

TUESDAY, MAY 30th		WEDNESDAY, MAY 31st	
8:00 am to 9:00 am	Registration and Breakfast	8:30 am to 9:00 am	Registration and Breakfast
9:00 am to 10:15 am	<p>Welcome and Greetings Keynote Presentation - Founder and CEO Jeremy Friedberg, Spongelab Interactive *** bring your own device (mobile/laptop) in order to experience the full spectrum of activities***</p>	9:00 am to 10:00 am	<p>Annual General Meeting (all welcome) Membership Town Hall - A Call to Members</p>
10:15 am to 11:15 am	<p>Panel Inter-Provincial: Travailler en francais en I&R</p> <p>InformCanada Claude Vanasse - Centre d'Information et de reference de la capital nationale de la chaudiere-appalaches and Corrine Gallois - Findhelp Information Services</p>	<p>Storytelling/Digital Storytelling and Creating Videos</p> <p>CIVICYork Rosemary Park</p>	<p>Using Information and Referral Systems to Support e-referrals</p> <p>NorthEast Connect, Community Support and Mental Health Service Delivery thehealthline.ca Information Network</p> <p>Participate in Intra-Organization Knowledge Sharing and Collaboration</p> <p>For InformOntario Trudy Beaulne Social Development Centre Waterloo Region</p>
11:15 am to 11:30 am	BREAK	11:00 am to 11:15 am	BREAK
11:30 am to 12:30 am	<p>Taxonomie Canadienne-francaise: Preparer l'avenir</p> <p>InformCanada Claude Vanasse - Centre d'Information et de reference de la capital nationale de la chaudiere-appalaches and Corrine Gallois - Findhelp Information Services</p>	<p>Supporting Staff Wellness</p> <p>Information Hamilton Pauline Kajiura</p>	<p>Before, During and After Rehab Support RehabCare Alliance/ Toronto Acquired Brain Injury / GTA Rehab Network Charissa Levy</p> <p>Report on Data Flow - iCarol back to CIOC and Beyond! CIOC/Findhelp Information Services Kathy Kelly and panel: Pauline Kajiura, Trudy Beaulne, Todd Turnbull, Jennifer Jones, Neil Tuomi</p>
12:30 pm to 1:30 pm	LUNCH	12:15 pm to 1:15 pm	LUNCH
1:30 pm to 1:45 pm	Sponsor Presentation	1:15 pm to 2:15 pm	<p>Note: 2 hour session Service and De-escalation: Handling Public Mental Health Issues</p> <p>Centre for Addiction and Mental Health Graham Vardy</p> <p>A Case for the 'I' in Team: Individual Responsibility in the Collaborative Context</p> <p>Central East Seniors Care Network Kelly Kay</p>
1:45 PM	IO Video Contest	2:15 pm to 3:15 pm	<p>Co-creating Resources and Initiatives to Support the Patient Experience</p> <p>Toronto Stroke Network, University Health Network Donna Cheung & Jocelyne McKellar</p>
2:00 pm to 3:00 pm	<p>What to Do When You Don't Know What to Do? A Presentation on Managing Un-met Needs</p> <p>Findhelp Information Services Faed Hendry</p>	<p>Building a Trustworthy Online Directory for Health Consumers</p> <p>Health Shared Service Ontario (formerly, Ontario Association of Community Care Access Centres) Ramona Bavington</p>	
3:00 pm to 4:00 pm	<p>Panel Discussion: Frontline Response Identifying and Responding to Un-Met Needs</p> <p>A cross-organization panel including: Deborah Doherty (CDRC Peel), Terri Bruce (Niagara, InCommunities)</p>	<p>The Taxonomy: Everything you want to know... and more!</p> <p>Findhelp Information Services/InformCanada John Allec</p>	3:15 PM
4:00 pm to 5:00 pm	Information and Referral Showcase of Bright Ideas	Acknowledgements / Announcements	
6:30 pm to 10:00 pm	<p>SPECIAL DINNER EVENT (BY TICKET ONLY)</p> <p>Leading Change and Lessons Learned: The Good, Bad and Everything in Between</p> <p>Findhelp Information Services/InformCanada Sue Wilkinson</p>	<p>SPECIAL TUESDAY ONLY ACTIVITY</p> <p>Check out the big green box in the dining area! Hosted by CIVICYork, it's Information and Referral's own "Speakers Corner." Record your impressions of the Symposium, enquiry and help desk stories, brag about your I&R accomplishments, etc.</p>	
		<p>SPONSORS</p>  	