

2008

IHM Annual Educational Conference

Wednesday April 23rd to
Friday April 25th 2008



Holiday Inn Sarnia-Point Edward Hotel
1498 Venetian Blvd.
Sarnia, ON N7T 7W6

Preliminary Program

Institute of Housing Management

2175 Sheppard Avenue East, Suite 310
Toronto, ON M2J 1W8
Tel: (416) 493-7382 Toll Free: 1-866-212-4377
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Program at a Glance

Wednesday April 23rd to Friday April 25th 2008

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Sarnia, ON N7T 7W6



Be the Bridge

Conference Program at a Glance

| | Tuesday April 22/08 | Wednesday April 23/08 | Thursday April 24/08 | Friday April 25/08 | | | |
|---------|---------------------------|--|---|---|---|-------------------------------------|-------------------------|
| 7:30am | | | Walk on the Waterfront | | | | |
| 8:00am | | | Breakfast | Walk on the Waterfront | | | |
| 8:30am | | | | | | | |
| 9:00am | | Preconference Workshop Cont'd (9:00 - 12:00) | Session #4 "Mental Illness Awareness" | Session #5 "Bridges Out of Poverty" | Session #6 Capital Planning | Keynote Speaker: Blair Henry | |
| 9:30am | | | Break & Trade Show Open | | | | |
| 10:00am | | | Session #7 (Session #4 Cont') | Session #8 (Session #5 Cont'd) | Session #9 Preventative Maintenance 101 | | |
| 10:30am | | Registration | | | | | |
| 11:00am | | | | | | | |
| 11:30am | | Welcome Lunch | Chapter Lunch | | | | |
| 12:00pm | | | | | | | |
| 12:30pm | | | | | | | |
| 1:00pm | | | | | | | |
| 1:30pm | Preconference Workshop | Session #1 "Safe Communities" | Session #2 "Health & Safety" | Session #3 "Green Initiative" | Session #10 "Maintaining A Work/Life Balance" | Session #11 "Public Speaking" | Session #12 Asbestos |
| 2:00pm | | | | | | | |
| 2:30pm | | | | | | | |
| 3:00pm | | | | | | | |
| 3:30pm | | IHM Annual General Meeting | Break & Trade Show | | | | |
| 4:00pm | | | Accreditation Workshop | Free Time | | | |
| 4:30pm | | Free Time | Trade Show | | | | |
| 5:00pm | | | | | | | |
| 5:30pm | | | | | | | |
| 6:00pm | | Meet & Greet Reception At Hotel | Social Hour | | | | |
| 6:30pm | | | | | | | |
| 7:00pm | | | Awards Banquet | | | | |
| 7:30pm | | | | | | | |
| 8:00pm | | Dinner at the "On the Front" Restaurant - Optional (separate fee) | Entertainment | | | | |
| 8:30pm | | | | | | | |
| 9:00pm | | | | | | | |

Holiday Inn

Sarnia-Point Edward Hotel
1498 Venetian Blvd.
Sarnia, Ontario N7T 7W6

Holiday Inn Direct Line: 1-888-212-2252

Holiday Inn E-mail
hi-sarnia@fortisproperties.com

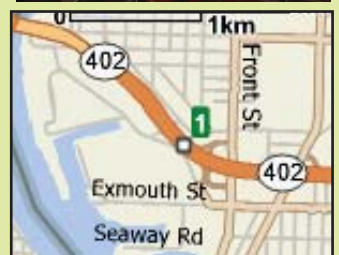
Special Conference Rate:

Standard King Guestroom \$115.00

Standard Tower King or Double

Guestroom \$130.00

plus applicable taxes



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Be the Bridge

Tuesday, April 22, 2008

1:00 pm - 4:30 pm PRE-CONFERENCE WORKSHOP

How to Present at Landlord and Tenant Board Hearings

Speaker: Harry Fine

Preparing for hearings and presenting at the Landlord and Tenant Board takes training and expertise. Proceedings are becoming more complicated as new decisions on appeals expand the law, generally adding more complexities and barriers to the landlord. You need the tools to prepare proper notices that hold up at trial, learn to prepare witnesses, clearly present the facts and make closing submissions including the use of case law. The hearing procedure at the Board is similar to those in the courts. You need to understand the burden on the applicant, the burden of proof, the differences between examining your own witnesses, and cross-examining opposing witnesses. You will learn about the review process, and how it differs from a hearing at first instance.

Wednesday, April 23, 2008

9:00 am - 12:00 pm

PRE-CONFERENCE WORKSHOP (Cont'd)

How to Present at Landlord and Tenant Board Hearings

11:30 am

Registration Opens

12:30 pm

Welcome Luncheon and Opening Remarks from IHM President and City Officials

2:00 pm - 3:30 pm

SESSION #1 CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN

Speakers: Constable Mel Wright &
Constable Beth Lahey
Sarnia Police Service

Commonly known as CPTED (pronounced "sep-ted"), it is a proactive crime prevention strategy utilized by planners, architects, police services, security professionals and everyday users of space. CPTED surmises that the proper design and effective use of the built environment can lead to a reduction in the incidence and fear of crime and improve the quality of life. Emphasis is placed on the physical environment, productive use of space, and behavior of people to create environments that are absent of environmental cues that cause opportunities for crime to occur. CPTED is common sense. Applying CPTED starts by asking what is the designated purpose of the space, how is the space defined and how well does the physical design support the intended function? Only then can effective design or problem solving begin.

There are four underlying CPTED concepts to be discussed at this forum:

- 1) Natural Surveillance
- 2) Natural Access Control
- 3) Territorial Reinforcement
- 4) Maintenance

SESSION #2 HEALTH & SAFETY

Speaker: Russell Shaw
Shaw Safety

This session will explore various aspects of Health and Safety including: What are the responsibilities of a supervisor? How important is the proper storage of chemicals?

Who keeps the MSD sheets up to date? What is the duty of the supervisor, manager and/or owner to inform and who is responsible for knowing what's in the "green book"?

SESSION #3 GREEN INITIATIVE

Speakers: John Osmond
Social Housing Services Corporation
Kevin McCann
Region of York Housing

How can you make the housing projects you manage more green, efficient and sustainable? How does investment in energy-efficiency pay for itself? Why does something as simple as "greening" your office matter? In this session you will learn how fostering an organizational culture that considers the environment in all of its decisions will reduce operating and capital costs, and build healthier communities.

3:30 pm - 4:30 pm

IHM Annual General Meeting

5:30 pm - 6:30 pm

Meet and Greet Reception

At Hotel
Cash Bar & Appetizers

7:00 pm - 9:00 pm

Dinner at the On the Front Restaurant

Jazz Entertainment **will be provided by the Frank Stancic Band**
(optional attendance, separate registration required)

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Be the Bridge

Thursday, April 24, 2008

7:30 am - 8:00 am

WALK ON THE WATERFRONT

With Rose Atkins, Chair, Lambton County Road to Wellness Committee

8:00 am - 8:50 am Breakfast

9:00 am - 10:30 am

Session #4 MENTAL ILLNESS AWARENESS

Speaker: Julie Acker, *Canadian Mental Health Association*

This presentation will provide an overview of serious mental illness including detailed discussion of Mood Disorders (Depression, Bi-Polar Disorder, etc.), Anxiety Disorders (Generalized Anxiety Disorder, Obsessive Compulsive Disorder, etc.), and Psychotic Disorders (First Episode Psychosis, Schizophrenia, etc.). Symptoms and treatment options are described and discussed, as well as suggestions for accessing support when someone is experiencing symptoms of mental illness.

Session #5 BRIDGES OUT OF POVERTY

Speaker: Gayle Miner, *County of Lambton*

Gain a deeper understanding of the challenges and strengths of people living in poverty. This workshop, based on the work of Dr. Ruby Payne, PhD., will help you partner with individuals to create opportunities for success. You will...

- Examine the impact of poverty on families
- Explore the hidden rules of economic class
- Identify ways to improve relationships

This workshop will be delivered by Certified Bridges Trainer – Gayle Montgomery-Miner.

Session #6 CAPITAL PLANS

Speaker: Zen Szewczyk, *IRC Building Services Group Inc.*

Participants at this session will learn the basics of Capital Plans such as “What is a Capital Plan” and “How do you use it”? Other topics to be covered will include life cycle costing and energy savings and retro-fitting.

10:30 am - 11:00 am Break & Trade Show Opens

11:00 am - 12:00 pm

Session #7 (Continuation of #4 MENTAL ILLNESS AWARENESS)

Session #8 (Continuation of #5 BRIDGES OUT OF POVERTY)

Session #9 PREVENTIVE MAINTENANCE 101

Speaker: Lola Dudley, *County of Lambton*

To maximize the useful life of your property and to preserve the value of your assets you should have a preventative maintenance program in place. Do you currently store yours in your head or on the back of a cigarette package? If you want to develop a maintenance program but don't have access to state of the art technology or resources this session is for you. Lola Dudley will walk you through the steps she took to create a preventative maintenance program for properties owned by the County of Lambton.

12:30 pm - 2:00 pm Chapter Lunch & Trade Show

2:00 pm - 3:30 pm

Session #10 MAINTAINING A WORK/LIFE BALANCE

Speaker: Julie Acker, *Canadian Mental Health Association*

We believe that one's emotional, physical and mental health can be successfully enhanced when one is able to cope effectively with life's stressors. This presentation addresses stress by encouraging participants to consider the extent to which stress is affecting their personal and work lives and to explore ways that they can work to eliminate or cope with the stressors. Though we cannot escape stress, the benefits of learning and committing to manage stress can enhance the balance that we all hope to achieve in our day-to-day lives.

Session #11 PUBLIC SPEAKING

Speaker: Darlene Coke, *County of Lambton*

At this session, participants will learn helpful tips that allow them to speak to large or small groups with ease. Participants will also learn to confidently answer questions from the media.

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Be the Bridge

Thursday, April 24, 2008

2:00 pm - 3:30 pm

Session #12 ASBESTOS – WHAT BUILDING OWNERS AND MANAGERS MUST KNOW

Speaker: Dr. Don Pinchin,
Pinchin Environmental Ltd.

Concerns over friable (soft or crumbly) Asbestos Containing Material (ACM) in buildings date back to the early 1980's. Recent regulatory actions have extended the concern over ACM to include almost all non-friable materials. This presentation will review: What asbestos may be present in your building; What your obligations are to survey for it and to notify occupiers and contractors of its presence: How to work safely around it; How to remove ACM if this is your preferred (or only) option? The presentation will stress Ontario Regulation 278/05, but is applicable to owners and managers in all jurisdictions.

3:30 pm - 4:00 pm Break & Trade Show

4:00 pm - 4:30 pm Accreditation Workshop

4:30 pm - 5:30 pm Trade Show

5:30 pm - 6:30 pm Social Hour

6:30 pm - 8:00 pm Awards Banquet and Murder Mystery Dinner

8:00 pm - ?? DJ and Karaoke Entertainment by Jeff Grant

Friday, April 25, 2008

8:30 am - 9:00 am

WALK ON THE WATERFRONT

(Walk with Rose Atkins, Chair, Lambton County Road to Wellness Committee)

9:00 am - 11:00 am

"USE THE WHOLE BUFFALO"

Keynote Speaker: Blair Henry

The point of life isn't to be put in a box looking young and beautiful, but rather to skid into the grave having lived life to the maximum. This high energy and interactive session is sure to motivate and energize any audience to take ownership in all areas

of their lives. Participants will walk away with insights and tools to keep them on-track and discover their greatest resource; themselves. This customized talk will address:

- Effectively dealing with change
- Seizing ownership of our personal power to affect clients' lives
- Understanding the "GAP"™ between goals and ideals

"Use the Whole Buffalo" features a number of activities that get the audience involved, create excitement and serve as living metaphors for the information being covered. By the end of the talk you will appreciate why it is important to live your life with a "whole buffalo" approach.

Conference Speakers

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Be the Bridge

Julie Acker

Julie Acker holds a Masters Degree in Social Work from McGill University in Montreal. She has been with the Canadian Mental Health Association, Lambton County Branch as a Mental Health Promotion Specialist, since 1999. Julie facilitates a variety of workshops and presentations including Mental Illness Awareness, Suicide Awareness, and Mental Health Promotion / Stress Management with area businesses, social service organizations, community groups and schools. She also co-ordinates and manages a group of volunteers to deliver an extensive, six week self esteem program to students grades 5 through 8, in area elementary schools.

Darlene Coke, BA

Darlene Coke holds a Bachelor of Arts degree, majoring in Communication Studies from Wilfrid Laurier University. She also holds a Post Graduate Certificate in Corporate Communications & Public Relations. Darlene works for The Corporation of the County of Lambton as the Communications and Marketing Coordinator.

Lola Dudley, F.I.H.M.

Lola Dudley is an accredited Property Manager and a Past President of the Institute of Housing Management. She is a graduate of the Public Administration Program at the University of Western Ontario and is currently the Manager of Housing Services with the County of Lambton. Lola is responsible for the management and administration of over 1,600 units and with over 25 years in the industry she is able to share many experiences.

Harry Fine

Harry Fine is the President of Landlord Solutions, a company supporting landlords at the Ontario Landlord and Tenant Board and Small Claims Court. Harry is a former adjudicator with the Ontario Rental Housing Tribunal, leaving in November of 2004 to start his own firm.

Actively involved in the industry, Harry is President of the Landlord's Self-Help Centre and sits on the L&T law committee of the Federation of Rental Housing Providers of Ontario (FRPO).

Harry also regularly lectures at Humber College on the topic of landlord and tenant law. Harry is an approved education provider for the Toronto and Mississauga Real Estate Boards, delivering a training course on landlord and tenant law. He also does extensive training for the Ontario Non-Profit Housing Association. During the consultation period on the new Residential Tenancies Act, Harry consulted to three different organizations with respect to their submissions to the Standing Committee on General Government, and was part of a three-person panel presenting landlords with some of the challenges facing the industry with the introduction of this new bill.

Blair Henry

Blair Henry is the Grand Poobha of Motivational Coach Seminars; a London Ontario based Management Training Company that specializes in HIGH IMPACT customized onsite workshops that teach real world, practical and useable skills. Blair has helped over 60,000 people at well over 100 companies across Canada Reignite Their Work and Spirit. He is the creator of the "Ground Rules for Success Achievement Seminar" – the result of 13 years of study and research into individual and corporate motivation systems.

Beth Lahey

Beth Lahey has been a Police Officer for almost 29 years and has worked in various areas including general patrol, intelligence, morality, youth bureau, criminal investigations, community services and media relations. She has had specialized training in all of these areas. Beth is also involved in the selection and hiring process, maintaining the Sexual Offender Registry and taking DNA. Beth is the Chair of Victim Services in Sarnia/Lambton County and is also the Regional President of the Canadian Institute of Management. An advocate of life-long learning, Beth is presently taking Tai Chi.

Kevin McCann

Kevin McCann is a Civil Engineering Technologist who has been involved in social housing in various capacities for the past 33 years.

He began his social housing career as a property manager with the former Ontario Housing Corporation (OHC) in 1975 and subsequently held a variety of positions including time spent working for the Simcoe Housing Authority and the Ministry of Housing's Central Regional Housing Programs Branch (CRHPO). In 1989, Kevin left the Ministry of Housing to become a development consultant. While he found this career change to be much to his liking, the recession and subsequent cancellation of the Provincial housing programs in the early 1990s brought about another change in his career.

In 1992, Kevin was hired by the former Region of York Housing Corporation to manage their newly-built housing portfolio. Over the past 16 years with the Region of York, Kevin has held a number of positions within the Region's Housing Services Division and is currently Program Manager, Technical Services.

Gayle Montgomery-Miner, BA

Gayle Montgomery-Miner is the Special Services Supervisor for the Lambton County Social Services – Ontario Works. Gayle holds a BA from the University of Windsor and has been employed with Lambton County for the past 17 years.

Prior to her employment with social services, Gayle was a Crisis Counselor at the Women's Interval Home for six years.

John Osmond

John Osmond is a Stakeholder Relations Coordinator for the Social Housing Services Corporation's energy management program. He works with housing providers, service managers and other partners with energy and water conservation initiatives. John has held staff and board positions in the social housing sector since 1995.

Dr. Donald Pinchin, B.Sc., M.A. Sc., PhD

Dr. Pinchin is the President of Pinchin Environmental and the Pinchin Group of Companies. He is well known as the Author of "Asbestos in Buildings" published by the Ontario Royal Commission on Asbestos (1982), which is the basis of most Asbestos in Building regulations in Canada. He has consulted on many of the regulatory aspects of asbestos in North America. The Pinchin Group provides engineering, management and training in environmental and hazardous materials management, mould and indoor air quality testing and remediation, occupational health and safety, environmental remediation, air emissions and building condition due diligence for financial transactions.

Russ Shaw

Russ Shaw was introduced to Safety in 1957 at his first full time job. Since that time, he has been involved in Safety roles in a number of job positions, including: Worker, Foreman, Supervisor, Plant Superintendent, Production Manager, and Health/ Safety/ Security Supervisor. Russ spent 20 years as a Ministry of Labour Occupational Health & Safety Officer and retired from this position in 2000. Subsequently, in 2002 he started Russell W Shaw (Shaw Safety Consulting).

Russ notes that this was to be a PART TIME job but has since developed into a FULL TIME position, which he truly enjoys.

Mel Wright

Mel Wright has been a police officer for 30 years, and has worked in all areas of the police service including morality, detectives, youth crime, community services and traffic. He is qualified in breath testing, crisis negotiations, CPTED (Crime Prevention Through Environmental Design), and in the operation of police motorcycles. In addition, he is a member of L.E.B.A. (Law Enforcement Bike Association). Mel is presently attached to the Community Policing Branch where he is responsible for conducting educational programming to all areas of the community i.e. public and high schools, community colleges, industry and community groups.

Mel is married and is a father of two. He operates a teen focused youth group at the Annex Youth Drop-In Centre in Sarnia, currently in its 12th year.



Institute of Housing Management

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Name _____
 Company _____
 Mailing Address _____
 City/Prov. _____ Postal Code _____
 Phone _____ Fax _____
 Email _____

| Full Conference Registrations | | Early Bird Fee Before April 7, 2008 | Regular Fee After April 7, 2008 | Total |
|-------------------------------|--|--|------------------------------------|-------|
| Member(s) | | \$350 | \$400 | \$ |
| Non-Member(s) | | \$385 | \$435 | \$ |

| One-Day Registrations | | | | | |
|-----------------------|---|--|-------|-------|----|
| Member(s) | <input type="radio"/> Wed. April 23rd | | \$155 | \$180 | \$ |
| Member(s) | <input type="radio"/> Thurs. April 24th | | \$195 | \$215 | \$ |
| Member(s) | <input type="radio"/> Fri. April 25th | | \$130 | \$155 | \$ |
| Non-Member(s) | <input type="radio"/> Wed. April 23rd | | \$195 | \$220 | \$ |
| Non-Member(s) | <input type="radio"/> Thurs. April 24th | | \$230 | \$255 | \$ |
| Non-Member(s) | <input type="radio"/> Fri. April 25th | | n/a | n/a | \$ |

| | | | |
|--|-------|-------|----|
| Pre-Conference Workshop - separate registration required | \$290 | \$290 | \$ |
| Dinner at the "On the Front Restaurant" - Wednesday, April 23 | \$54 | \$60 | \$ |
| <input type="checkbox"/> chicken <input type="checkbox"/> beef <input type="checkbox"/> vegetarian | | | |

| | | | |
|--|--|--------------|----|
| Which Concurrent Sessions would you like to attend: | | Subtotal | \$ |
| <input type="checkbox"/> #1 or <input type="checkbox"/> #2 or <input type="checkbox"/> #3 | | Plus 5% GST | \$ |
| <input type="checkbox"/> #4 or <input type="checkbox"/> #5 or <input type="checkbox"/> #6 | | | |
| <input type="checkbox"/> #7 or <input type="checkbox"/> #8 or <input type="checkbox"/> #9 | | TOTAL | \$ |
| <input type="checkbox"/> #10 or <input type="checkbox"/> #11 or <input type="checkbox"/> #12 | | | |

Conference Registration now available online via a secure server at www.ihm-canada.com/EVENTS/Register.html

Method of Payment

GST # 130216567

2008 Cancellation Policy:

Cancellations with full refunds accepted up until April 2, 2008, after which a \$50.00 fee will apply.

Group rates are available, please contact the IHM office.

Please return this completed form with registration fees to:

Institute of Housing Management
2175 Sheppard Avenue East, Suite 310
Toronto, ON M2J 1W8

Tel: (416) 493-7382 Toll Free: 1-866-212-4377

Fax: (416) 491-1670

E-mail: ihm@taylorenterprises.com

Website: www.ihm-canada.com

Make cheque payable to IHM or charge to:

MasterCard VISA American Express

Name as it appears on card:
(Please Print Full Name)

Card Number

Exp. Date

Signature

Cheque: Company Personal

Payment must be received with your registration.

Please sign below if you DO NOT wish to have your contact information as provided above included in the on-site program. Full name, address, phone, fax and email will be printed in a roster format to be presented to all registered delegates attending the IHM annual conference to be held April 23-25, 2008. This information will not be used for any other purpose by the IHM.

Signature _____

Conference Sponsors

Wednesday April 23rd to Friday April 25th 2008

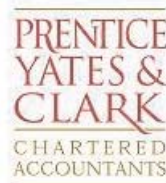
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PLATINUM



GOLD



SILVER



GOLF

