Navigating the Journey

Alberta Council of Disability Services invites you to our 32nd Annual Spring Learning and Networking Event

May 7-9, 2018  Radisson Edmonton South Hotel  #ACDSConference

...To Who We Are!
You must pre-register for your choice of Concurrent Workshops.

Plenary Sessions include everyone so no need to pre-register.

Breakouts sessions are first come first seated, so no need to pre-register.

To aid in your selection: Sessions focused towards a particular organizational group have been clearly identified as such. The majority work for everyone!

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**ACDS 2018 Conference**

**Quick Overview**

**Sunday, May 6, 2018**

Registration desk open from 7:00 pm – 8:00 pm
Hospitality Suite will be open.

**Monday, May 7 2018**

Registration desk opens at 7:30 am

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Exhibitors on display throughout the event!
For as long as Dan can recall, he has had a passion for building high performance teams through skillful leadership. As his career progressed through positions including account manager, sales manager, vice president, director of sales at corporate office and then president at two different daily newspapers, he led teams through several challenging situations, including integrations, turnarounds and labour unrest. He captured his journey in his book *The Heart and Hands Of Leadership*, in 2003 and has been continuing to learn and share through the last 15 years as a consultant. His approach is from the perspective of someone who has lived leadership personally through a wide variety of challenging situations across multiple markets. Dan is not sure why, but it seems these days that “there is far too little attention paid to developing strong fundamentals, maybe it’s that tendency in human nature to complicate the simple!” Let’s go back and revisit the fundamentals of good leadership.
Five Hall Marks of Great Teams (7A)

Dan Gaynor

Could it be that all teams thrive and struggle for the same reasons? Could it be that high performing teams all have something that distinguishes them from all others? After 15 years of building teams and another 15 years of working with a great many teams across different industries Dan is convinced that there are five hallmarks that are essential to high performance. He will share these distinguishing characteristics, sharing why and how they affect performance and offering practical guidance to assist participants in moving their teams in the right direction. You’ll discover how to build a team that works with passion, moves smoothly through the biggest changes and rises to meet each challenge.

Navigating the Journey with Self Care Strategies (7B)

Danielle Forth, MSc, RPsych

Helpers regularly encounter stories and symptoms of trauma in their roles. There is growing evidence that the impact of directly supporting others through experiences of trauma goes beyond burnout or fatigue. In the helping field, there are additional factors related to the nature of supporting people that can contribute to compassion fatigue or secondary trauma symptoms. Left unmanaged, stress can lead to unproductive patterns and result in loss of focus, motivation and productivity at work. This session will help participants identify personal stress factors and introduce them to practical methods to successfully manage stress. Participants will learn strategies for stress management that focuses on resilience and enables them to function at their best.

Social Enterprise and Social Procurement (7C)

David Le Page, Accelerating Social Impact

David is a Principal with Accelerating Social Impact CCC, Ltd. (ASI), one of Canada’s first incorporated social purpose hybrid corporations. Through ASI David provides direct support and strategic advice to blended value businesses, social enterprises and social finance developments. He is involved in multiple public policy initiatives and research projects to support the social enterprise ecosystem across Canada. He has over 35 years of extensive experience in the non-profit and social enterprise sectors. This session will focus on: How a social value marketplace, based on social enterprise and social procurement creates positive opportunities for people with development disabilities; Social Procurement - creating opportunities for people with development disabilities - how government, business, institutions and non-profits can leverage a social from their existing purchasing. Not extra costs, not less quality - greater value; And how social enterprise suppliers are generating opportunities for people with development disabilities - case studies from several social enterprises will exemplify and demonstrate the business models, outcomes and impacts.

Focused for Executive and Middle management.
Cracking the Code on Influential Leadership through Story Telling (7D)

Faith Wood, Inspiring Minds

Miserable people don't influence others to feats of glory. Frustration, hopelessness, or anxieties don't create a very good advertisement for the beliefs or the choices that you promote. People will look at your life and decide—do I really want to take this person's advice or follow their career path?

To captivate attention and transform lives, we need to start by influencing the stories we share about our mission and our purpose. Storytelling demands that you abandon the safety of being “on the outside looking in” and step inside an experience or imagined experience with all the messy details, consequences, and personal feelings that happen in real life.

A well-crafted story has an almost magical ability to engage someone’s emotions and get them engrossed in the message you’re delivering. You can use stories to motivate action without triggering the defenses that often come up. Are you ready to discover how to share a more compelling message with those who need to hear it?

Navigating with Emotional Intelligence (7E)

Melissa Casey, Casey Executive Coaching

When working with leaders, I often start by asking, “think about a leader in your life that made you want to jump in and engage fully – what was it about the leader that created that feeling for you?” Despite being different people with widely varied experiences, their answers remain remarkably similar – “my leader treated me with respect; wanted to hear my ideas; trusted me; really listened to me; and I felt like they cared about me as a person.” They were describing qualities of emotionally intelligent leaders.

A leader with strong Emotional Intelligence (EI) is more likely to be confident, able to communicate effectively, develop effective relationships, function with stress and challenges, and know how to leverage emotions to effectively solve problems and make decisions. In fact, it is said that our EI is one of the greatest predictors of success not only in our leadership, but in life.

Ideal for those in a leadership capacity, this hands-on, interactive session will explore Emotional Intelligence, which emotions are the greatest predictors of success in our leadership, and how we can leverage our EI for success.
**Picture this...film festival,**
an international festival on the theme of disability culture!

*Picture this...film festival* came out of a project started by the Calgary Scope Society where individuals who wanted to tell a story got to make a 5-minute film with professional film makers. This project was so successful that it launched an award-winning international disability film festival. Now entering their 17th year, they especially love to share stories of people with disabilities navigating the journey of their lives.

**COME TO BE INSPIRED!**

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**Concurrent Workshops - Tuesday, May 8, 2018**

10:00 am - 12:00 pm

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**Cara’s Top 10 Ideas for Community Building (8A)**

**Cara Milne, M-Powered Planning**

This practical session will focus on ten possible ways organizations can build up communities for people who are vulnerable. Cara will focus on examples of each idea – and the first steps for these practical opportunities in community building. Real conversations around barriers and challenges will help staff feel prepared to come away from this session with an idea that “just might work!” *Focused for Direct support*

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**ACDS Member Engagement – Collectively Crafting a Clear Policy and Research Focus**

**Dr. Nilima Sonpal-Valias, Andrea Hesse (8B)**

Effective policy advocacy requires a strong collective voice, collaborative efforts, and coordinated activities. It also requires a deep and timely understanding of the sector, its issues, challenges, and foreseeable needs. In this session, ACDS invites member organizations to share their valuable insight and experience to help articulate a clear policy and research focus for the sector. The goal of the session is to gather information, define collective priorities, and strengthen our networks to enhance our capacity for systems-change.

Using a world café style format, members will discuss current and emerging needs and challenges, knowledge and information gaps, and effective solution strategies. Through structured conversations, participants will collectively identify the policy and research priorities for the sector, as well as their own interest, skills, and capacities to collaborate with ACDS and with each other in policy and advocacy activities.

*Focused for Middle and Senior Management*
Someone Has to Show They Care (8C)

Darryl Stewart

One of the most common misconceptions about leadership is that it is done by giving rousing speeches to the team, motivating them to perform at new heights and get things done they never thought possible. Another is that if you can’t pay top dollar, you can’t have strong performance. Neither of these things is true.

Using humour and stories drawn from his many years of experience as a hands-on leader, Darryl Stewart will explain why the most important factor in leadership is a caring leader who knows how to deal with people one on one. He will also teach, using his engaging story-based approach, principles and techniques that will allow leaders to better handle performance problems, improve their delegation skills and reduce teamwork issues.

Focused for Middle and Senior Management

CET and Service Tiers (8E)

Clova Lehr, Sheila Trew
Mel Griswold, and Chinekwu Ibeabuchi

Creating Excellence Together (CET) now offers Service Tiers as a best practice tool for organizations that serve individuals with complex support needs. Understanding Service Tiers can guide you in choosing the training and resources needed to address, complex needs that require intervention, medical and/or behavioural interventions, and behaviour support plans.

Feedback has shown that the vast majority of Service providers support the Tier system and the additional skills and competencies need for staff in this area. Navigating the journey to build internal capacity with limited resources is the challenge. Some initiatives are underway and others are in the planning phase.

Adapting Main Stream Education for Complex Needs (8F)

Sandy Marcynuk AHS, Gloria Wesley, PDD

There are many educational opportunities intended for a general population but miss the mark when delivered to a specialized audience. By using the Mental Health First Aid curriculum as an example this workshop will outline the process utilized to make mainstream content, practical and useful to the specialized workforce serving individuals with a dual diagnosis and complex needs.

(This workshop includes 2 parts)
Support Through a Harm Reduction Approach: A Case Example

Tanya Wasielewski, Jennifer Sadowski, COAST

Harm Reduction has received much attention as an approach to support people with intellectual disabilities/developmental disabilities engaging in high risk behaviour, such as substance misuse and high-risk sexual behaviour. However, many services, supports and family are conflicted with this approach, asking for clarity and direction about practical application and responsibilities. This introductory workshop will examine the concept of "harm reduction" through the use of a case example to illustrate practical strategies that provide meaningful and comprehensive support. Through discussion of the key principles of this approach, participants will reflect on the philosophy behind harm reduction, acknowledging the balance between minimizing negative outcomes with the dignity of risk.

Focused for Direct Support

Increasing Policy Capacity through Advocacy

Paul McLoughlin, Word of Mouth Communication

Interested in understanding how the government works, so you can figure out how to best work with their established process and systems? This session is a government 101 presentation and will focus on these three key areas: How government decides; Cabinet Reports, the major document that informs cabinet decision making and the current political situation.

With the next provincial election coming up sometime early next year, this foundational session is timely.

Strategic Health & Sustainability

Brad Kotowich, Focused Leadership Group

 Agencies today are facing the daunting task to remain as effective and efficient as possible in a changing Alberta landscape. Greater demands for increased transparency, resiliency and adaptability are required. A changing skill and mindset of leaders for continued financial viability, ongoing sustainability and effective strategic governance and service delivery quality is a paramount for all organizations. A focused and engaged Board of Directors is also imperative towards this end for all non-profit organizations. This workshop style session will allow you to work on your agency and show you how to simplify your Agency so that everyone is focused on the same metrics. If you are “too busy being busy” as an Executive leader now...this session is for you.

Focused for Executive Management and Board members

The Evolution of Community Services

Ed Riediger, Wally Mulder, Laurie Williams, Bill Winship and other Alumni

Members of the ACDS Alumni will share the history of how community-based services for people with disabilities have evolved in Alberta. De-institutionalization, the growth of community service providers, the development of ACDS and the role of government in supporting community services will be discussed. We believe that understanding our past helps explain the present and provides guidance for the future.

Reducing Inequality through Social Enterprise

Stephanie Ball and Julie Miller

Come and learn about the journey of RISE Ventures Ltd, a social purpose business hub operated by Cosmos Group of Companies. We are excited to share details of our partnership with Catalyst Kitchens, the evolution of our mandate, community capacity building efforts, and the launch of Karma Café. In addition to sharing our learnings to date, we will provide parallels where possible for organizations to emulate our model. Lastly, we will provide insights into our future social purpose business projects, currently in development.

Focused for Executive Leadership and Middle management
Developing a Harm Reduction Service Model in CDS— an Organization in Transition

Kim Harder, Shannon Kealey, Mitch Dibben

In 2014 Peak initiated the R Space Outreach Program to approx. 25 individuals who had reached adulthood without ever receiving supports. They brought with them a lifetime of neglect, trauma and lost opportunities. R Space impacts their partners, children and family increasing the program’s reach to approximately 60 people. All program participants have substance abuse issues, many have experienced homelessness and struggle with mental health issues, and a few are repeatedly in conflict with the law. They will share their model and priorities and what they learned on their journey.

Focused for middle management

Doing Good at the Speed of Technology

Charles Buchanan, Ignitech

Technology is changing at a rate that is almost impossible for a non-profit organization to keep up. These changes are not just affecting service delivery but the ecosystem in which we operate. In this session, Charles Buchanan from Ignitech will highlight some of the major technology shifts and trends, their impact on the non-profit sector and what we can do to not fall behind. Ample time will be provided for discussion and questions.

Focused for Executive and Middle management

From Supporter to Superstar: How to find passion and purpose with the individuals you work with

Lauren Rollett

Direct Support workers play a very important role in the lives of the individuals they care for. But, how to do take that support to the next level and support your client to live a valuable and meaningful life? Anthony at Your Service hires people with intellectual disabilities. However, we wouldn’t be able to do the work that we do without superstar support workers that encourage, develop opportunity and genuinely support their clients. Join us as we talk about the important work of supporting adults with disabilities and how to ignite passion and purpose into the lives of the individuals you support.

Focused for middle management and direct support

A Set up for Success: Autism and Invisible Diversity in the Workplace

Sarah Taylor

Hidden diversities often speak to bigger challenges in the workplace because many of the features inherent in a diagnosis, may appear to be an attitude or behaviour problem rather than a disability. Many people of average or above intelligence who live on the Autism Spectrum, fear the perceived stigma of disclosure. Unfortunately, the nature of the condition makes it hard to ‘fake it’ in the workplace. As a result, people living with Autism Spectrum Disorders have the lowest employment rates among any disability groups in North America, even when controlling for impairment severity, household income, and social demographics.

This presentation will give tools, tips and resources to help professionals who work with individuals impacted by ASD, and companies that are interested in diverse hiring, knowledge, information and effective accommodations to overcome employment barriers.

Our Journey: Ethical Guidelines in the use of SmartHome Technology for Adults with Complex Service Needs

Calgary Complex Needs Collaborative (CCNC)

Joan Lee, Gillian Smith, Temi Famuyide—Vecova

Joanne Sweazey - Supported Lifestyles

Todd Rich - CLAS

The use of SmartHome technology in supporting persons with complex service needs is a recent development in intervention strategies within Alberta. As a result, best practice, ethical and legislative guidelines and government regulations are limited leaving service organizations to try and fill in the blanks and create organizational policy and procedures. This presentation outlines the process the CCNC went through to identify proper usage of SmartHome technology in supported living environments and highlights the ethical best practice guidelines they developed to guide policy and procedure development.
Tuesday, May 8, 2018
6:00 pm - 9:00 pm

Not your usual banquet...
Find your inner buccaneer and take a walk on the wild side!

**THE CAPTAIN’S TABLE**
Pairing Stations, Craft Beer Tasting

Help us Celebrate ACDS’s 45th Anniversary

*Presentation of the 2nd Annual Innovation Award*
(Included in full Conference registration pricing—extra tickets are available)

*Prizes for the best costumes!*
Turning Numbers into People

**Steve Slopek, Angelica Martin, Robyn Shields**

The best outcomes are the result of really understanding the people we support. Advances in technology make it easier than ever to share and analyze our collective information to understand each individual better and inform a more effective support plan. The challenge is finding a way to leverage technology that is useful, cost-effective, and not disruptive to daily supports, and then turning that data into useful support strategies. We will demonstrate a method of behavioural data collection and analysis that uses readily available software, requires a minimal time investment, and can help us understand the needs of the individuals we support. We will share some success stories about how this technology has helped us, and give you some ideas about how it can help you too.

*Focused for middle management*

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Supporting Wellness Through Trauma-Informed Care

**Tanya Wasielewski, Jennifer Sadowski**

Research has shown that people with intellectual/developmental disabilities are at significantly more risk of abuse and neglect than the general population, with studies reporting over 70% suffer from physical, sexual, and financial abuse. Using a trauma-informed approach is key to better understand the people we support and by appreciating how trauma impacts their needs, we can better support them on their journey towards wellness.

*Focused for direct support staff*

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Energy Efficient Future for the Community Disability Services Sector

**Neil Delorme, ACDS**

An overview of the importance of energy efficiency in Alberta for our future, and a case study showing the benefits of efficiency changes as it relates to climate change impact and personal wellbeing. A thorough discussion of how Albertans use energy and what we classify as energy, as well as its procurement costs and environmental impacts. Current Alberta efficiency projects and climate change strategies will be outlined, and the impacts of those projects and strategies will be discussed. A case study of a completed energy efficiency project will be presented to show the impact of measures both large and small.

*Focused for Executive or middle management*

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A High Fidelity Wraparound Process for Youth Gang Prevention

**Holly Hallborg, REACH Edmonton**

WrapED, or Wraparound Edmonton, is a collaborative initiative that seeks to move youth away from the threat of gangs and to learn to thrive in our community. Six agencies have partnered to deliver a high fidelity wraparound process to vulnerable youth between 12 and 17 at risk of or engaged in gang activity. An overview of current known trends in gang involvement in Edmonton will be shared. Learn about the WrapED partnership and its collective impact approach, and the high fidelity wraparound process as a model for working with vulnerable youth and families. Early results from the program will be highlighted.

*Focused for Middle and Direct staff*

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Aging – A New Approach to Care

**Sue Kovich, Christina Rontos, Jennifer Thomas**

Individuals with disabilities should have the right to age with grace and dignity in their own home within the community. Excel Society has opened a new home that meets the changing needs of those in service who require more medical supports as they age. This innovative support model ensures individuals daily health and safety is maintained, while allowing them to live in a safe, secure and most importantly, home-like environment. This presentation will review the planning, implementation and successes of this new living option for individuals whose needs were no longer being met in their traditionally funded group home. Follow their journey as they continue to live in their community with all the supports they need, from health care to recreation, as they successfully maintain their quality of life as they age.

*Focused for Executive or middle management*
Concurrent Workshops - Wednesday, May 9, 2018
10:00 am – 12:00 pm

HR on the Horizon—Proactive Employee Management
Colin R. Fetter, LLP (9A)
Colin is a Partner and Practice Group Leader – for Employment and Labour, with Brownlee LLP, in Edmonton, specializing in a proactive approach to Employment law.
This session with be will focused on legislative changes on the horizon affecting employment in the workplace. The legalization of cannabis in July. The OHS legislation changes coming with Bill 30 in June; especially around the right to refuse unsafe work in a human services setting, supporting individuals with complex behavioral needs. And the hottest topic in the news these day, sexual harassment and sexual abuse.
Focused for middle and senior management

Customized Employment - NC Region Initiative
Russell Sickles and Panelist of Entrepreneurs (9C)
The job-seeker’s interests, preferences, and talents drive the employment development process, not the labor market; A negotiation of mutual benefit between the job-seeker and the employer is a critical component of successful employment; These strategies work in urban, suburban, and rural communities when proper adaptations and approaches are utilized; We all customize our jobs, however, the typical job-seeker customizes after being hired and many people with significant disabilities will succeed only if the customization occurs prior to beginning work.
Share in the Success Stories!

The Leadership Acronym – Defining Your Personal Leadership Style
John Stinson ADM (9D)
The Leadership Acronym is an interactive and participatory workshop that helps leaders from all levels within an organization to identify and start to define their leadership style. - This workshop starts with a group exercise to identify key assumptions we all make about what we expect from our leaders and then the workshop facilitator will outline their own leadership style using the Leadership Acronym Tool.- Each participant will then apply the Leadership Acronym Tool towards identifying and developing their own personal Leadership Acronym. - Various participants will be asked to present their results to the whole group. - The session wraps up with a Q & A and a re-examination of our assumptions about we expect from leaders.
SPACE IS LIMITED

The Temple Programs: Customized programming for complex clients
Kathleen Rhodes (9B)
The Temple Program is a customised, community-based, wrap-around residential program for children, youth and young adults with complex service needs. Temple clients present with developmental disability, mental illness, and severe acting out behaviours. Temple clients have multiple-systems involvement, and will likely require support throughout their lifespan. Highly complex needs and extreme behaviours outstrip the resources offered by non-customised residential placements and community supports. Temple clients often show damaging or dangerous behaviours, which precludes them from consistently accessing services and programs. Temple addresses this service gap by providing a highly-resourced customised wrap-around residential program for each client. Join Kathleen as she shares their success model at Woods Homes.

Your Voice, Your Brand (9E)
Jennifer Sanford, Open Door Communications
A simple title for a complicated idea. Whether you lead or support your organization, your voice is an intricate part of how you work and the results you achieve. Everywhere we look, there’s a new gimmick, a new book, or new acronym to help you “be your best self.” But moving things forward – ideas, strategies, vision – is largely about the sender. This session is about looking at your voice as a tool for change. The ability to articulate your position, pull ideas together, and leave a lasting impression belongs to those with the greatest understanding of self. No gimmicks and tricks here, this business-oriented session is part personal public relations, part ideas, part strategy - and all about approach.
Lunch and Closing Plenary -
Wednesday, May 9, 2018
12:00 pm - 1:30 pm

Moving Forward.....

Jennifer Sandford
Open Door Communications

Jennifer has customized a closing presentation specifically for us, as we navigate the next leg of our journey.

Spring Conference 2018, Navigating the Journey... to who we are, will leave you with a sense of “newness”, inspired by how far we have come as a young sector, a sense of stronger sense of gratitude for what we have achieved, and a renewed enthusiasm while on our path forward.
Pull together! Pull ahead!

"Most people do not listen with the intent to understand; they listen with the intent to reply." --Stephen R. Covey

Sponsorships and Exhibitor space still available!

doreen@acds.ca
When registration is open:

1. Select your Concurrent Workshops! (see note on top of page 2)
2. Go to www.acds.ca
3. Click on the button marked— Events
4. Scroll down to Conference Registration!

Fee includes
• 3 breakfasts
• 3 lunches
• 1 GALA

Visit The Hospitality Suite
A great way to network!
This year’s hosts:
- MirkaCare
- Robin Hood Association
- Mira Facilitation

Radisson Edmonton South Hotel
Room rates start at: $129.00
Book before April 13, 2018
Call 780-437-6010 or 1-800-333-3333
4440 Gateway Boulevard
Edmonton, AB T6H 5C2
Disability Pride Parade
Sunday, June 3rd, 2018 Calgary, Alberta

Collective Pride is POWER
Pride, Opportunity, Work, Education & Rights

www.disabilitypridealberta.com
ACDS Members are invited to participate in the ACDS Innovation Awards 2018

As we navigate on our journey to who we are, do you or your organization have dynamic and emergent solutions that would inspire and benefit others?

This could include policies, practices, initiatives, technology, or outcomes

It could be something as specific as direct service delivery

Or something as broad as community capacity development

If you answered YES, please click the link below to download the nomination form and submit it to ACDS (acds@acds.ca) by March 12, 2018.

You may nominate yourself, an organization, or anyone in Community Disability Services who is a member of ACDS.

Download the Nomination Form