



BC's **VIRTUAL** AFFORDABLE
HOUSING CONFERENCE

NOVEMBER 15 – 17, 2021

REGISTRATION GUIDE

PRESENTED BY



BCNPHA
BC Non-Profit Housing Association



ABORIGINAL HOUSING
MANAGEMENT ASSOCIATION

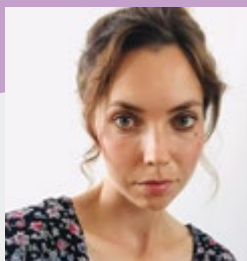




ABOUT THE COVER

Featuring digitally collaged ink drawings, the artwork on the cover of this guide is inspired by the diverse types of housing that make up BC's thriving community housing sector.

Keely O'Brien (she/her) is an interdisciplinary artist whose practice incorporates intricately crafted objects with immersive, innovative theatre creation. Devoted to a thoroughly handmade, DIY process, Keely's work includes immersive installations, imaginative ephemera, and interactive experiences. As a community engaged arts facilitator and educator Keely creates collaborative artwork with community members and organizations. Deeply site-responsive and engaged with questions of place, home, and belonging, Keely's work aims to celebrate the potential for creativity and community in the place and people around her. See more of her work at: www.keelyobrien.ca



Contents

| | |
|---|----|
| Welcome | 3 |
| Pre-Conference | 4 |
| Conference at a Glance | 7 |
| Speakers | 8 |
| Keynotes | 8 |
| Guest Speakers | 10 |
| Presenting Speakers | 11 |
| BCNPHA Awards | 12 |
| Art Expo | 13 |
| Tradeshow | 14 |
| Sponsorship | 15 |
| Conference Activities | 17 |
| Focus on Education | 18 |
| Pathways | 19 |
| Schedules | 24 |
| Day 1 | 24 |
| Day 2 | 25 |
| Day 3 | 26 |
| Session Descriptions | 27 |
| Day 1 | 27 |
| Day 2 | 32 |
| Day 3 | 36 |
| How to Register | 38 |
| Thank you to our Conference Sponsors! | 39 |

Welcome to Housing Central 2021!

It's been another year of challenges, with more than a few surprises along the way. Through it all the community housing sector has shown us just what resilience really looks like – and how a deep commitment to providing affordable homes for everyone in our communities can carry us through even the toughest times.

We are thrilled to welcome everyone to what will be our second virtual Housing Central Conference! Our sector's health and safety have been paramount in our event planning this year, and we are excited to deliver another innovative online experience for our delegates. With new networking opportunities and engagement tools, the conference remains an unparalleled opportunity to connect with a wide range of leaders, staff, researchers, policy-makers, funders, and businesses across the community housing sector. We look forward to watching these connections happen from our homes and offices across BC!

This year's keynotes will provide a powerful framework for the conference. They are a group of academics, bestselling authors, highly respected experts in their fields, business owners, advocates, innovators, and thinkers. They will share their knowledge and challenge us with new ideas and ways of thinking. And they will share deeply moving lived experiences that will inspire us to engage with our teams, tenants and clients on a deeper level.

Most importantly, the keynote and session speakers reflect the incredible diversity we see at work every day. The past year has opened our eyes to longstanding truths about systemic racism in all facets of Canadian society – including the community housing sector. We examined all conference planning choices through the lens of reconciliation, equity, diversity, and inclusion and recognize that it's just one step on a lifelong journey of unlearning old beliefs and learning how to be actively anti-racist. Our sector serves a wide range of individuals and families, and we continue to strive to reflect that diversity at Housing Central.

As we look to brighter and safer days ahead, we are deeply proud of how co-ops and Indigenous and non-profit housing providers have continued to provide safe, secure and affordable homes to people who need them. The community housing sector has never been stronger, and we look forward to celebrating that alongside you – in communities across BC – this November. See you online soon!



JILL ATKEY
CEO, BC Non-Profit
Housing Association



MARGARET PFOH
CEO, Aboriginal Housing
Management Association



THOM ARMSTRONG
CEO, Co-op Housing
Federation of BC

TERRITORIAL ACKNOWLEDGEMENT

The Housing Central Conference is planned and carried out on the unceded and traditional territories of the Skwxwú7mesh (Squamish), Səlilwətaʔ (Tsleil-Waututh), and xʷməθkʷəyəm (Musqueam) peoples.

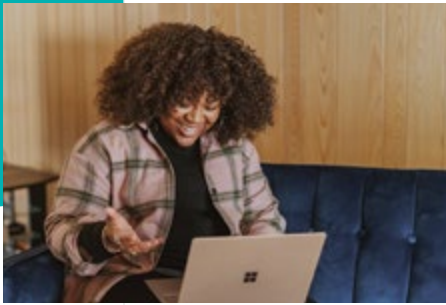
We look forward to welcoming delegates virtually from the traditional territories of 198 distinct First Nations in British Columbia and many more across the country.

DIVERSITY & INCLUSION

We strive to make the Housing Central conference a safe and inclusive space. Whatever your background, race, ethnicity, gender identity, sexual orientation, age, or ability – you belong here!

Pre-Conference

Get inspired for the learning ahead with info that will help you navigate the online conference platform, get your tradeshow meetings lined up, and join the sector celebration event.



JOIN THE CONVERSATION!

Staying virtually connected and raising your profile via social media has never been more important in our online world. Be part of the pre-conference excitement – share your plans to attend, the sessions you’re looking forward to, and the keynotes you can’t wait to experience!

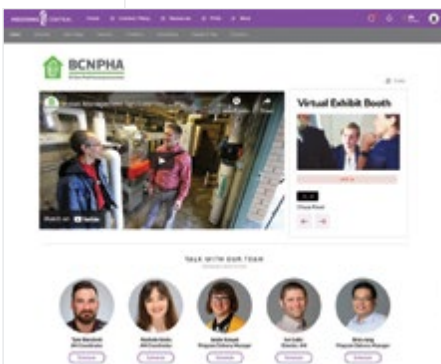
Be sure to follow us on social media using **#HOUSINGCENTRAL** to find out how you can win a free registration to the conference.



GET A SNEAK PEEK AT OUR CONFERENCE PLATFORM!

Registered delegates will receive an email in the week prior to the conference with their login details and info on accessing the platform.

Drop in, take a look around, create your profile, and get ready for an exciting conference experience!



TRADESHOW PREVIEW

We want to ensure our delegates can maximize the benefits of our online tradeshow experience during the conference.

Our lineup of tradeshow exhibitors offers a range of products and services that can make a significant impact on your organization – making your operations more efficient, helping you save energy, improving your services, and boosting your bottom line with savings and increased revenue.

Use this opportunity to explore the exhibitors’ sites and book your meetings with tradeshow representatives during the dedicated conference breaks.

TUESDAY, NOVEMBER 9

12:00 PM – 1:00 PM



SECTOR STAFF APPRECIATION

Share your shorts! We want to help non-profit housing and service providers across BC show their appreciation for the hardworking frontline staff who are delivering their best in the delivery of affordable housing.

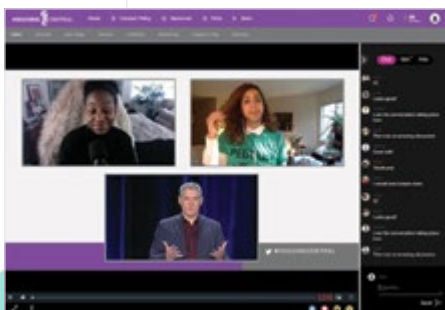
Send us a short selfie video showcasing the terrific work of your team! We'll share it on bcnpha.ca, where members of the sector can vote for their favourites. One winner from each region will receive a \$500 gift card to treat their staff to an appreciation event!

HOW TO ENTER:

Send us a video of up to one minute (cell phone and selfie clips are great!) by **September 24** to communications@bcnpha.ca. Voting will be open October 11 to 29.

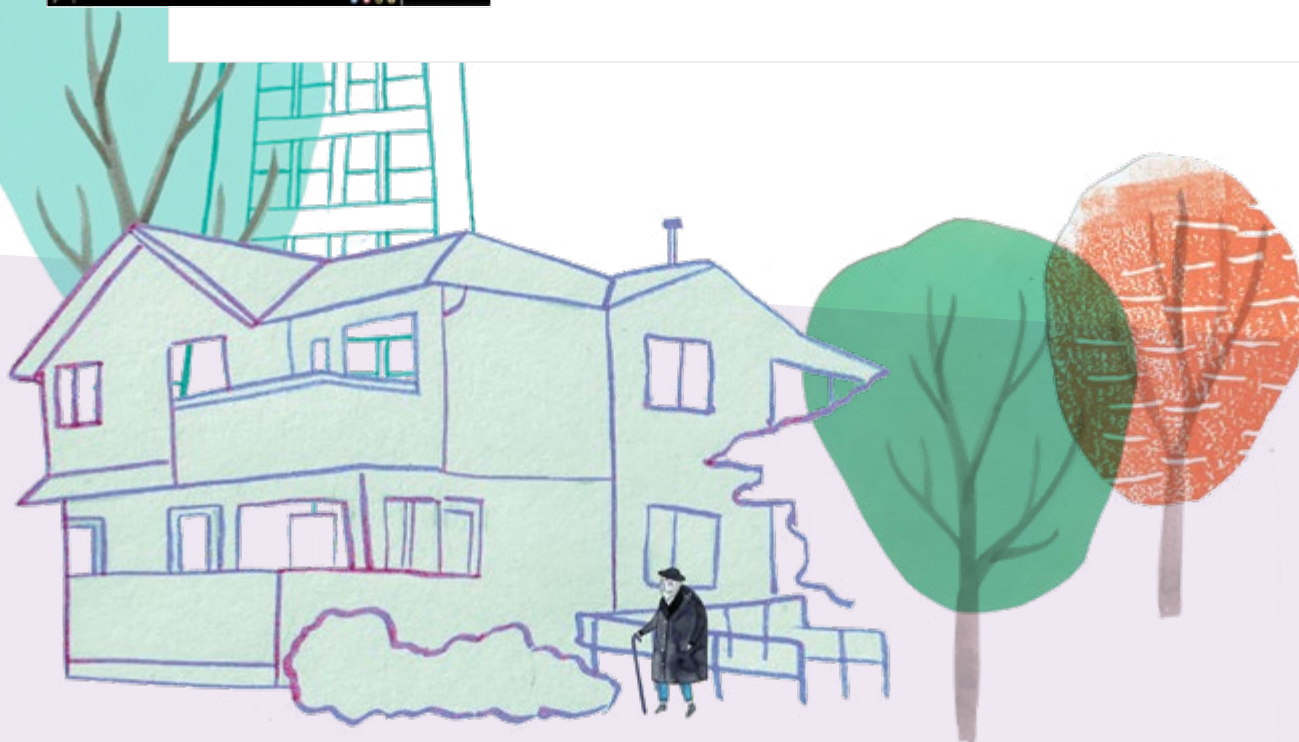
The contest is open to all BC non-profits that are part of the affordable housing sector.

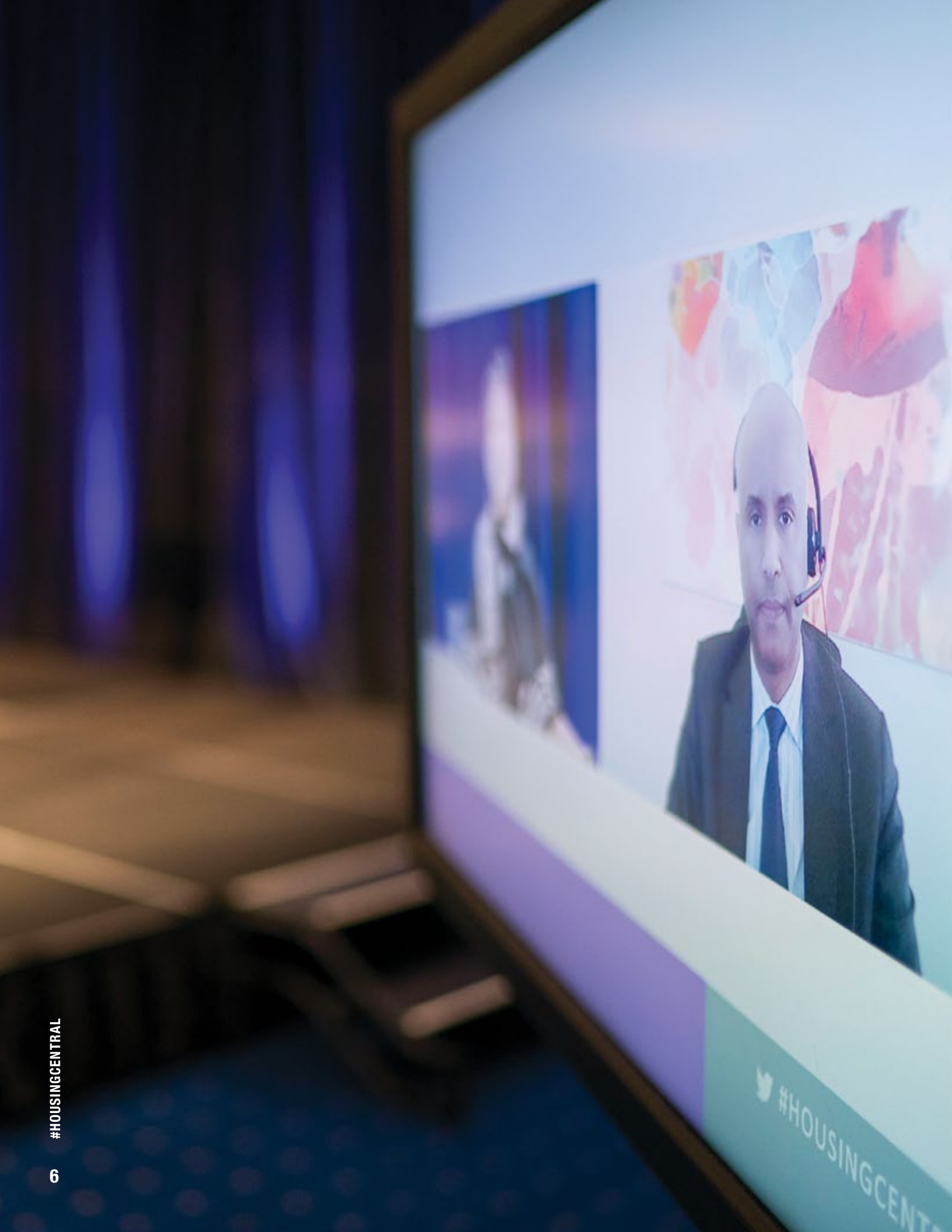
Winners will be announced at our first Sector Staff Appreciation event on **Tuesday, November 9**, where we'll play the videos that received the most votes from throughout the province.



LIVE PLATFORM ORIENTATION

Part of our pre-conference event will include a live platform orientation to help delegates become familiar with the site, how to access networking and tradeshow opportunities, navigating the plenary and breakout session spaces, and more.





Conference at a Glance

| | DAY 1 MONDAY, NOVEMBER 15 | DAY 2 TUESDAY, NOVEMBER 16 | DAY 3 WEDNESDAY, NOVEMBER 17 |
|---------------------|--|---|---|
| 8:30 AM – 9:30 AM | Morning Plenary Hon. David Eby | Morning Plenary Carol Anne Hilton | Morning Plenary Johann Hari |
| 9:30 AM – 10:00 AM | Tradeshow & Networking Break | Tradeshow & Networking Break | Tradeshow & Networking Break |
| 10:00 AM – 11:30 AM | Breakout Sessions | Breakout Sessions | Breakout Sessions |
| 11:30 AM – 12:00 PM | Networking Break | Networking Break | Networking Break |
| 12:00 PM – 1:00 PM | Afternoon Plenary Lianne Hannaway & Cassie Doyle | Afternoon Plenary Gabrielle Peters & Dr. Ameil Joseph | 11:45 AM – 1:00 PM Closing Plenary Eric Klinenberg |
| 1:00 PM – 1:15 PM | Break | Break | |
| 1:15 PM – 2:30 PM | Breakout Sessions | Breakout Sessions | |
| 2:30 PM – 3:15 PM | Tradeshow & Learning Lounges | Tradeshow & Learning Lounges | |
| 3:15 PM – 4:30 PM | Breakout Sessions | Breakout Sessions | |
| 4:30 PM – 6:00 PM | Breakout Sessions (CHF BC) | Breakout Sessions (CHF BC) | |



CIH members can earn up to 15 credit hours toward their CIH Canada accreditation.



Speakers / Keynotes

MONDAY, NOVEMBER 15

MORNING PLENARY



HON. DAVID EBY

ATTORNEY GENERAL AND MINISTER RESPONSIBLE FOR HOUSING

David Eby, Q.C., is the MLA for Vancouver-Point Grey; he was first elected in 2013. He has served as Attorney General since July 2017, during which time he has led multiple priority government initiatives, including: the establishment of a provincial public inquiry into money laundering (the Cullen Commission); a provincial ban on union and corporate political donations; award-winning reforms to protect British Columbians' free expression from silencing strategic lawsuits against public participation (SLAPP); and, establishing laws enabling a national class action against opioid producers and manufacturers for their alleged role in the overdose crisis. Before he was elected, David was the executive director of the BC Civil Liberties Association and an adjunct professor of law at the University of British Columbia. An award-winning human rights lawyer, he has been repeatedly recognized as one of British Columbia's most effective advocates. [@Dave Eby](#)

MONDAY, NOVEMBER 15

AFTERNOON PLENARY

IN CONVERSATION: CULTIVATING BOARD DIVERSITY



LIANNE HANNAWAY

CHARTERED PROFESSIONAL ACCOUNTANT AND FOUNDER, WEALTHNUVO

Lianne Hannaway is an experienced financial executive, an investor and founder of Wealthnuvo, a digital-first, mission-driven investment platform for women. Lianne believes change begins in the boardroom and is most recognized for her article in the Institute for Research on Public Policy magazine, *Policy Options*, entitled "How can boards create anti-racist companies?" She is a board member and treasurer at The Equality Fund, a groundbreaking collaboration that supports women's rights organizations and feminist movements globally with a backing of \$300 million from the Canadian government. [@Lianne Hannaway](#)



CASSIE DOYLE

CHAIR, BC HOUSING BOARD OF DIRECTORS AND DIRECTOR, FRASER BASIN COUNCIL

Cassie Doyle has served as the Chair of BC Housing's Board of Directors since 2017. She is a former deputy minister with both the federal and BC provincial governments, and represented Canadian interests as Consul General in San Francisco and the Silicon Valley. Cassie has a strong interest in how boards can shape values and be transformational in creating inclusive organizations. She has extensive governance experience and served on the boards of Oxfam Canada, ONPHA, the United Way in Ottawa and San Francisco, and Vancouver Affordable Housing Agency.

TUESDAY, NOVEMBER 16

MORNING PLENARY



CAROL ANNE HILTON

CEO AND FOUNDER, INDIGENOMICS INSTITUTE

Carol Anne Hilton is the CEO and founder of the Indigenomics Institute and the Global Center of Indigenomics. She is a dynamic national Indigenous business leader, author, speaker and senior adviser with an international MBA from the University of Hertfordshire, England. Carol Anne is of Nuu chah nulth descent from the Hesquiaht Nation on Vancouver Island. She is the author of *Indigenomics – Taking A Seat at the Economic Table* and is an adjunct professor at Royal Roads University School of Business. [@Hesquiaht](#)

TUESDAY, NOVEMBER 16

AFTERNOON PLENARY

IN CONVERSATION: DISABILITY RIGHTS



GABRIELLE PETERS

DISABLED WRITER AND POLICY ANALYST

Gabrielle Peters is a disabled writer and policy analyst, a commissioner on the Vancouver City Planning Commission and co-founder of Dignity Denied and the Disability Filibuster. She is known for applying an intersectional disability analysis to local, provincial and national policy issues. As lead author of the Broadbent Institute's policy submission on BC's accessibility legislation Gabrielle expanded the radical theory of accessibility by integrating the lessons of disability justice, harm reduction and trauma-informed practice. She recently co-authored the VCPC - Climate Emergency Extreme Heat and Air Quality Mitigation and her writing has appeared in Maclean's magazine, CBC and other publications. Gabrielle lives in social housing on provincial disability benefits. 🐦 [@mssinenomine](#)



DR. AMEIL JOSEPH

ASSISTANT PROFESSOR, SOCIAL WORK, MCMASTER UNIVERSITY

Ameil Joseph has over 10 years of experience in social work and mental health fields in governance, hospital, supportive housing, settlement, crisis respite, forensic Assertive Community Treatment and community-based Early Interventions settings. Ameil's research works with contributions from the perspectives of critical mental health, postcolonial theory, critical race theory, and critical disability studies to study the historical production of ideas about difference, normalcy, eugenics, race, ability and mental health pertaining to mental health, criminal justice and immigration policy, law and practice. 🐦 [@ajesusjoseph](#)

WEDNESDAY, NOVEMBER 17

MORNING PLENARY



JOHANN HARI

AUTHOR

Johann Hari's latest book *Lost Connections* proposes a simple but radical premise: as depression and anxiety rates rise around the world, maybe we need to look at the causes of mental illness beyond our own brains. His previous book, *Chasing the Scream*, similarly penetrated our beliefs surrounding addiction. As he persuasively shows audiences, the cure is in solving systemic problems of isolation and poverty – and working towards making people feel they belong. Hari's is a campaign of human connection. He has written for many of the world's leading publications, including *The New York Times*, *Le Monde*, *The Guardian*, *The Los Angeles Times*, *The New Republic*, *The Nation*, *Slate*, *El Mundo*, and *The Sydney Morning Herald*. 🐦 [@johannhari101](#)

WEDNESDAY, NOVEMBER 17

AFTERNOON PLENARY



ERIC KLINENBERG

AUTHOR AND PROFESSOR

Eric Klinenberg is the Helen Gould Shepard Professor of Social Science and Director of the Institute for Public Knowledge at New York University. He is the author of *Palaces for the People: How Social Infrastructure Can Help Fight Inequality, Polarization, and the Decline of Civic Life*; *Going Solo: The Extraordinary Rise and Surprising Appeal of Living Alone*; *Fighting for Air: The Battle to Control America's Media*; and *Heat Wave: A Social Autopsy of Disaster in Chicago*, as well as the editor of *Cultural Production in a Digital Age*, co-editor of *Antidemocracy in America*, and co-author, with Aziz Ansari, of the New York Times #1 bestseller *Modern Romance*. He has contributed to *The New Yorker*, *The New York Times Magazine*, *The New York Review of Books*, and *This American Life*.

🐦 [@ErickKlinenberg](#)

Speakers / Guest



SHANE POINTE

ABORIGINAL ARTIST, MUSQUEAM INDIAN BAND

Shane Pointe is a proud member of the Musqueam and Coast Salish people, and a highly respected ceremonial traditional speaker and cultural educator. Pointe has served as an Aboriginal Support Worker and Trial Support Coordinator for the Indian Residential School Survivors Society, Native Alcohol and Drug Awareness Program worker and with the Longhouse Leadership Program at the First Nations House of Learning (UBC).



DR. GWENDOLYN POINT

MEMBER OF THE SKOWKALE NATION

Dr. Point is the Knowledge Keeper for the BC Assembly of First Nation Chiefs. She served a term (2015-2018) as the Chancellor for the University of the Fraser Valley. She has a Doctor of Education from Simon Fraser University, a Master in Education from the University of Portland, a Post Baccalaureate from SFU, and a Bachelor of Education from the University of British Columbia. She also has an Honorary Doctorate in Education from the University of Victoria. She is a Patron of the First Nation House at the University of Victoria. Dr. Point is the recipient of numerous awards including the Paul Harris Fellow, Order of Chilliwack, BC Aboriginal Tourism Award, Seattle Art Museum: Recognition for work in First Nation Language & Culture (Day of Honoring Celebration, 2005), and University of the Fraser Valley: the Betty Urqhart Community Service Award. 🐦 [@GwenPoint](#)



Speakers / Presenting



JILL ATKEY

CEO, BC NON-PROFIT HOUSING ASSOCIATION

Jill Atkey became BCNPHA's CEO in July 2018 after joining the organization in 2010 as Director of Research and Education, leading the team through projects such as the 2017 Affordable Housing Plan for BC and the Canadian Rental Housing Index. Jill has overseen the growth of the Housing Central Conference into the must-attend education forum for the sector, and established a growing roster of professional development and advocacy efforts to further the cause of affordable housing in BC. Jill serves on the boards of Encasa Financial Inc., the Community Housing Transformation Centre, and the Chartered Institute of Housing Canada. [@jfatkey](#)



MARGARET PFOH

CEO, ABORIGINAL HOUSING MANAGEMENT ASSOCIATION

Margaret Pfoh is Tsimshian from the Lax Kw'alaams First Nation and brings more than 23 years of housing management experience to AHMA. For nearly 20 years, Margaret served as President and Director, supporting both the organization's evolution and successful devolution of provincial Indigenous housing programs and services. Prior to her return to AHMA, she was the CEO of Mamele'awt Qweesome/To'o Housing Society, where she spearheaded the creation of a full-spectrum rental housing facility rooted in Indigenous culture. She also serves on the Board of Directors of the Canadian Housing & Renewal Association, and is part of its Indigenous Caucus Working Group. [@MPfoh](#)



THOM ARMSTRONG

CEO, CO-OPERATIVE HOUSING FEDERATION OF BC

Thom Armstrong has more than 30 years of experience in the co-operative housing movement. He is also the CEO of COHO Management Services Society and the Community Land Trust, the real estate development arm of CHF BC. Thom is motivated by his conviction that the Community Land Trust is uniquely positioned among a very diverse group of housing stakeholders in BC to develop and steward affordable housing assets for generations to come. He also serves as president of Encasa Financial Inc., a social purpose mutual fund company. [@thomjarmstrong](#)

BCNPHA Awards

#BCNPHA AWARDS

Celebrate with us as we recognize the outstanding achievements of the individuals and organizations who have shown exceptional dedication to the affordable housing sector.

Winners will be honoured as part of the keynote plenaries throughout the conference.



DENISE LEBLOND LIFETIME ACHIEVEMENT AWARD

Recognizes an individual whose dedication and vision have furthered the cause of affordable housing.



HOUSING PROVIDER OF THE YEAR AWARD – INCLUSION AND EQUITY

Recognizes a non-profit housing provider that demonstrates a strong commitment to inclusion and equity in their governance and operations.



AFFORDABLE HOUSING CHAMPION

Recognizes an individual or organization (external from BCNPHA members) that has made a transformative contribution to affordable housing.



FORTISBC ENERGY CONSERVATION LEADER AWARD

Recognizes a non-profit housing provider whose dedication to energy efficiency and conservation is exemplary, adopting a sound energy management strategy, investing in conservation projects, and inspiring individuals to use energy responsibly.

SPONSORED BY



Art Expo

Visit the virtual art exhibition and celebrate the vision and creative expression of people who are often pushed to the margins because of differences in physical or mental ability, poverty, mental illness, homelessness, addictions, or systemic racism. In sharing their art, these artists courageously ask to be seen, challenging us to remember that we all have gifts to share no matter our circumstances.

Explore the Art Expo page of conference.housingcentral.ca to learn more about the inspiring artists in the exhibition. You can also view examples of artist-led community projects and art created in programs run by non-profit housing associations and social services agencies.

NEW THIS YEAR!

We'll be showcasing additional art forms, including murals you can view in your own communities, films, dance, and more.

CMHA Kelowna Artworks Studio

Interested in learning more or purchasing artwork? Contact the artists and programs through the links provided in the descriptions.

Tradeshow

Visit the virtual tradeshow, where exhibitors will be delivering live presentations to showcase the products and services that can support your organization. Book your tradeshow space by contacting sponsorship@bcnpha.ca.

Connect with BCNPHA's Member Program partners to discover ways to save money while giving back to the community housing sector's ongoing learning, research, and advocacy efforts.

EXHIBITORS TO DATE

- › Aboriginal Housing Management Association
- › Arcori
- › BC Housing
- › BC Hydro
- › Canada Mortgage and Housing Corporation
- › Cvida
- › Coast Capital Savings
- › Coinamatic
- › Community Living BC
- › Curaflo of BC
- › Encasa Financial
- › Fortis BC
- › HUB International
- › Hytec Water Management
- › MARSH
- › MARSH Private Client Services
- › Nomodic
- › NRB Modular
- › Planet Clean-Bunzl
- › Restwell Sleep Products
- › TELUS
- › TL Housing Solutions
- › Vancity
- › Viessmann
- › Water Protec

Sponsorship

SPONSOR SECTOR SUCCESS

Collaboration is key in solving the housing crisis. Housing Central Conference sponsors are an integral part of Canada's leading professional development opportunity for the community housing sector. Your support means we can deliver an outstanding lineup of keynote plenaries, education sessions, networking opportunities and unique event activities that will engage and inform our delegates.

Join us as a sponsor, and your business or organization will be recognized as a sector supporter to more than 1,200 delegates in an inclusive online environment!

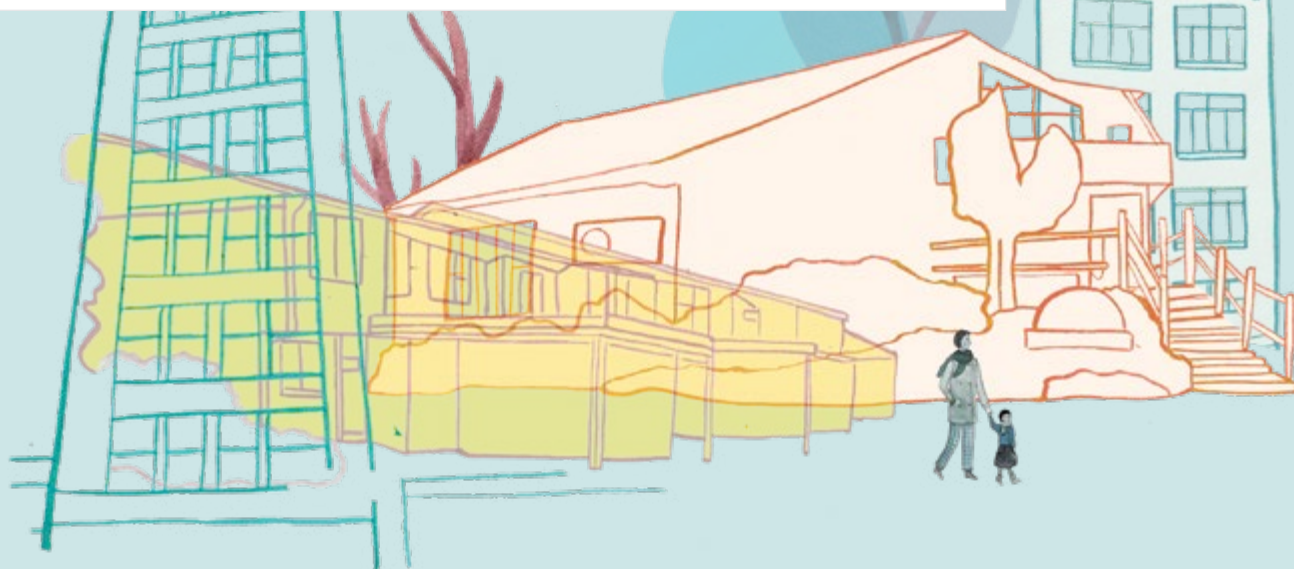
Connect with us at sponsorship@bcnpha.ca to learn how you can be part of the conference experience as a sponsor.

SPONSORSHIP OPPORTUNITIES

We offer a wide range of benefits according to your sponsorship level, including:

- › customizable virtual tradeshow booth
- › free delegate registration(s)
- › dedicated social media posts
- › recognition of your business
- › and much more!

For more information, download our 2021 Sponsorship Prospectus at bcnpha.ca/events/sponsorship-tradeshow.





Artist: Eddy Edzed
2020 Housing Central Conference Art Expo Participant

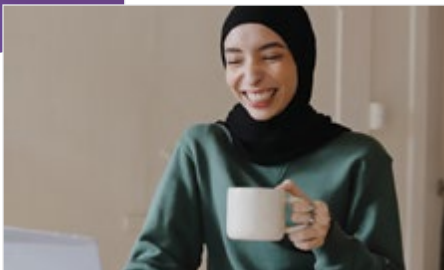
Conference Activities

Take a moment to enjoy your conference experience in a whole new way, whether it's through dedicated networking, catching a film, or exploring a new podcast on housing issues.



HOUSING TOURS

Always a conference favourite, the housing tours are a great way to check out innovative housing and services at work across the province.



LEARNING LOUNGES

Drop into a Learning Lounge for facilitated, face-to-face discussions on topics that are driving conversations across the community housing sector. These discussions offer a casual opportunity to learn the latest news, best practices, and resources on issues like seniors and youth housing, inclusive housing, and more. Check conference.housingcentral.ca for schedule details and more info to come!



FILM SCREENINGS

Explore the housing sector – and beyond – in our latest selection of powerfully moving films and documentaries.



WELLNESS

Don't forget to stand up, unwind, and work in some stretching throughout your busy conference days! We'll have a lineup of activities like yoga, meditation, and breathing exercises to support your mental and physical wellness.



LISTEN IN

If you're a fan of podcasts you'll know they're a terrific way to tap into a deeper path to learning. We've curated a list of engaging podcasts related to the housing sector – check them out during or after the conference and let us know what you think on social media using [#HOUSINGCENTRAL](https://twitter.com/HousingCentral).

Focus on Education

The conference is the community housing sector's premier opportunity for professional development delivered by today's housing experts and thought leaders.

STREAMS

Sessions are colour coded by stream to help you navigate the sessions best suited for different roles within your organization.

LEADERSHIP

Geared towards executives, board of directors and policy makers.

OPERATIONS

For housing professionals, finance and frontline staff who work with tenants.

ASSET MANAGEMENT

For professionals who take care of the physical buildings, whether through capital planning and asset analysis or maintenance.

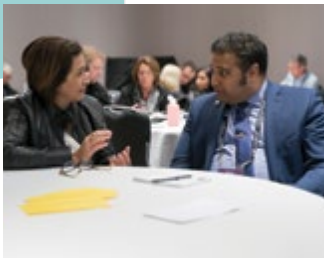
APPLICABLE TO ALL

These sessions are designed for a wide range of housing stakeholders to further their knowledge and skills. Includes sessions presented by CHF BC (geared to co-op communities but applicable across the community housing sector) and sessions of interest to co-op members.



Focus on Education / Pathways

The education Pathways are grouped by topics in the affordable housing sector to help you focus on the opportunities that are most relevant to your society. Please note that sessions may fall within multiple pathways.



BOARD GOVERNANCE & LEADERSHIP

| | |
|------------|--|
| M02 | Board Effectiveness: Elements of High-Performing Boards |
| M03 | Conflict in Housing |
| M09 | Thought Leaders' Dialogue: Diversity and Inclusion in Governance |
| M20 | Directors and Officers Liability |
| M21 | Setting Professional Boundaries for Frontline Workers |
| T02 | Diversity for Boards |
| T12 | Planning for A Virtual Workforce |
| T23 | Your Brain in Positive |
| W01 | Financial Best Practices for Boards |
| W02 | Succession Planning |
| W03 | Societies Act 101 |
| W07 | Mediating Conflict in Social Housing |



(RE)DEVELOPMENT/NEW CONSTRUCTION

| | |
|------------|---|
| M01 | Funders' Panel: Join the Experts |
| M07 | Successful Tenancing Strategies for New Buildings |
| M08 | Climate Change through Resilience & Adaptation in Housing |
| M11 | Building Your Organization's Capacity to Become a Developer |
| M23 | Creating Shared Value with Modular Social Housing |
| T08 | Non-Profit Housing Development in Rural Communities |
| T16 | The Rapid Housing Initiative: How Fast Can You Deliver? |
| T17 | Financial Fundamentals of Affordable Housing |
| T20 | Resident Relocation Experiences |
| T22 | Copy-and-Paste Performance? Backstage at Vienna House |
| W04 | Childcare Spaces in Housing Development |



FINANCE & LEGAL

| | |
|------------|---|
| M01 | Funders' Panel: Join the Experts |
| M11 | Building Your Organization's Capacity to Become a Developer |
| M15 | Introduction to Capital Planning |
| M20 | Directors and Officers Liability |
| M22 | Understanding First Nations Land Tenure and Financing |
| T06 | An Easier Way: Property Management Software |
| T09 | Investing for Housing Providers: Challenges and Opportunities |
| T17 | Financial Fundamentals of Affordable Housing |
| W01 | Financial Best Practices for Boards |
| W03 | Societies Act 101 |



INDIGENOUS HOUSING

| | |
|------------|--|
| M10 | Indigenous Partnerships: Skookum Housing Solutions |
| M17 | CMHC INHS: Charting a New Path |
| M22 | Understanding First Nations Land Tenure and Financing |
| T01 | Indigenous Caucus |
| T07 | Leading Change: Equity, Diversity, Inclusion and Belonging |
| T10 | Indigenous Housing: Learning Through Lived Experience |
| T15 | Thought Leaders' Dialogue: Reconciliation, Respect & Recognition |
| T21 | Asset Management in Indigenous Communities |



EXISTING BUILDINGS

| | |
|------------|---|
| M16 | Emergency Services: Fair Billing Practices and Control Bids |
| M24 | Apartment 2.0: Healthy Homes and the Renovation Revolution |
| T06 | An Easier Way: Property Management Software |
| T13 | Post-Disaster Building Assessments |
| T14 | Making Retrofits Work |
| W04 | Childcare Spaces in Housing Development |
| W08 | Property Management Forum |



TENANT RELATIONSHIPS & SUPPORT

| | |
|------------|---|
| M04 | Building Social Connectedness and Resilience with Seniors |
| M05 | Face 2 Face with Stigma |
| M07 | Successful Tenancing Strategies for New Buildings |
| M14 | Tenant Engagement and Demand Maintenance: Empowering Tenants |
| T03 | Housing and Supports for People with Complex Needs: Open Dialogue to Improve Services |
| T20 | Resident Relocation Experiences |
| W04 | Childcare Spaces in Housing Development |
| W05 | Lessons Learned for Supporting Women Experiencing Violence |
| W06 | Hoarding: A Harm Reduction Approach |
| W07 | Mediating Conflict in Social Housing |
| W08 | Property Management Forum |



INCLUSION & DIVERSITY

| | |
|------------|---|
| M05 | Face 2 Face with Stigma |
| M09 | Thought Leaders' Dialogue: Diversity and Inclusion in Governance |
| M12 | A Path to Accessible Housing: Experiences and Solutions |
| M19 | Municipal Partnerships to Advance Inclusive Housing |
| M25 | How to use an anti-racist and anti-oppression perspective in policy and community development |
| T02 | Diversity for Boards |
| T03 | Housing and Supports for People with Complex Needs: Open Dialogue to Improve Services |
| T07 | Leading Change: Equity, Diversity, Inclusion and Belonging |
| T10 | Indigenous Housing: Learning Through Lived Experience |
| T11 | Creating Safer Homes for Refugees |
| T18 | Dialogue with Gabrielle Peters & Dr. Ameil Joseph |
| T19 | Housing Providers' Community of Practice: Understanding Anti-Racism |
| T24 | Inclusive Communities |



PHYSICAL/MENTAL HEALTH & SAFETY

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|------------|---|
| M04 | Building Social Connectedness and Resilience with Seniors |
| M05 | Face 2 Face with Stigma |
| M06 | Overdose Response in Housing in the Midst of COVID-19 |
| M08 | Climate Change Through Resilience & Adaptation in Housing |
| M16 | Emergency Services: Fair Billing Practices and Control Bids |
| M21 | Setting Professional Boundaries for Frontline Workers |
| M24 | Apartment 2.0: Healthy Homes and the Renovation Revolution |
| T13 | Post-Disaster Building Assessments |
| T23 | Your Brain in Positive |
| W06 | Hoarding: A Harm Reduction Approach |
| W08 | Property Management Forum |



HOMELESSNESS PREVENTION & SUPPORT

| | |
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| M05 | Face 2 Face with Stigma |
| M06 | Overdose Response in Housing in the Midst of COVID-19 |
| M12 | A Path to Accessible Housing: Experiences and Solutions |
| M18 | Reflecting on Encampments and Human Rights |
| T04 | Preventing Youth Homelessness: Katherine's Rule |
| W05 | Lessons Learned for Supporting Women Experiencing Violence |



PARTNERSHIPS

| | |
|------------|--|
| M10 | Indigenous Partnerships: Skookum Housing Solutions |
| M17 | CMHC INHS: Charting a New Path |
| M19 | Municipal Partnerships to Advance Inclusive Housing |
| T01 | Indigenous Caucus |
| T07 | Leading Change: Equity, Diversity, Inclusion and Belonging |
| T16 | The Rapid Housing Initiative: How Fast Can You Deliver? |
| T21 | Asset Management in Indigenous Communities |
| W05 | Lessons Learned for Supporting Women Experiencing Violence |



AFFORDABLE HOUSING POLICY & SOLUTIONS

| | |
|------------|---|
| M11 | Building Your Organization's Capacity to Become a Developer |
| M12 | A Path to Accessible Housing: Experiences and Solutions |
| M13 | Implementing the Human Right to Adequate Housing in Canada |
| M19 | Municipal Partnerships to Advance Inclusive Housing |
| M23 | Creating Shared Value with Modular Social Housing |
| T05 | The Financialization of Canadian Housing: Impacts and Solutions |
| T16 | The Rapid Housing Initiative: How Fast Can You Deliver? |
| T20 | Resident Relocation Experiences |
| T22 | Copy-and-Paste Performance? Backstage at Vienna House |



GEARED TO CO-OPS

Sessions are open to all delegates; they are of interest to co-op members, but co-op delegates are not limited to these sessions.

PRESENTED BY CHF BC

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|------------|---|
| M03 | Conflict in Housing |
| M25 | How to Use an Anti-racist and Anti-oppression Perspective in Policy and Community Development |
| T24 | Inclusive Communities |

OF INTEREST TO CO-OPS

| | |
|------------|---|
| M10 | Indigenous Partnerships: Skookum Housing Solutions |
| M14 | Tenant Engagement and Demand Maintenance: Empowering Tenants |
| M16 | Emergency Services: Fair Billing Practices and Control Bids |
| M17 | CMHC INHS: Charting a New Path |
| T01 | Indigenous Caucus |
| T03 | Housing and Supports for People with Complex Needs: Open Dialogue to Improve Services |
| T04 | Preventing Youth Homelessness: Katherine's Rule |
| T05 | The Financialization of Canadian Housing: Impacts and Solutions |
| T07 | Leading Change: Equity, Diversity, Inclusion and Belonging |
| T15 | Thought Leaders' Dialogue: Reconciliation, Respect & Recognition |
| W07 | Mediating Conflict in Social Housing |

Schedules / Day 1

MONDAY, NOVEMBER 15

| | |
|---------------------|---|
| 8:30 AM – 9:30 AM | Morning Plenary • Hon. David Eby, Minister Responsible for Housing |
| 9:30 AM – 10:00 AM | Tradeshow & Networking Break |
| 10:00 AM – 11:30 AM | Breakout Sessions |
| | M01 Funders' Panel: Join the Experts |
| | M02 Board Effectiveness: Elements of High-Performing Boards |
| | M03 Conflict in Housing PRESENTED BY CHF BC |
| | M04 Building Social Connectedness and Resilience with Seniors |
| | M05 Face 2 Face with Stigma |
| | M06 Overdose Response in Housing in the Midst of COVID-19 |
| | M07 Successful Tenancing Strategies for New Buildings |
| | M08 Climate Change Through Resilience & Adaptation in Housing |
| 11:30 AM – 12:00 PM | Networking Break |
| 12:00 PM – 1:00 PM | Afternoon Plenary • Keynotes: Lianne Hannaway & Cassie Doyle |
| 1:00 PM – 1:15 PM | Break |
| 1:15 PM – 2:30 PM | Breakout Sessions |
| | M09 Thought Leaders' Dialogue: Diversity and Inclusion in Governance |
| | M10 Indigenous Partnerships: Skookum Housing Solutions |
| | M11 Building Your Organization's Capacity to Become a Developer |
| | M12 A Path to Accessible Housing: Experiences and Solutions |
| | M13 Implementing the Human Right to Adequate Housing in Canada |
| | M14 Tenant Engagement and Demand Maintenance: Empowering Tenants |
| | M15 Introduction to Capital Planning |
| | M16 Emergency Services: Fair Billing Practices and Control Bids |
| 2:30 PM – 3:15 PM | Tradeshow & Learning Lounges Facilitated Chats |
| 3:15 PM – 4:30 PM | Breakout Sessions |
| | M17 CMHC INHS: Charting a New Path |
| | M18 Reflecting on Encampments and Human Rights |
| | M19 Municipal Partnerships to Advance Inclusive Housing |
| | M20 Directors and Officers Liability |
| | M21 Setting Professional Boundaries for Frontline Workers |
| | M22 Understanding First Nations Land Tenure and Financing |
| | M23 Creating Shared Value with Modular Social Housing |
| | M24 Apartment 2.0: Healthy Homes and the Renovation Revolution |
| 4:30 PM – 6:00 PM | M25 How to Use an Anti-racist and Anti-oppression Perspective in Policy and Community Development PRESENTED BY CHF BC |

Schedules / Day 2

TUESDAY, NOVEMBER 16

| | | | |
|---------------------|--|---|--|
| 8:30 AM – 9:30 AM | Morning Plenary • Keynote: Carol Anne Hilton | | |
| 9:30 AM – 10:00 AM | Tradeshow & Networking Break | | |
| 10:00 AM – 11:30 AM | Breakout Sessions | | |
| | T01 | Indigenous Caucus | |
| | T02 | Diversity for Boards | |
| | T03 | Housing and Supports for People with Complex Needs: Open Dialogue to Improve Services | |
| | T04 | Preventing Youth Homelessness: Katherine’s Rule | |
| | T05 | The Financialization of Canadian Housing: Impacts and Solutions | |
| | T06 | An Easier Way: Property Management Software | |
| 11:30 AM – 12:00 PM | Networking Break | | |
| 12:00 PM – 1:00 PM | Afternoon Plenary • Keynotes: Gabrielle Peters & Dr. Ameil Joseph | | |
| 1:00 PM – 1:15 PM | Break | T23 | Your Brain in Positive Session runs 12:45 PM – 4:30PM |
| 1:15 PM – 2:30 PM | Breakout Sessions | | |
| | T07 | Leading Change: Equity, Diversity, Inclusion and Belonging | |
| | T08 | Non-Profit Housing Development in Rural Communities | |
| | T09 | Investing for Housing Providers: Challenges and Opportunities | |
| | T10 | Indigenous Housing: Learning Through Lived Experience | |
| | T11 | Creating Safer Homes for Refugees | |
| | T12 | Planning for a Virtual Workforce | |
| | T13 | Post-Disaster Billing Assessments | |
| | T14 | Making Retrofits Work | |
| 2:30 PM – 3:15 PM | Tradeshow & Learning Lounges Facilitated Chats | | |
| 3:15 PM – 4:30 PM | Breakout Sessions | | |
| | T15 | Thought Leaders’ Dialogue: Reconciliation, Respect & Recognition | |
| | T16 | The Rapid Housing Initiative: How Fast Can You Deliver? | |
| | T17 | Financial Fundamentals of Affordable Housing | |
| | T18 | Dialogue with Gabrielle Peters & Dr. Ameil Joseph | |
| | T19 | Housing Providers’ Community of Practice: Understanding Anti-Racism | |
| | T20 | Resident Relocation Experiences | |
| | T21 | Asset Management in Indigenous Communities | |
| | T22 | Copy-and-Paste Performance? Backstage at Vienna House | |
| 4:30 PM – 6:00 PM | T24 | Inclusive Communities | |
| | | PRESENTED BY CHF BC | |

Schedules / Day 3

WEDNESDAY, NOVEMBER 17

| | |
|---------------------|---|
| 8:30 AM – 9:30 AM | Morning Plenary • Keynote: Johann Hari |
| 9:30 AM – 10:00 AM | Tradeshow & Networking Break |
| 10:00 AM – 11:30 AM | Breakout Sessions |
| | W01 Financial Best Practices for Boards |
| | W02 Succession Planning |
| | W03 Societies Act 101 |
| | W04 Childcare Spaces in Housing Development |
| | W05 Lessons Learned for Supporting Women Experiencing Violence |
| | W06 Hoarding: A Harm Reduction Approach |
| | W07 Mediating Conflict in Social Housing |
| | W08 Property Management Forum |
| 11:30 AM – 11:45 AM | Break |
| 11:45 AM – 1:00 PM | Closing Plenary • Keynote: Eric Klinenberg |



Session Descriptions / Day 1

MONDAY, NOVEMBER 15

STREAMS

LEADERSHIP

OPERATIONS

ASSET MANAGEMENT

APPLICABLE TO ALL

ENGAGEMENT LEVELS



LISTEN

Pop on your headphones and go for a walk – these sessions are perfect for listening and absorbing new information.



LISTEN + ASK

Listen and ask questions in these webinar-format sessions with Q & A time.



LISTEN + ASK + INTERACT

These sessions ask participants to interact with the facilitator and each other.

Please note: Presenters are subject to change.

10:00 AM – 11:30 AM

M01

FUNDERS' PANEL: JOIN THE EXPERTS



This panel will discuss the range of available funding options for housing providers related to items like new construction, rehabilitation, renovation, redevelopment, and capacity building. Join experts from BC Housing, the Canada Mortgage and Housing Corporation, the Federation of Canadian Municipalities, and the Community Housing Transformation Centre to talk about existing programs as well as have your questions answered.

Presenters: BC Housing, CMHC, FCM, and Canadian Housing Transformation Centre

M02

BOARD EFFECTIVENESS: ELEMENTS OF HIGH- PERFORMING BOARDS



In today's change-filled, complex and interconnected environment, an effective board of directors is pivotal to your organization successfully accomplishing its goals. Teamwork in the board is critical to effective board performance. This session explores elements of high-performing teams as it applies to boards, including: clarifying the role of the board; the dynamics and culture of the board; how the board connects with its stakeholders; and, how the board learns and develops. Attendees will engage in interactive activities and dialogue, and come away with practical strategies to assess, support and develop board effectiveness.

Presenters: Presenter: Charles Lee, Leadership and Team Coach, Consultant and Facilitator

M03

CONFLICT IN HOUSING



Join us for this engaging session where we'll take our newly learned skills around conflict and will apply them to different case scenarios. In this session, we'll look at: what conflict is; different ways to deal with conflict; how conflict arises in different housing settings; what policies can support minimizing conflict; and, different case scenarios.

Presenter: Chris Whyte, RSW, MSW, Education Consultant
PRESENTED BY CHF BC

M04

BUILDING SOCIAL CONNECTEDNESS AND RESILIENCE WITH SENIORS



Research points to the negative health impacts of loneliness and social isolation and to the protective influence of social connections. COVID-19 has underscored the importance of social connectedness to the mental health and well-being of people of all ages. For many seniors, COVID-19 has dangerously deepened existing challenges with isolation. Join Brightside Community Homes Foundation, West End Seniors' Network, OpenLab and Hey Neighbour Collective to learn about promising approaches for building social connectedness and resilience in independent seniors housing contexts. We will explore how housing operators can partner with community organizations, how to engage residents in creative programming, and more.

Presenters: Michelle Hoar, SFU; Susan Moore, Brightside Homes; Anthony Kupferschmidt, West End Seniors Network; and Jen Recknagel, OpenLab - University Health Network

M05 FACE 2 FACE WITH STIGMA



The Greater Victoria Coalition to End Homelessness invites you to take part in our Face 2 Face with Stigma workshop. Challenge your preconceptions and develop person-first communications tools in this anti-stigma workshop that is inspired, led, developed, and delivered entirely by people with lived experience of substance use, mental health disorders, and homelessness. Together, we use our powerful stories to inspire empathy and compassion, educate, and reduce fear in the community. This is an interactive workshop that will help transform your understanding of, and interactions with, some of the most vulnerable members of our community.

Presenter: Kay Martin, Greater Victoria Coalition to End Homelessness

M06 OVERDOSE RESPONSE IN HOUSING IN THE MIDST OF COVID-19



During the COVID pandemic, the toxic drug supply in British Columbia claimed more lives than ever before. Overdose deaths are happening in housing: in 2020, 84% of overdose deaths occurred inside, with 28% in social and supportive housing, single-residence occupancies, shelters, and hotels and other indoor locations. Housing providers can and should be working to prevent overdose deaths through training, policies, structural changes and supplies. In this session, you will learn about the latest strategies and resources that will support your teams and the clients you serve. Together we can keep creating safer housing!

Presenters: Wendy Stevens and Shannon Riley, Vancouver Coastal Health

M07 SUCCESSFUL TENANTING STRATEGIES FOR NEW BUILDINGS



It is important to have a clear strategy for tenancing new affordable housing buildings. Tenancing low-end of market and mixed-income buildings such as those under Community Housing Fund operating agreements require processes that support effective tenancing while avoiding errors that complicate tenancy and income management. This session will share different models for tenancing such as in-house and outsourced approaches, as well as best practices and lessons learned. As more non-profits of different sizes and varying internal capacity prepare to deliver new housing stock, providers need to learn about successful tenancing strategies well before receiving their occupancy permit.

Presenters: Carolina Ibarra, Pacifica Housing and Joy Parsons, Fairhaven Homes Society

M08 CLIMATE CHANGE THROUGH RESILIENCE & ADAPTATION IN HOUSING



BC Housing's Mobilizing Building Adaptation and Resilience (MBAR) has been leading the way on facilitating and piloting resilient design and renovation of buildings. This process helps building owners to better protect their investments and improves the ability of occupants to respond to anticipated climate change shocks and stresses. This workshop will provide participants with the opportunity to conduct an initial hazard assessment on their building project or participate in assessing another project. Facilitated breakout groups, led by MBAR design experts about practical, will explore cost-effective measures that can be integrated into emerging and existing designs.

Presenters: Wilma Leung, BC Housing Research Centre and Lisa Westerhoff, Integral Group

1:15 PM – 2:30 PM

M09 THOUGHT LEADERS' DIALOGUE: DIVERSITY AND INCLUSION IN GOVERNANCE



Join Lianne Hannaway and sector board directors for a full exploration of actions boards can take in setting the tone for equity, diversity, inclusion and belonging throughout your organization. Ensuring the province's housing organizations reflect the people we serve, and the roles we play in upholding and dismantling systems of exclusion, is critical to improving well-being and organizational sustainability. Engage with leaders in the community housing sector as they discuss their organizational journeys toward equity, diversity, inclusion and belonging and what they've learned (so far) along the way.

Presenters: Lianne Hannaway, Wealthnuvo; Cassie Doyle, BC Housing; Jack Wong, Brightside Community Homes Foundation; and Stephanie Allen, BC Housing (moderator)

M10 INDIGENOUS PARTNERSHIPS: SKOOKUM HOUSING SOLUTIONS



Surrey has the largest urban Indigenous population in BC; despite this, it seems they have been invisible to funders. Surrey has 270 Indigenous non-market housing units while Vancouver, with a similar urban Indigenous population, has 1,471 units. At Skookum Lab our goal is to make Surrey a great place to raise an Indigenous child, which led us to consider the need for safe, affordable and culturally relevant housing to support Indigenous families. Skookum's success comes from its roots in intersectional, decolonized, holistic, relational and reciprocal approaches to research and collaborative action. Join this session to hear about the development of the Skookum Housing Solutions Lab, its challenges and successes.

Presenter: Sheldon Tetreault, Sheldon Tetreault Consulting

M11

BUILDING YOUR ORGANIZATION'S CAPACITY TO BECOME A DEVELOPER



The Community Housing sector is reaching a size and scale where some organizations are uniquely positioned to become affordable housing developers by acquiring and developing their own real estate assets. In this session, we will provide an introduction on what it takes to become a not-for-profit affordable housing developer. Learn about proven strategies and how to build the capacity of your organization to ensure a strong start and long-term success.

Presenter: Kira Gerwing, Vancity

M12

A PATH TO ACCESSIBLE HOUSING: EXPERIENCES AND SOLUTIONS



British Columbians who need affordable wheelchair-accessible housing often wait years to find a suitable home. Some confront the frightening prospect of homelessness. Others are stuck in care facilities or unsuitable housing, denied basic amenities like bathing or the use of a kitchen, or forced to forgo jobs in a community that has no housing vacancies. In this panel discussion participants will hear from wheelchair users about the challenges of living in non-accessible homes, and staff from the Right Fit Program will discuss practical solutions for connecting wheelchair users with accessible units.

Presenters: Isabelle Groc, Disability Alliance BC and Paul Gauthier, Individualized Funding Resource Centre Society

M13

IMPLEMENTING THE HUMAN RIGHT TO ADEQUATE HOUSING IN CANADA



Representatives of the newly formed Office of the Federal Housing Advocate, located within the Canadian Human Rights Commission, will present an overview of the human right to adequate housing as it relates to international and domestic law and the National Housing Strategy. Representatives will discuss the unique mandate of the Federal Housing Advocate to review and report on systemic housing issues and monitor the progressive realization of the right to adequate housing in Canada. The presenters will engage participants on the opportunities and challenges involved in mainstreaming the implementation of a human rights-based approach into housing policies and programs.

Presenter: Office of the Federal Housing Advocate

M14

TENANT ENGAGEMENT AND DEMAND MAINTENANCE: EMPOWERING TENANTS



This session will focus on ongoing research involving how to empower tenants to make choices over their tenancy through prevention of common demand maintenance issues. The session will be hosted as if the audience walked in on the middle of a focus group meeting with research participants. There will be opportunity for audience members to play the role of research participant and virtually test the tools that will be created for tenants. The presenter will discuss research findings thus far and take questions.

Presenter: Francis Campbell, Cvida

M15

INTRODUCTION TO CAPITAL PLANNING



Effective capital planning can prepare your organization for the eventual renewal projects your buildings need to keep them in good and safe condition for your tenants. This introductory session is geared towards individuals who are new to capital planning. Join us for an overview of capital planning to learn all the ways it helps your organization, what steps you need to get started, what questions you need to ask and the resources we have to assist you throughout the process.

Presenters: Brian Jung and Gabriel Vieira, BCNPHA

M16

EMERGENCY SERVICES: FAIR BILLING PRACTICES AND CONTROL BIDS



This session will walk participants through an emergency water damage case study with particular attention to: scrutinizing an emergency scope of work and estimate; the importance of obtaining a control bid early in the job for the emergency; how to compare a job scope and estimate between two restoration contractors; effective and timely communication throughout the project; and, comprehensive initial report and setting reserve budget. By the end of this session participants will learn from the experiences of other non-profit housing providers and be able to confidently handle emergency water damage vendors and contracts.

Presenters: Velvet Cates and Rob Alain, Canstar Restorations

M17 CMHC INHS: CHARTING A NEW PATH

Join this informative session that introduces the CMHC INHS team and the expansion of our work to serve both First Nations and Urban and Rural Indigenous housing providers in achieving their housing goals. We will provide a background on the range of programs that the INHS team delivers and how we are embarking on the delivery of the National Housing Strategy for all of our First Nations and Indigenous partners. We will be sharing case studies of projects and capacity building, and inviting our partners to share their experiences with us.

Presenter: Kim MacPherson, CMHC

M18 REFLECTING ON ENCAMPMENTS AND HUMAN RIGHTS

People without access to safe, stable, and affordable homes will continue to form encampments. This is a critical moment to reflect on how housing solutions can be delivered to reduce the number of unsheltered residents who rely on parks and public spaces for basic shelter and protection. In this session, participants will learn from three communities that have worked through the decampment process by relying on grassroots community support and collaboration with encampment residents, including lessons learned and reflection on the decision-making, construction, and community relationship-building practices that are necessary for respectful decampment.

Presenter: James Forsyth, BC Housing

M19 MUNICIPAL PARTNERSHIPS TO ADVANCE INCLUSIVE HOUSING

Municipalities have become increasingly active in finding local solutions to our provincial housing shortage. Partnerships with municipalities can provide unique opportunities in the development of inclusive housing. Join Ross Chilton, CLBC's CEO, and our panel of representatives from service providers and municipalities to hear what has worked for them, how to build municipal relationships, develop a mutually beneficial vision, and achieve desired outcomes. Our panel brings years of experience developing these relationships with key stakeholders and will be sharing their experiences and insights during this session.

Presenters: Ross Chilton, CLBC and municipal representatives

M20 DIRECTORS AND OFFICERS LIABILITY

Directors and officers liability is a very specialized and detailed coverage line to include in an insurance program. Within the community housing sector, societies require a supportive directors and officers liability policy to cover the day-to-day activities for the board of directors. Join representatives from Marsh Canada for a session with Travelers Canada, who will speak to the specific components to a directors and officers liability policy – and share some claims examples pertinent to the community housing sector.

Presenters: Marsh Canada and Travelers Canada

M21 SETTING PROFESSIONAL BOUNDARIES FOR FRONTLINE WORKERS

In this session participants will learn the importance of setting professional boundaries as a support for both the client and themselves. We'll explore a number of specific boundary areas that are critical to doing frontline work safely. Participants will also discuss how to deal with pressure to cross "the line" and examples of assertive communication that establishes clear professional boundaries.

Presenter: Aaryn Secker, CMHA BC

M22 UNDERSTANDING FIRST NATIONS LAND TENURE AND FINANCING

Understanding the different types of land tenure on First Nations Reserves and navigating the various types of financing mechanisms can be a complex process. This workshop will focus on identifying the different types of First Nations land tenure and provide insight into financing structures that fit varying First Nations' needs.

Presenter: Michael Sadler, BC Housing

M23 CREATING SHARED VALUE WITH MODULAR SOCIAL HOUSING

With many communities throughout BC and across Canada in need of efficient and sustainable affordable housing, collaboration and partnership between value-sharing stakeholders is essential in developing housing solutions that help people and communities thrive. In this eye-opening session, hear from representatives from Nomadic (builder) and Fraserside Community Services Society (operator) about the valuable lessons they have learned in building and operating Peterson Place, a modular social housing project in Surrey, BC. Learn how disparate organizations can combine their strengths and work through challenges, including building on an already-occupied site, to deliver social housing solutions that create a culture of belonging.

Presenters: James Broadhead, Nomadic and Lynda Edmonds, Fraserside Community Services Society

M24

APARTMENT 2.0: HEALTHY HOMES AND THE RENOVATION REVOLUTION



Tenant health and comfort is suffering from poor ventilation, overheating, and wildfire smoke due to building/operational challenges that are also driving the climate emergency - but it doesn't have to be this way. Join our discussion to learn about the "Apt 2.0" approach, which includes strategies that can improve health and comfort and address climate change. By the end of this session, participants will be able to identify ways to make their buildings healthier by improving air quality and helping them to stay cool in hot weather, and understand government and utility funding available for building upgrades. We are at the beginning of a Renovation Revolution and significant funding is available; it is time to transform our buildings, and improve the health of our tenants and the planet.

Presenters: Sofia Marmolejo and Jordan Fisher, FRESCO Engineering

4:30 PM – 6:00 PM

M25

HOW TO USE AN ANTI-RACIST AND ANTI-OPPRESSION PERSPECTIVE IN POLICY AND COMMUNITY DEVELOPMENT



In this session, we'll look at anti-racist/anti-oppression vocabulary and tools to guide your communities when they develop policies and procedures to provide housing and a community that is inclusive. We'll also look at how to address racism when it arises in our communities and how to navigate conversations on racism and oppression safely and confidently.

Presenter: Clint Kuzio, B.Ed., LL.B

PRESENTED BY CHF BC



Session Descriptions / Day 2

TUESDAY, NOVEMBER 16

STREAMS

LEADERSHIP

OPERATIONS

ASSET MANAGEMENT

APPLICABLE TO ALL

ENGAGEMENT LEVELS



LISTEN

Pop on your headphones and go for a walk – these sessions are perfect for listening and absorbing new information.



LISTEN + ASK

Listen and ask questions in these webinar-format sessions with Q & A time.



LISTEN + ASK + INTERACT

These sessions ask participants to interact with the facilitator and each other.

Please note: Presenters are subject to change.

10:00 AM – 11:30 AM

T01 INDIGENOUS CAUCUS



The National Housing Strategy, announced in 2017, outlines a distinction-based approach when it comes to Indigenous housing. The strategy covers First Nations, Métis, and Inuit Peoples but leaves 85% of the Indigenous population – the urban, self-identified and disenfranchised – out of government responsibilities when it comes to Indigenous housing. In BC, AHMA and other partners have been working on a more inclusive Indigenous housing strategy that takes a provincial, urban and rural approach. Join the caucus to learn about the progress on the development of the first Urban Indigenous Housing Strategy.

Presenters: TBC, with Traditional Welcome by Gwen Point

T02 DIVERSITY FOR BOARDS



The global pandemic has exposed us to the harsh inequities that always existed but were rarely questioned. Organizations are more attuned to the need to truly represent the communities they serve at all levels. Many organizations strive to achieve visible diversity but may not reach meaningful inclusion. Change needs to start at the top. Embracing a diverse board is the first step towards dismantling systemic racism. Join MOSAIC BC to reflect on the importance of having diverse boards, discuss concrete steps your organization can take to maximize its multifarious benefits, and explore ways to navigate diverse opinions around decision-making tables.

Presenters: Sandhya Ghai and Olga Stachova, MOSAIC and Susana Guardado, BCNPHA

T03 HOUSING AND SUPPORTS FOR PEOPLE WITH COMPLEX NEEDS: OPEN DIALOGUE TO IMPROVE SERVICES



Creating and sustaining suitable housing and effective support services for people who have developmental disabilities combined with mental health, substance use and other vulnerabilities presents a challenge to provincial ministries and Crown agencies, service providers, and individuals themselves. Join Fred Ford, CLBC's Regional Director for Vancouver Island, and panel members to hear what's working and not working and to engage in an open dialogue to share what you have learned as we collectively consider and develop better ways of supporting people with complex needs.

Presenter: Fred Ford, Community Living BC and panel members

T04 PREVENTING YOUTH HOMELESSNESS: KATHERINE'S RULE



With lived experience of homelessness and BC's child welfare system, Katherine McParland was at the heart of the movement to end youth homelessness in BC as the founder and Executive Director of A Way Home Kamloops and the Co-Founder of the BC Coalition to End Youth Homelessness. After her sudden passing, there was a province-wide outpouring of grief that translated into an urgent call to continue to her legacy. Having once described youth aging out of government care as the "superhighway

to homelessness,” the Coalition is working to deliver a new legislative proposal in Katherine’s honour. Katherine’s Rule will ensure no youth under the care of the provincial government will ever again “age out” of care and into homelessness. Join our panel of young leaders as they discuss the implications of Katherine’s Rule for the non-profit housing sector and discover how your organization can be a part of the movement to end youth homelessness in BC.

Presenters: TBC

T05 THE FINANCIALIZATION OF CANADIAN HOUSING: IMPACTS AND SOLUTIONS



Financialization of housing refers to the expanding role of financial markets and corporations in the field of housing. This panel of housing experts with varying perspectives will speak to the impact that it is having on the delivery of affordable housing and solutions to mitigate the most negative impacts.

Presenters: Martine August, University of Waterloo; Tom Davidoff, UBC; Nemoy Lewis and Alan Walks, University of Toronto; and Penny Gurstein, UBC (moderator)

T06 AN EASIER WAY: PROPERTY MANAGEMENT SOFTWARE



Are there tenant management and maintenance workflows at your organization that make work harder for tenant and facility management staff? If you often find yourself thinking, “There has to be an easier way to do this” or “I wish we could track this better,” then this is the session for you. Learn how a tenant and property management system can simplify rent roll, work orders, tenant correspondence, reporting and more. More Than a Roof Mennonite Housing Society will be on hand to share their experience and answer your questions.

Presenters: John McKenna, Arcori; BCNPHA Asset Management; and More Than a Roof Mennonite Housing Society

12:45 PM – 4:30 PM

T23 YOUR BRAIN IN POSITIVE



Please note session runs from 12:45 to 4:30 pm.
See page 35 for session description.

1:15 PM – 2:30 PM

T07 LEADING CHANGE: EQUITY, DIVERSITY, INCLUSION AND BELONGING



Join BC Housing for a discussion on how the organization is addressing racism, ableism and other forms of systemic discrimination through its new Office of Equity, Diversity, Inclusion and Belonging (OEDIB). BC Housing has crucial work already underway, such as asset management MOUs with First Nations and partnerships with a wide range of Indigenous housing organizations and non-profits that serve marginalized and equity-seeking communities. This presentation will be a thought-provoking discussion on how leaders can be a part of the change, and advance equity, diversity, inclusion and belonging within their organizations.

Presenters: Shayne Ramsay and Stephanie Allen, BC Housing and others TBC

T08 NON-PROFIT HOUSING DEVELOPMENT IN RURAL COMMUNITIES



Explore the results of community housing consultant Elevate Community Planning’s research highlighting new tools and resources being developed to support the small and rural community housing sector, as well as non-profit real estate development company New Commons’ unique approach to development work in small communities. Representatives from non-profits working with New Commons will share their perspectives on challenges faced and successes achieved in realizing their development goals, and what advice they would offer other non-profit housing developers looking to activate projects in small and rural communities.

Presenter: Dion Whyte, New Commons Development

T09 INVESTING FOR HOUSING PROVIDERS: CHALLENGES AND OPPORTUNITIES



For affordable housing providers, incorporating a suitable investment plan is a valuable step in planning for your future financial goals. Often times, there can be some tough roadblocks preventing you from moving forward on your investments – but all is not lost! Join Mike Ames, Investment Funds Advisor at Encasa Financial, for a discussion on the common investing challenges providers face, how to navigate through them and the opportunities available to help you achieve your financial goals.

Presenter: Mike Ames, Encasa Financial

T10 INDIGENOUS HOUSING: LEARNING THROUGH LIVED EXPERIENCE



A place to call home is a universal aspiration. The DRIPPA legislation and framework is relatively recent and funders, housing and service providers are still finding their way. The vision for inclusive housing is emergent. Join Joanne Mills, CLBC’s new Executive Director of Indigenous Relations, and a panel of Indigenous self-advocates and Indigenous service providers who will share their stories, experience, expertise, and thoughts around inclusive housing, culturally safe services, and what people are doing to find their way forward. Whether you are looking to develop Indigenous housing or are just interested in this topic, this is the session for you.

Presenters: Joanne Mills, Community Living BC; Indigenous Self-Advocates; and Indigenous Services Providers

T11 CREATING SAFER HOMES FOR REFUGEES



Join MAP's Housing Working Group as we discuss the housing experience and journey of refugee claimants in BC. You'll have the chance to listen to people with lived experience and learn from the research provided by settlement agencies and housing providers around the current challenges and future recommendations to find affordable housing for refugee claimants. A demonstration will be provided to showcase BC's Claimants Housing Referral and Data Management System (BC CHARMS) – the first in Canada. We look forward to facilitating this discussion through an inclusive and justice-oriented lens as we continue to create safer homes for refugee claimants.

Presenters: Doug Peat, Journey Home Community and additional presenters TBC

T12 PLANNING FOR A VIRTUAL WORKFORCE



Join us for this roundtable discussion moderated by BC Housing CIO Mike Klein. With technology taking a leading role in the workplace, let's discuss how technology can foster engagement among staff and prepare us for future challenges.

Presenter: Mike Klein, BC Housing

T13 POST-DISASTER BUILDING ASSESSMENTS



In the event of a disaster or emergency, housing providers, shelters and Single Room Occupancy hotels need to prepare a Business Continuity Plan. An important aspect of that work includes the ability to know if they can continue to safely use their facility. Our presentation will explore the Post-Disaster Building Assessments and how these assessments enable agencies and communities in an emergency to assess the safety of structures and allow people to remain or return to their homes as soon as possible. During the presentation we will share information, resources, and tools available from BC Housing to develop this capacity.

Presenters: Jeff Cornell and Pat Cullen, BC Housing

T14 MAKING RETROFITS WORK



There is so much value to be gained by societies when upgrading HVAC, lighting, and building envelope systems: longer-lasting equipment, improved temperature stability, and lower energy bills. But knowing where to start, and what you need to know before you get started (most importantly, how you'll pay for it), can be overwhelming. Fortunately, you have some players on your team who can make the process easier: BCNPHA's Asset Management team, professional engineers and other non-profit housing societies who have completed retrofits. Come meet with us to learn about how to make a retrofit go right.

Presenters: Andrew Hull, Vancouver Resource Society; Erich Klein, Baptist Housing; and Edward Beckett, BCNPHA

3:15 PM – 4:30 PM

T15 THOUGHT LEADERS' DIALOGUE: RECONCILIATION, RESPECT & RECOGNITION



Join AMHA CEO Margret Pfoh, morning keynote speaker Carol Anne Hilton, and special guests for a thought-provoking conversation on reconciliation and how we can all be involved in building a post-colonial future based on respect and recognition for the housing sector and beyond.

Presenters: Carol Anne Hilton, Indigenomics Institute and Margaret Pfoh, Aboriginal Housing Management Association

T16 THE RAPID HOUSING INITIATIVE: HOW FAST CAN YOU DELIVER?



Buckle up for a speedy overview of a recent initiative to quickly deliver housing. The Government of Canada, through CMHC, launched the Rapid Housing Initiative (RHI), a \$1-billion program to help address urgent housing needs of vulnerable Canadians, especially in the context of COVID-19. Deadlines were ambitious and the entire sector rose to the challenge. Hear first-hand from applicants on the process, progress, and what lessons from the experience can offer future policies and programs.

Presenter: Lance Jakubec, CMHC

T17 FINANCIAL FUNDAMENTALS OF AFFORDABLE HOUSING



Building new or redeveloping affordable housing presents many challenges, including complex financial scenarios. Join us for an engaging and interactive discussion that will dive into key levers that determine financial viability. Discussion of case studies that leveraged current funding programs will ground our session in real-world practice and demonstrate the impact on affordability.

Presenters: Lindsay Monk and Bronwyn McLean, M'akola Development Services

T18 DIALOGUE WITH GABRIELLE PETERS & DR. AMEIL JOSEPH: A FUTURE OF BUILDING JUSTICE



Join keynotes Gabrielle Peters, Dr. Ameil Joseph and others for an in-depth exploration of the concepts examined in the keynote conversation. This workshop will feature a variety of lived and professional experiences and raise questions about what accessibility is, who gets to define it and what the real obstacles and barriers are to disabled people living in the community. There will be surprising twists and contrasts that reflect the social model of disability analysis that it is not the person who presents the problem but the thinking

and design around them. Disabled people and disabled professionals will share what has worked and what hasn't and how building standards and funding methods help or hurt in this process.

Presenters: Gabrielle Peters, Disabled Writer and Policy Analyst; Dr. Ameil Joseph, Assistant Professor, McMaster University; Q, QueerCrip artist, educator, consultant; Spring Hawes, Board Member, Interior Health; Thea Kurdi, VP DesignABLE Environments; and Amina Yasin, Urban and Regional Planner

T19

HOUSING PROVIDERS' COMMUNITY OF PRACTICE: UNDERSTANDING ANTI-RACISM



Throughout 2021, BCNPHA has held a series of workshops called Understanding Anti-Racism, led by expert facilitators Jamie Joanou and Erica-Nicole Griffin. Hear from a panel of workshop participants about the successes and the challenges that they have faced integrating some of what they have learned into their professional and personal lives, and learn about what you might be able to glean from challenging your own perceptions of race, racism, and how to be anti-racist.

Presenters: Jamie Joanou and Erica-Nicole Griffin, Monday Morning Consultants

T20

RESIDENT RELOCATION EXPERIENCES



Tenant relocation will continue to be a challenge for redeveloping aging not-for-profit buildings, especially when there are limited affordable housing homes available. Learn from the experience of two not-for-profits that have successfully relocated residents over the last three years. They will share with you their approaches to creating positive resident relocation experiences from challenging situations.

Presenter: Lilian Chau, Brightside Community Homes Foundation

T21

ASSET MANAGEMENT IN INDIGENOUS COMMUNITIES



BC Housing has entered into several partnerships with First Nations to share best practices related to Asset Management. This presentation will be a review of the lessons learned to date through this unique, first of its kind partnership in Canada. Join the discussion with Rod Hill, Director Indigenous Asset Management and partners from the Scw'exmx Tribal Council and Nisga'a Lisims Government for this exciting webinar.

Presenters: Rod Hill, BC Housing; Daana Magi, Scw'exmx Tribal Council; and John Johannson, Nisga'a Lisims Government

T22

COPY-AND-PASTE PERFORMANCE? BACKSTAGE AT VIENNA HOUSE



A new housing complex underway in Vancouver aims to advance innovative solutions to affordability, climate change, and social equity. BC Housing's 101-unit Vienna House project is testing materials and processes intended to deliver Passive House performance with very low greenhouse gas emissions — think prefab and renewable components, digital twinning, integrated design, and more. With UBC documenting every step of the process from early design to occupancy, Vienna House could serve as a template for building affordable housing communities across BC, and beyond. Join this session for an inside look at this cutting-edge project-in-progress from the project team.

Presenters: Ren Bai, BC Housing; Lee-Anne Michayluk, More Than a Roof; and John Wall, PUBLIC Design + Communication

T23

YOUR BRAIN IN POSITIVE



Organizations thrive when individuals find relevance and meaning that are of benefit to them, their teams, their community, and their organization. In this 3.5-hour session, learners will explore the components of positive psychology, including factors such as gratitude, individual strengths and mindfulness/meditation. The session will also discuss the application of brain plasticity in order to "rewire our brains," with the goal of encouraging learners to continue on a path of well-being that will reap both personal and professional benefits. Note: this session will be delivered on the JIBC Blackboard learning platform and registrants will be sent a separate access link prior to the event. Session is limited to 25 max.

Please note session runs from 12:45 to 4:30 pm.

Presenter: Michal Fedeles, Justice Institute of BC

PRESENTED BY BC HOUSING

4:30 PM – 6:00 PM

T24

INCLUSIVE COMMUNITIES



Building inclusive communities goes beyond having a welcome package for new members. In this session, we'll look at how we can create communities which are inviting and supportive for diverse groups and engage practices to ensure all housing members are included.

Presenter: Tolu Aladejebi with Black in Hospitality

PRESENTED BY CHF BC

Session Descriptions / Day 3

WEDNESDAY, NOVEMBER 17

STREAMS

LEADERSHIP

OPERATIONS

ASSET MANAGEMENT

APPLICABLE TO ALL

ENGAGEMENT LEVELS



LISTEN

Pop on your headphones and go for a walk – these sessions are perfect for listening and absorbing new information.



LISTEN + ASK

Listen and ask questions in these webinar-format sessions with Q & A time.



LISTEN + ASK + INTERACT

These sessions ask participants to interact with the facilitator and each other.

Please note: Presenters are subject to change.

10:00 AM – 11:30 AM

W01 FINANCIAL BEST PRACTICES FOR BOARDS



In this virtual workshop we will take you through the highlights of best practices pertaining to: the role of the Treasurer and other financial volunteers and staff, privacy issues, fraud prevention, dealing with regulatory bodies (CRA etc.), and tips for basic financial management. Best suited for treasurers and financial volunteers or staff of small to medium sized non-profit organizations. This session is limited to 40 participants.

Presenter: Susan Lucato, Accountant

W02 SUCCESSION PLANNING



We all need to manage succession planning – whether on the board, leadership or staff. It can be done either through a planned thoughtful process, or by a reactive and possibly emergency basis. At the very least, there are five simple elements you need to be aware of to ensure the process is as planned and painless as possible. Join us for this session that offers discussion and direction to make your succession planning transitions easier. Participants will learn the five key elements of planned successions, understand the transitional cycle, and become aware of gaps. This interactive session is limited to 30 participants maximum.

Presenter: Frank Atnikov, Frank Growth Solutions

W03 SOCIETIES ACT 101



A new BC Societies Act came into force in late 2018, and many organizations are still grappling with what these changes mean for their operations. This workshop will provide you with the key information you need to know to ensure your organization complies with the new BC Societies Act, and will provide various resources that can help your society function more effectively, and in line with current legislation.

Presenter: Martha Rans, Pacific Legal Education and Outreach Society

W04 CHILDCARE SPACES IN HOUSING DEVELOPMENT



Creating childcares spaces within housing developments is an important aspect in creating housing that meets the needs of tenants. Join our panel presenters as they share their experience in incorporating childcare spaces within non-profit housing projects. Learn how YWCA Vancouver, Atira Women's Resource Society, Metro Vancouver Housing, and M'akola Development Services dealt with policy and bylaw challenges; lessons they learned along the way; design considerations for incorporating childcare; and the impact having childcare on site has had on residents.

Presenters: Atira Women's Resource Society, Metro Vancouver Housing, M'akola Development Services

W05

LESSONS LEARNED FOR SUPPORTING WOMEN EXPERIENCING VIOLENCE



The Getting Home Project has worked for three years on reducing barriers to housing for women fleeing violence across BC. Participants in this session will learn about the solutions, partnerships, and policy recommendations that have come out of this project, including BC Housing's pandemic response that set up expansion sites to allow for physical distancing at the existing Women's Transition Housing and Supports Program (WTHSP) sites for women or their children requiring their own room during the pandemic. Learn about the impact COVID-19 had on programs for women and children fleeing violence and lessons learned in operating WTHSP sites during a pandemic.

Presenters: Tanyss Knowles, BC Society of Transition Houses and Sairoz Sekhon, BC Housing

W06

HOARDING: A HARM REDUCTION APPROACH



Hoarding is a complex and challenging psychological disorder that may lead to negative consequences for both the individual and the community. Given the necessity of physical distancing, it has become even more critical that housing providers find ways to support tenants who may be socially isolated. This session provides information about using harm reduction principles to help tenants with hoarding behaviour. Participants will discuss harm reduction strategies and accessing helpful hoarding resources, as well as pest-control issues and prevention, the clutter removal process, and the post-clean-out care process.

Presenters: Dylan Goggs, CleanStart BC and Hoarding Education Action Team representatives

W07

MEDIATING CONFLICT IN SOCIAL HOUSING



The COVID-19 pandemic has created mental stress for clients, staff, and tenants alike. For some tenants, complying with and managing isolation has been a challenge - they may be unable or unwilling to stop welcoming visitors, leading to conflict between tenants or tenants and staff. Folks have been physically and emotionally strained through the course of one of the most challenging years in recent memory, and the importance of effective conflict resolution cannot be overstated. Join this informative session to learn more about what tools housing providers can use in resolving conflicts.

Presenter: TBC

W08

PROPERTY MANAGEMENT FORUM



Property and asset managers in non-profit housing face unique challenges, and often on their own. Join us to meet with peers from across BC to discuss the topics and concerns you want to address. Specifically geared to those who manage building assets, this forum is a way to connect with other societies to expand your network of support. Get ready to share your ideas, challenges, and solutions. Please note this session is for non-profit housing staff only.

Presenters: BCNPHA Asset Management team



How to Register

Please visit conference.housingcentral.ca and see the registration tab at the top.

CONFERENCE FEES

BCNPHA GST REGISTRATION #14061 4652 RT

| FEES SUBJECT TO GST | MEMBER | NON-MEMBER |
|---|--------|----------------|
| Early Bird Full Conference (November 15 – 17) Ends September 30 | \$195 | Not applicable |
| Regular Full Conference (November 15 – 17) | \$295 | \$345 |

CONFERENCE BURSARIES

Bursaries are available to non-profit staff and board members, as well as students and emerging professionals, to assist with registration fees. We are pleased to offer two bursary options for our delegates this year. Visit conference.housingcentral.ca for applications, or contact events@bcnpha.ca.

Application deadline: October 22, 2021

NON-PROFIT CONFERENCE BURSARY

In addition to staff and board of non-profit societies, we encourage peer-support workers and frontline staff to apply.

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YOUNG PROFESSIONALS BURSARY

Are you beginning your career in the community housing sector? This bursary is designed to support your introduction to the housing sector and covers registration fees for students and emerging professionals (30 and under).

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Do you require additional funds for your childcare needs?

Please contact events@bcnpha.ca for more details.

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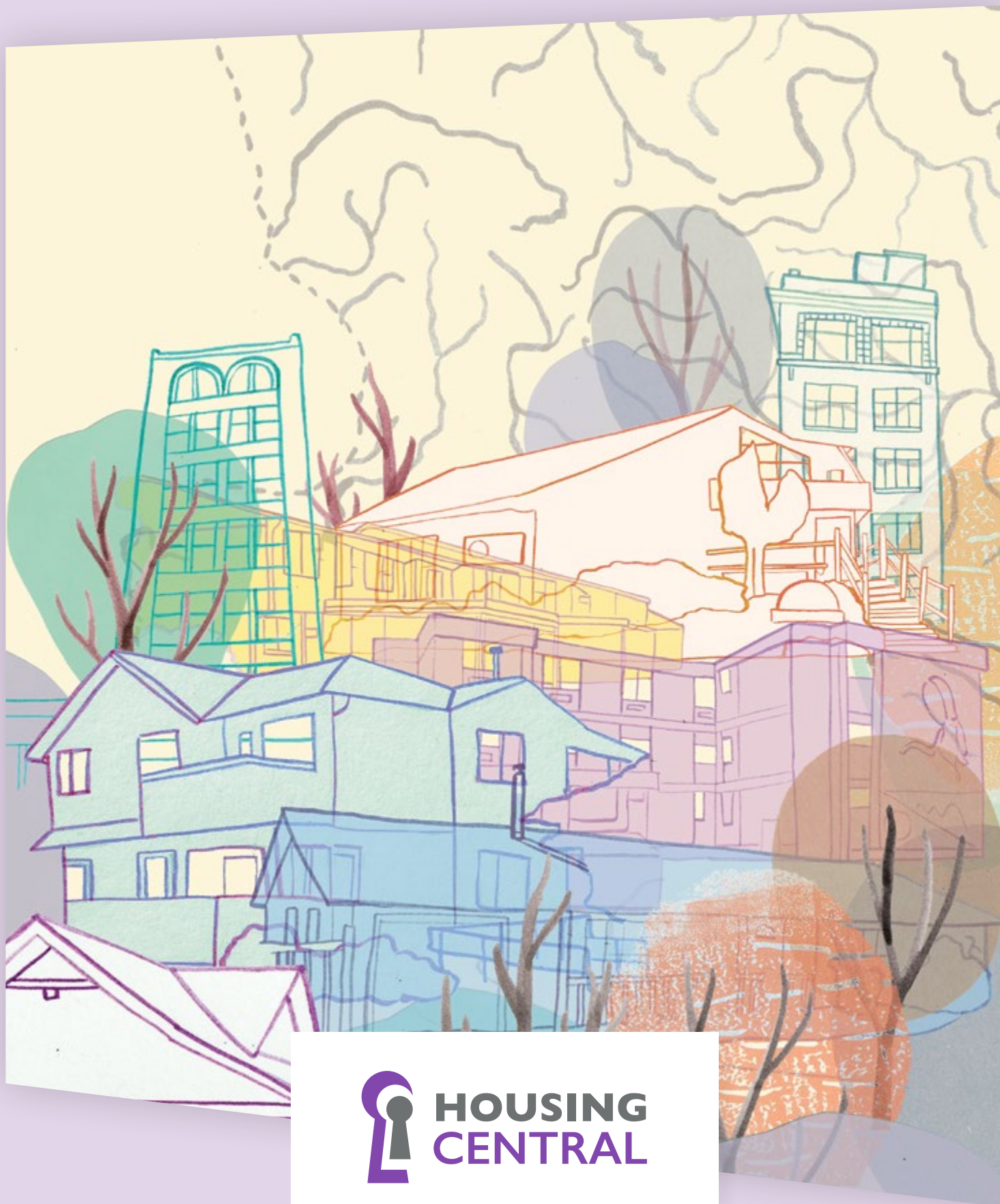


GOLD



SILVER





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