

# Summary Program – Subject to Change



## 43<sup>rd</sup> InformOntario Education and Networking Symposium

May 24 & 25, 2018  
Sheridan College, Oakville, ON



### *Collaboration: Together We Inform*

#### THURSDAY, MAY 24<sup>th</sup>

8:00 - 9:00 am	<b>Registration and Breakfast</b>	
9:00 - 9:45 am	<b>Welcome and Greetings</b> <b>Land Recognition and Indigenous Knowledge Education</b> <b>Anishinabe Knowledge Keeper Stephen Paquette</b> Stephen Paquette is a local Ojibway knowledge keeper, originally from Wikwemikong unceded territory, Manitoulin Island.	
9:45 - 11 am	<b>Keynote Presentation</b> <b>Collaboration: We've Got To Get This Thing Right!</b> <b>Steven Davies</b> <b>Transformation by Design</b> Now, more than ever, the need for meaningful dialogue between independent service providers is necessary for successful collaboration. It's our belief that community I&R organizations have a vital role to play as convenors of that dialogue, and enablers of integrated access to the service eco-system. But to do so, we must work with two distinct fundamental forces that are in tension: power and love. This talk will explore the light and dark sides of power and love and how, by being aware of both drives, we can create the circumstances for more authentic and effective collaboration.	
11:00 - 11:15 am	<b>BREAK</b>	
	<b>Table Ronde: Partenariats en I&amp;R / French Round Table: Partnerships in I&amp;R</b> <ul style="list-style-type: none"> <li>- Corrine Gallois - Findhelp Information Services</li> <li>- Daniel Danford Dussault - Community Information Centre Ottawa</li> </ul> Cette table ronde a pour objectif de partager nos expériences mutuelles en matière de partenariat. Les discussions auront lieu en français. / This round table aims to share our mutual experiences in partnership. The discussions will take place in French. <i>Presented by InformCanada</i>	<b>Collaboration and Integration within Community Safety and Well Being Halton</b> <b>Constable Kristopher Elliott</b> <b>Halton Regional Police Services</b> In depth discussion on the formation of the Halton Community Safety Well Being Plan, which delivers services to those that need them the most, when they need them, in an effective efficient way. By working collaboratively at the Regional Level towards CSWB through strategic holistic planning, we will be better prepared to meet the ever changing needs of the community.

12:30 - 1:30 pm	<b>BUFFET LUNCH</b>	
1:30 - 1:45 pm	<b>Event Sponsor Presentation – thehealthline.ca</b> <b>Local Sponsors Presentation</b>	
1:45 – 2:45 pm	<b>To Be Announced</b>	<b>Portal Prep 101: Intro to Building Views in CIOC</b>  <b>Katherine Lambacher</b> <b>KCL Software Solutions Inc.</b>  An in-depth look at the View and Design templates in the CIOC software for centres working on specialized data collections. Will also discuss the critical processes when choosing how to categorize, search and organize your records.
2:45-3:00 pm	<b>BREAK</b> – SPONSORED BY HALTON REGIONAL POLICE SERVICES	
3:00 - 4:00 pm	<b>Champions for Collaboration - Business Continuity Planning</b>  <b>Mary Hernandez</b> <b>Kids Help Phone</b>  <i>A Live Stream Web Cast</i> Learn how a national non-profit organization structured its risk reporting, impact assessment, and prioritization, we are delighted to share the opportunities of our simple journey into business continuity.	<b>Light, Bright &amp; Tight 2.0</b>  <b>John Allec</b> <b>Findhelp Information Services</b>  It's been more than 15 years since the launch of the IO Style Guide. John takes a fresh look at data style challenges and the skills needed to research, construct and maintain Service Descriptions and other key I&R fields.
4:00 - 5:00 pm	<b>Creating a Culture of Engagement / 6 Healthy Habits of Great Teams</b>  <p style="text-align: center;"><b>Gary McDonald</b>  <b>Clearview Training &amp; Consulting Inc.</b></p> We often are not fully aware of the impact we have on others. People do not leave jobs, they leave managers/supervisors. This session will explore 6 healthy habits that if implemented and practiced will not only help you lead others, but also include peer to peer relationships and managing up.	
<b>EVENT DINNER AND WORKSHOP</b>		
6 pm	Bus leaves from Sheridan Conference Centre to Harbour Banquet & Conference Centre. Sponsored by Halton Information Providers.	
6:30-10:30 pm	This is more than just a dinner and a night out during our Symposium. <b>This is an EVENT!</b> Sponsored by Halton Information Providers and Information Oakville.  <i><b>Jazz &amp; Collaboration: Informing Together!</b></i> Every jazz performance is an act of reimagining where jazz musicians take something familiar and, by way of an improvised, “I-never-thought-of-it-that-way-before” conversation, transform it into something new. <b>Getting in the Groove</b> experience combines jazz performance and facilitated conversation on collaboration.	

**FRIDAY, MAY 25<sup>TH</sup>**

8:00 - 9:00 am	<b>Registration and Breakfast</b>	
9:00 - 9:45 am	<p><b>Welcome and Greetings</b></p> <p><b>Good Hearted Women --- Mino Ode Kwewak N'gamowak - Drumming Circle</b>          Good Hearted Women are Indigenous and non-Indigenous women following the drum circle teachings of Community Elder Jean Becker. They have been taught to follow the teachings of the Seven Grandfathers. Wisdom, Truth, Humility, Courage, Honesty, Respect, and Love. These teachings guide us in our relationships with ourselves and each other and they help guide us towards living our lives in a balanced way.</p>	
9:45 - 10:15 am	<p><b>InformOntario Annual General Meeting of the Membership (all welcome)</b>          Led by President Teal Wise</p> <p><b>Presentation of annual Symposium Bursary Recipients</b></p>	
10:15-10:30 am	<b>BREAK</b>	
10:30 - 11:30 am	<p style="text-align: center;"><b>Membership Town Hall (all welcome)</b></p> <p style="text-align: center;"><b>Collaborative Leadership / The Rainforest Game</b>          Gary McDonald          Clearview Training &amp; Consulting Inc.</p> <p>The fun experience of playing The Rainforest Game teaches leadership and collaboration across boundaries.          The audience will assume the role of artists - brought together from all over the globe <i>by The Rainforest Collective</i> (an organization promoting endangered rainforest awareness). Their mission is to assemble a mosaic, made of pieces that they and other design studios have created, which is to be displayed at a celebratory art installation for The Rainforest Collective's annual conference. Participants are organized into subgroups, but since no group has all of the required pieces, they must venture across boundaries and work collaboratively to achieve success.</p>	
11:30 am to 12:30 am	<p><b>The Gamification of Information and Referral</b></p> <p><b>Faed Hendry</b>  <b>Findhelp Information Services</b></p> <p>This fast-paced, highly interactive workshop will demonstrate a series of engaging and practical activities that can be done with front-line I&amp;R Specialists and other audiences. The activities include exercises related to performance-based competencies, active listening, assessment skills and understanding the human services system just to mention a few. Geared for front-line staff, trainers and facilitators.</p>	<p><b>Editing 211 Ontario Data in iCarol (Changes and Challenges)</b></p> <ul style="list-style-type: none"> <li>- Dave Montague - Findhelp Information Services</li> <li>- Katherine Lambacher - KCL Software Solutions Inc.</li> <li>- Laura Smith, 211 Ontario</li> </ul> <p>We are coming close to the end of a very long journey. The 211 Regional Service Partners (RSPs), and some data partners, are expecting to be using iCarol full time for data management this year. This presentation will detail the changes to iCarol that are finally enabling RSPs to fully commit to the platform.</p>
12:30-1:30 pm	<b>LUNCH BUFFET</b>	

1:30-2:30 PM	<p><b>thehealthline.ca is a Catalyst for Collaboration: An Overview of Recent System Updates to Support Site Navigation</b></p> <p>Jennifer Jones &amp; Neil Tuomi, thehealthline.ca Information Network</p> <p>Last year the Community Care Access Centres amalgamated into the Local Health Integration Network. As a result of this transformation <i>thehealthline.ca</i> system was updated to include 70-sub LHIN health planning regions. Learn about the improvements that now help I&amp;R professionals find location based and catchment based services to help their clients.</p>	<p><b>How Effective Information Architecture Fundamentally Changed HealthLinkBC.ca</b></p> <p>Pooyan Khorsandi HealthLink BC</p> <p><i>A Live Stream Web Cast</i></p> <p>A journey through HealthLinkBC.ca's information deliver issues and how fixing the information architecture of the site completely changed the way content on the site is stored and behaves for the better.</p> <p><i>Presented by InformCanada</i></p>
2:20-3:30 pm	<p><b>Beg, Borrow or Steal: How to get your Community Organizations to Update their Profile</b></p> <ul style="list-style-type: none"> <li>- Deborah Doherty, CRDCP</li> <li>- Trisha Korbut, Connex Ontario</li> <li>- Barbara McLachlan, InformOntario</li> </ul> <p>What can a Resource Specialist do next? Why won't that darn community organization return your phone calls, emails or update their record(s) online? Tips, "war stories" and strategies on updating those hard-to-update services in your community.</p>	<p><b>Local Health Integration Networks Information and Referral Services</b></p> <p>Ramona Bavington Health Shared Services Ontario</p> <p>This session will provide an overview of the Local Health Integration Networks (LHIN) Information and Referral services that help Ontarians, their caregivers, and other health system partners identify and effectively connect with the right information, services, and care they need to help them stay healthy, manage their health, and get well.</p>
3:30 pm	<p><b>Acknowledgements</b></p> <p><b>Announcing Site of 2019 Symposium</b></p>	

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