is authorized by your organization or required by law.
4. Refer any people looking for access to their personal information to your organization.
5. Return or dispose of the transferred information upon completion of the matter.
6. Use appropriate security measures to protect the personal information.
7. Allow your organization to audit the third party's compliance with the matter as necessary.

The Federal Privacy Commissioner's Office has detailed PIPED Act information available on their web site - www.privcom.gc.ca. This information has been summarized from information available on www.privcom.gc.ca.

Check Us Out

OASIS website
www.oasisonline.ca

OASIS mission:

To facilitate the sharing of ideas, resources, systems and information, OASIS will liaise with government on behalf of member organizations with the goal of improving the development of cost effective quality supports for individuals with developmental disabilities.

FOCUS is published quarterly by Ontario Agencies Supporting Individuals with Special Needs

Ideas and articles are welcomed for FOCUS. Contact the Editorial Committee.

Look for the next issue of FOCUS in the spring of 2004

EXPERIENCING DIFFICULTIES IN RECRUITING AND RETAINING STAFF? APPRENTICESHIP TRAINING

Mike Coxon

Most service delivery organizations continue to experience difficulty in recruiting and retaining qualified staff. Individual agencies and groups of agencies have tried various strategies to address this issue. While OASIS currently has a project funded by HRDC regarding recruiting and retention, the apprenticeship concept is also of interest to many members.

In the past year a number of agencies have expressed an interest in the potential of apprenticeship training. According to the Ministry of Training, Colleges and Universities (MCTU), which oversees post secondary training, the push for apprenticeship training must come from employers.

Brief Overview of Apprenticeship Training

Dr. Charles Craig, Georgian College

Each year a number of new apprenticeships are created in Ontario. While some of the new trades are extensions of existing trades where the particular skill requirements have been both extended and modified due to changes in technology, many others have been in non-traditional areas, such as social services, and include such trades as Educational Assistant and Early Childhood Educator.

To form a new trade, the industry must first determine that the apprenticeship model of training is appropriate for its training needs and that its members understand the commitment they will need to make to on-the-job training. Another very critical point is that the staffing structure of the industry will permit the in-school training to be undertaken by the apprentice in a timely manner.

Once the industry has determined that it wishes to conduct training using the apprenticeship model, it must work with the Program Development and Standards Unit (PDSU), which is part of the Workplace Training Branch of the Ministry of Training, Colleges and Universities to develop the trade and Training Standards.

Registration of apprentices into the trade usually begins once the Training Standards are in place. To be registered as an apprentice a person must be at least 16 years of age. Further, service trades such as Development Social Worker would be under the Apprenticeship Certification Act (ACA), which requires a Grade 12 or equivalent. The employer makes the decision to enroll one of his or her employees as an apprentice.

Is the apprenticeship model of interest to you? A recent survey distributed by Mike Coxon, is attempting to gauge interest. Consider responding to this survey. For more information, contact Mike Coxon at mcoxon@communitylivingkl.ca.