

Summary Program – Subject to Change



44th InformOntario Education and Networking Symposium

May 23 & 24, 2019

Best Western Plus Mariposa Inn & Conference Centre, Orillia, ON



THURSDAY, MAY 23rd

8:00 - 9:00 am	Registration and Breakfast	
9:00 - 9:45 am	Welcome and Greetings	
9:45 - 11 am	<p>Keynote Presentation – Going from Where We Are Towards the Future Susan Scott Associate Professor, Lakehead University (Orillia)</p> <p>The keynote address will examine current conditions within the human services sector (eg cutbacks, political influence, increased need for service, increased severity of issues) and how these are influenced by activities in other sectors. Some of the strengths we have despite some of the conditions will then be examined. The address will then examine ideas about how we might be able to build on the strengths we have to address how we might provide services in sustainable ways.</p>	
11:00 - 11:15 am	BREAK	
11:15 am – 12:15 pm	<p>Panel francophone/ French Panel Corrine Gallois, Findhelp Information Services</p> <p>La table ronde annuelle offre aux membres francophones l'occasion de se réunir pour échanger sur des sujets variés comme les meilleurs pratiques ou les besoins en développement professionnel. Une discussion ouverte vise à recueillir des points de vue et idées pour mieux accompagner les professionnels et clients de langue française.</p> <p>The annual roundtable gives Francophone members the opportunity to network and exchange on a variety of topics such as best practices or professional development needs. An open discussion will help collecting opinions and ideas on how best support French-speaking professionals and clients.</p> <p style="text-align: center;">Presented by InformCanada</p>	<p>Incorporating Indigenous Leadership in a Settler Organization Deanna Dunham, Kids Help Phone</p> <p>**This is a Webcast presentation**</p> <p>An overview of Kids Help Phone's recently released Indigenous youth action plan and guiding principles. Learn about the process and the procedural tools that focus on information, referral and community engagement.</p> <p style="text-align: center;">Presented by InformCanada</p>

12:15 - 1:30 pm	BUFFET LUNCH	
1:30 - 2:30 pm	<p>AIRS I&R Training manual development Indigenous issues and training</p> <p>Marcus Logan, Information Oakville Stephen Paquette, Knowledge Keeper Deanna Dunham, Kids Help Phone</p> <p>This interactive session will help guide the 2019 AIRS training manual's new Indigenous section. A national project led by Stephen and supported by Deanna, is looking for participants in this session to share their past experiences working with Indigenous people as a non-Indigenous organization, and consider the question "What have you learned about developing Indigenous resources as a non-Indigenous organization and how can it be tied to the development of this project?"</p> <p>Presented by InformCanada, InformOntario, Halton Information Providers and the Oakville Community Foundation</p>	<p>An Update on Data Ownership and Copyright issues</p> <p>David Schnurr, Miller-Thomson LLP</p> <p>**This is a Webcast presentation**</p> <p>From the moment community resource databases were digitized and available on the Internet, there has been an assumption that the data was free and can be used by anyone for any purpose. This is particularly problematic because, as a group, we spend resources to create a unique product (ie. an information record in our database). David will be presenting a refresher on items such as the definition of 'Open Data' (from a legal perspective), and how the current intellectual property legislation impacts on our work and partnerships.</p>
2:30-2:45 pm	<p>Event Sponsor Presentation – thehealthline.ca Information Network – Norah Cuzzocrea</p> <p>Supporter Sponsor introduction</p> <p>Friends of Information and Referral Sponsor introduction</p> <p>Draw for Gift Basket – donated by IO Board member Debora Doherty</p>	
2:45-3:45 pm	<p>Collaborating Across the Regional I&R Ecosystem</p> <p>Stephen Davies, Transformation by Design Paul Hingorani, Transformation by Design</p> <p>This workshop will introduce a general reference model of a regional I&R ecosystem and explore the critical relationships and dynamics that form a virtuous circle for data and I&R providers. Drawing on real world examples from Halton and York Region, participants can expect to gain insight to the key areas where new value can be created in their regional information ecosystem. By the end of the workshop, participants will take away a set of priority actions that will enable them to apply the workshop concepts in their local areas.</p>	
3:45-4:00 pm	BREAK	

4:00 – 5:00 pm	<p>Where We Are Headed – The Community Data Story</p> <p>Moderator: Stephen Davies, Transformation by Design Panelists: Karen Milligan, Ontario 211 Services; Marcus Logan, InformOntario; Sue Wilkinson, Findhelp Information Services; Christine Oldfield, People and Information Network</p> <p>The community service data world is continually changing and responding to data sharing, duplication and sustainability for smaller community data providers. InformOntario president, Marcus Logan and Ontario 211 Executive Director, Karen Mulligan, have convened a panel consisting of provincial I&R service providers and community service data providers to explore the future of collaborative data sharing in the I&R sector. This session will explore the assumptions underlying the current model and explore the changing conditions at local, regional and provincial scales.</p> <p>The goal of the panel discussion is to answer the question “Is the current model sustainable?” And if not, what is the future for collaborative data sharing of human service records? How will the roles and goals for the current sector players change?</p> <p style="text-align: center;">Sponsored by InformOntario</p>
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EVENT DINNER – Separate Ticketed Event	
6 pm	Attendees leave Mariposa Inn via car pooling, cab, etc. for Casino Rama.
6:30-10:30 pm Presentation: 7-8 pm	<p>This is more than just a dinner and a night out during our Symposium. This is an EVENT!</p> <p style="text-align: center;">Buffet dinner at Casino Rama</p> <p style="text-align: center;">Evening Presentation: Telling Your Story Susan Charters and Robert Graham, Storytelling Orillia</p> <p>All storytelling builds trust and empathy in a community. Bob has his own repertoire of stories based on memories of a native man who was important to him when he was young. Susan tells a variety of stories, including family history and folk tales. Our services also have stories to tell --- learn more how to use Storytelling skills to have your message reach your community.</p>

FRIDAY, MAY 24TH

8:00 - 9:00 am	Registration and Breakfast	
9:15 - 9:45 am	InformOntario Annual General Meeting of the Membership (all welcome) Led by President Marcus Logan Presentation of annual Trudy Beaulne Memorial Bursary and annual Symposium Bursary	
9:45-10:00 am	BREAK	
10:00 - 11:00 am	Membership Town Hall (all welcome) Bringing I&R Day to your Partners, Your Stakeholders and Your Community Marcus Logan, Information Oakville Philip Wolfart, Volunteer Manitoba Natasha Wilson, People and Information Network In 2018, InformOntario suggested to its members that they take some action to mark an official day of I & R, and on November 16, several of your colleagues engaged in a variety of activities to mark the day, and raise the profile of I & R in their communities. In this workshop you will learn about how many of your colleagues celebrated I&R day in their communities . Our board president will show you InformOntario's outreach initiative in 2018, and panel of participants will share their individual agency's experiences. Together we can come up with some individual and collective action to remind all stakeholders of the critical importance of the work we all do. Let's develop a call to action before I & R day rolls around again. Help us to remind our friends in Queen's Park about the importance of strong community I & R.	
11:00 am to 12:00 am	Navigating the I&R Communication Jungle Faed Hendry Findhelp Information Services I&R is built on a foundation of communication but do we really think about our communication? Do you know your communication style? In this interactive workshop, participants will undergo a self-assessment to determine their communication style. These styles affect not only how we communicate information (send), but also how we react to information (receive).	Collaboration, Community and Connection Kirsti Cheese, Childreach Norah Cuzzocrea, thehealthline.ca Information Network Through interactive discussion and impact stories, we will illustrate how thehealthline.ca database is integrated into the Community Connector training program of the Family-Centred Service System in London, ON and is used as a daily resource to improve outcomes for families.
12:00-1:15 pm	LUNCH BUFFET	

1:15-2:15 PM	<p>New Voices, New Searches</p> <p>Margerit Roger Family Dynamics, Winnipeg, MB</p> <p>**This is a Webcast presentation**</p> <p>As newcomers to our communities increase, community resources become more and more important for successful settlement. However, the network of settlement resources is a combination of newcomer-specific and more general supports, creating a categorization challenge . How can programs best be described to reach the right audiences? This workshop will use a Manitoba project that analyzed 211 resources under the "Newcomer" heading.</p>	<p>After Our I&R Referral: Meeting Clients' Expectations from a Mental Health Provider Perspective</p> <p>Canadian Mental Health Centre, Halton Led by CMHC Halton Board Member Kate Lambacher</p> <p>A discussion about the challenges for staff at a mental health organization when working with I&R centres for both service descriptions and service referrals. From the organization's perspective, how do they clearly describe their services enough so people connect with them and understand what they do. At the same time, too much detail brings in people with specific programs in mind before they have been assessed and a counsellor has a chance to help them navigate appropriate services.</p>
2:15-3:15 pm	<p>Situation Table Orillia – A Community Collaborative: Bringing Services Together in Constructive Ways</p> <p>Led by Frances Yarbrough, North Simcoe Victim Services and Mike Kitchen, Orillia OPP</p> <p>If you bring the appropriate people together in constructive ways with good information, they will create authentic visions and strategies for addressing the shared concerns of the organization and community. The Orillia Situation Table promotes holistic efforts to address the complex and integrating factors that influence crime, victimization and community well-being. The Table strives to integrate its work with 30+ local groups (including Information Orillia) across the spectrum of prevention, integration, suppression, rehabilitation and restoration.</p>	
3:15-3:30 pm	<p style="text-align: center;">Acknowledgements</p> <p style="text-align: center;">Announcing Site of 2020 Symposium</p> <p style="text-align: center;">Our 45th Annual Event!!</p>	

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