



PROGRAM

50TH

NATIONAL CONGRESS ON

HOUSING AND HOMELESSNESS

OTTAWA • April 24 -26, 2018



**CANADIAN HOUSING
& RENEWAL ASSOCIATION**

As this year's host to the 50th National Congress of the Canadian Housing Renewal Association we are pleased to...

Welcome you to the City of Ottawa!



We hope you enjoy all of the wonderful events and workshops at this year's Congress and also make time to visit and enjoy all that our nation's capital has to offer.

In 2013, we reached out to people in our community with lived experience of homelessness or who were experiencing housing insecurity to ask "what does a home mean to me"? The compelling thoughts of Ottawa's children we see on these postcards resonate with all of us.

Home is the foundation upon which people build their lives, nurture their physical, social and economic well-being and engage in their communities. Having an adequate supply of suitable and affordable housing is key to building vibrant, inclusive, and sustainable communities and a liveable city for generations to come.

In 2014, the City of Ottawa made a commitment to Ottawa residents through our Ten Year Housing and Homelessness Plan. A commitment to an integrated system of housing and supports that is responsive, accessible and relevant. A commitment to ensure that people in our City have access to suitable, affordable housing with the supports they need as their life circumstances change.

Annually, the \$16M municipal Housing and Homelessness Investment Plan invests in initiatives that make a difference in the lives of Ottawa's residents by providing financial supports and programs that help people find and keep housing and improve the quality of their lives.

Through collaboration with other levels of government, strong partnerships, innovation, impactful investments, and by remaining steadfast in our intentions to improve the lives of our most vulnerable residents we are creating... **"a city where everyone has a place to call home"**

What does a "home mean to me"?

"Happiness and security"



"Family and a place to eat"



"A wish come true"





Jim Watson
Mayor/Maire

**Office of the Mayor
City of Ottawa**

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On behalf of Members of Ottawa City Council, it is my distinct pleasure to extend a warm welcome to all those participating in the **50th National Congress on Housing and Homelessness**, hosted by the **Canadian Housing and Renewal Association (CHRA)**, and taking place in our nation's capital from April 24th to 27th 2018.

I want also to congratulate the CHRA on the auspicious occasion of its 50th anniversary. I am equally delighted that Ottawa has been selected as the host venue for this educational meeting, providing a valuable forum for affordable and social housing stakeholders to network, share knowledge and ideas, as well as explore initiatives to increase capacity and innovation in sustainable affordable housing practices in the framework of Canada's first National Housing Strategy. In addition, this national gathering will serve as a platform for representatives of the homelessness and housing community to examine possibilities to forge partnerships for investment in infrastructure and services.

As Head of Council, I want to acknowledge the CHRA, keynote speakers, exhibitors and sponsors for dedicating efforts, expertise and resources to the successful organization of this annual Congress of international scope.

As Mayor of the host city, I invite visitors to explore the Ottawa Sports Hall of Fame and the Barbara Ann Scott Gallery at City Hall, as well as the revitalized Lansdowne park, its restored heritage pavilions, and new TD Place, home of the Ottawa REDBLACKS CFL team, and Ottawa Fury FC United Soccer League team.

Allow me to offer my best wishes to the participants for a productive and rewarding assembly, as well as to the visitors for a most enjoyable stay in Ottawa.

Sincerely,

Jim Watson
Mayor
City of Ottawa

Table of Contents

At-a-glance	5
Thank you!	6
Sponsors	7
Tradeshow & Exhibitors	8
April 24th Pre-Congress Day	10
• Innovation Forum	10
• Indigenous Caucus	12
• Housing Course	14
April 25th Congress Day One	16
April 26th Congress Day Two	22
CHRA Awards Winners	28
WIFI, Special Presentation & City Map	30
Things to do in Ottawa	32
Delta Maps	34



MONDAY APRIL 23			Welcome. Our Congress schedule is packed and we hope that you will take some time to select which workshops you plan to attend. Unless indicated, most workshops are first-come, first-served so please arrive on time to get a seat and minimize disruption.			
PRE-CONGRESS TUESDAY APRIL 24			DAY 1 WEDNESDAY APRIL 25		DAY 2 THURSDAY APRIL 26	
Registration (5:00pm - 8:00pm)			Registration (Opens 7:00am) Breakfast (7:30am - 8:30am) Tradeshow (All day)		Registration (Opens 7:00am) Breakfast (7:30am - 8:30am) Tradeshow (All day)	
*Housing Course (8:30am - 12:00pm) Break	*Innovation Forum (8:30am - 12:00pm) Break	*Indigenous Caucus (8:30am - 12:00pm) Break	Opening Ceremonies (8:30am - 10:30am) 30 min. Break Workshops (11:00am - 12:30pm)			Keynote Address (8:30am - 10:30am) 30 min. Break Workshops (11:00am - 12:15pm)
Lunch (12:00pm - 1:00pm)			Lunch (12:30pm - 1:30pm)		Yardi Awards Luncheons (12:30pm - 2:00pm)	
*Housing Course Continues (1:00pm - 3:00pm) Break	*Innovation Forum Continues (1:00pm - 3:00pm) Break	*Indigenous Caucus Continues (1:00pm - 3:00pm) Break	*Mobile Tours (2:00pm - 4:30pm) Arrive 30 minutes prior to departure Workshops (2:00pm - 3:30pm)			Workshops (2:00pm - 3:30pm) *Mobile Tours (2:00pm - 4:30pm)
Technical Update on the National Housing Strategy by CMHC (3:30pm - 4:30pm)			Election 2019 Townhall (4:00pm - 5:00pm)		Film Screening - Project Cold Days (2:00pm - 4:00pm) Annual General Meeting (4:30pm - 5:30pm)	
FREE TIME			FREE TIME		FREE TIME	
Meet & Greet Reception (6:00pm - 8:00pm) @ Horticulture Building (Lansdowne Park) 1525 Princess Patricia Way			President's Reception 60s Theme Party (Starts at 5:30pm) @ Penthouse - Delta City Centre Hotel			Closing Ceremonies (7:00pm - 9:00pm) @ Museum of History - Grand Hall 100 Laurier St, Gatineau, QC
Early Career Professionals Pub Night (7:00pm - 9:00pm) @ Craft Beer Market (Lansdowne Park) 975 Bank St.						



Free time



Social Events



Meal included with registration



Joint Sessions



Buses will be leaving from the hotel for these events. Please refer to the session descriptions for departure times.



Some mobile tours and social events require a moderate amount of walking.

*Advance registration required

Free time

Social Events

Meal included with registration

Joint Sessions



Buses will be leaving from the hotel for these events. Please refer to the session descriptions for departure times.



Some mobile tours and social events require a moderate amount of walking.

*Advance registration required

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Director, Making the Shift Youth Homelessness Social Innovation Lab, Canadian Observatory on Homelessness

Kristen Holinsky

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Yolaine Ruel

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A big thank you to all our volunteers!

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A special thank you to Tartan Homes, and Alberta Network of Public Housing Agencies, Lived Experience Sponsors for Congress 2018!

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Stéphanie-Madeline Leduc
Manager, Policy and Research

Tradeshow Schedule & Exhibitors

The trade show will take place on Wednesday April 25 and Thursday April 26 (7:30am – 5:00pm) in the Delta Hotel Lobby.

The schedule is as follows:

EXHIBITOR SET UP

April 24th 3:00pm - 6:00pm

April 25th 6:00pm - 8:00pm

TRADESHOW | APRIL 25TH AND APRIL 26TH

Open All Day 7:30am - 4:45pm

Breakfast 7:30am - 8:30am

Morning Break 10:30am - 11:00am

Lunch 12:30pm - 1:30pm

Dessert & Coffee 1:30pm - 2:00pm

Exhibitor Move Out 4:45pm - 5:45pm

EXHIBITORS

WEDNESDAY APRIL 25TH | CONGRESS DAY 1

- Alberta Rural Development Network
- Arcori ISTLC Group (AIG)
- Enbridge
- Encasa
- First National Financial LP
- Iler Campbell
- Smart Burner™ Fire Prevention Products
- Q.W. Page Associates Inc. - NewViews Accounting Software
- Vancouver Native Housing - Skwachays Lodge Hotel & Gallery
- Yardi

THURSDAY APRIL 26TH | CONGRESS DAY 2

- Northgate Public Services
- Vancouver Native Housing Skwachàys Lodge
- Raising the Roof
- Us and Them
- André Picard
- Karen Fleming
- The Beading Drum Jewellery Originals
- Tammy Beauvais Designs



This program and the official branding of
CHRA'S 2018 Congress were designed by **TANDEM**

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Some cover images taken from the CMHC archive: <ftp://ftp.cmhc-schl.gc.ca/chic-ccd/photos/>



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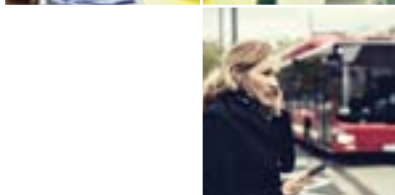
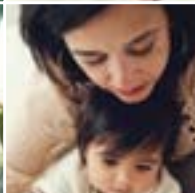
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A place to call home



Please visit www.placetocalhome.ca for more information on the National Housing Strategy initiatives, launching this spring.



TUESDAY AT-A-GLANCE

7:00am
Registration Opens

7:30am - 8:30am
BREAKFAST
Delta Ballroom Foyer

8:30am - 3:30pm
Pre-Congress Streams

STREAM 1: CHRA INNOVATION FORUM
Ballroom A

STREAM 2: INDIGENOUS CAUCUS
Ballroom B

STREAM 3: HOUSING COURSE
Chaudière Room

12:00pm - 1:00pm
LUNCH
Delta Ballroom Foyer

3:30pm - 4:30pm
**TECHNICAL UPDATE ON THE
NATIONAL HOUSING STRATEGY BY
CMHC**
Ballroom ABC

6:00pm to 8:00pm
Meet & Greet Reception
@ Lansdowne Horticulture Building
1525 Princess Patricia Way.
Cash bar ONLY.
*Buses will be available from the hotel lobby
as of 5:30pm*

7:00pm to 9:00pm
Early Career Professionals Pub Night
@ Craft Beer Market
975 Bank St.

Registration is open from 5:00pm to 8:00pm on Monday, April 23 2018.

TUESDAY APRIL 24TH | PRE-CONGRESS

7:30am - 8:30am

BREAKFAST

Delta City Centre Ballroom Foyer

8:30am - 3:30pm

STREAM ONE: CHRA INNOVATION FORUM

Ballroom A

Rebuilding our Knowledge Capacity: Knowledge Creation and Mobilization in the Housing Sector

MC: Dominika Krzeminska, Director, Programs & Strategic Initiatives, Canadian Housing and Renewal Association

SIMULTANEOUS
TRANSLATION



8:30am - 8:50am

Opening Remarks

Simon Lahoud, Director, Innovation Fund and Federal Land Disposition, Canada Mortgage & Housing Corporation (CMHC)

8:50am - 9:30am

KEYNOTE

The UK Housing Sector and Examples of Mobilizing Knowledge into Action

Paddy Gray, Professor Emeritus of Housing, Ulster University (Northern Ireland)

Paddy Gray is an established academic and has wide experience of academic and applied research with over 300 publications on housing related issues. In 2010 he was appointed the first ever Irish President of the Chartered Institute of Housing UK. He has extensive experience in the voluntary sectors and is Chair of Connswater Homes in Northern Ireland and was until recently Chair of Citizens Advice Derry for 22 years. He has also chaired Ulidia Housing Association, Open Door HA and SHAC Housing Association. He is a Board member of First Housing, CAB, NALs UK, Tuath Housing Association and Threshold in the Republic of Ireland.



Paddy Gray

9:30AM - 10:30AM

The Current Knowledge Landscape in Canada

This panel will discuss the current state of housing and homelessness research in Canada, and how their organizations are ensuring that knowledge being created is mobilized to produce tangible benefits for the community.

Janet Kreda, Manager, Housing Needs Research, Canada Mortgage and Housing Corporation (Nat'l)

John Ecker, Director of Research and Evaluation, Canadian Observatory on Homelessness (Nat'l)

Karen Hemmingson, Chief Research Officer, BC Housing (BC)

Sheldon Pollett, Executive Director, Choices for Youth (NL)

Moderator: Tim Aubry, Professor, University of Ottawa

10:30am - 11:00am

BREAK

11:00am - 12:00pm

Social Innovation Labs, Solution Labs, and Research Networks

Social Innovation Labs go by various names but their aim is the same, to work collaboratively towards solving complex societal problems that require systems change. In this session, we will hear from speakers working to drive systemic solutions, lead policy development, and produce healthy outcomes, through collaborative and creative processes.

Mike Bulthuis, Director, Making the Shift: a Youth Homelessness Social Innovation Lab, Canadian Observatory on Homelessness (Nat'l)

Stéphane Giguère, CEO, Ottawa Community Housing Corporation; and Global Research Network on Affordable and Social Housing Innovations (ON)

Carmen Lansdowne, Executive Director, First United Church Community Ministry Society (BC)

Moderator: Esther de Vos, Director of Research, Policy and Education, Capital Region Housing (AB)

A WAY HOME

Working Together to
End Youth Homelessness
in Canada

 A Way Home
 @AWayHomeCa
AWayHome.ca



12:00pm - 1:00pm

LUNCH

1:00pm - 1:30pm

CMHC Presentation on the National Housing Strategy Research Programming

René Babin, *Specialist, Knowledge Mobilization, Canada Mortgage and Housing Corporation*

Catherine Soroczan, *Senior Specialist, Housing Research, Canada Mortgage and Housing Corporation*

1:30pm - 3:00pm

Co-designing our Housing Futures

What does it take to deliver person-centred services in the social services sector? How do we actually move from working in silos to working collaboratively within our organizations and institutions? This session will explore design and systems thinking methods for understanding the lived experiences of the people we serve; tools for working with other stakeholders in the housing and homelessness systems; and strategies for involving the people we serve in the design process.

This workshop will give participants the opportunity to work with empathy-based tools and to participate in a peer forum discussion towards leading change in their organizations and workplaces.

Adrienne Pacini, *SHS Consulting*; **Julie Sommerfreund**, *The Moment*; **Lorraine Randell**, *Overlap Associates*

3:00pm - 3:30pm

BREAK



SAVE THE DATE

REGENERATION FORUM 2019

March 25-26  Marriott Eaton Centre Hotel  Toronto

[Learn More at HSCORP.CA](http://LearnMoreatHSCORP.CA)



CHRA's Innovation Forum 2018 would not be possible without the generous support of Canada Mortgage and Housing Corporation

HOUSING PROFESSIONALS MENTORSHIP PROGRAM

Learning, leadership development and mentorship
for housing professionals across Canada



CHRA-ACHRU.CA/HPMP

STREAM 2: INDIGENOUS HOUSING CAUCUS DAY

8:30am - 3:00pm

Ballroom B

Bringing the Future into Focus

This collaborative forum is an exciting opportunity for anyone with an interest in Indigenous housing to learn, network, explore partnerships and opportunities, and be part of the largest Indigenous housing event that gathers participants from every region and corner of Canada.



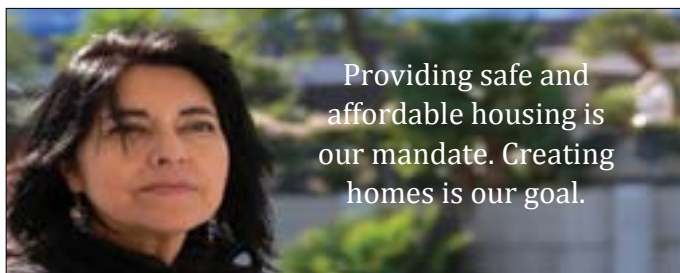
**MAKOLA
DEVELOPMENT
SERVICES**

Interactive sessions are geared towards developing priorities and recommendations for the forthcoming Indigenous Housing Strategy and making Indigenous housing and homelessness a Federal Election 2019 platform issue.

Facilitator: **Patricia Baxter**

KEYNOTE: Adam Vaughan, *Parliamentary Secretary to the Minister of Families, Children and Social Development (Housing and Urban Affairs)*

Adam Vaughan brings a lifetime of experience to federal politics. Adam was elected twice to Toronto City Council before voters sent him to Ottawa to represent urban issues in Parliament. During his time on the Toronto City Council led successful campaigns to rebuild and revitalize existing public housing stock while initiating new policies to create family housing, supportive housing and new co-op housing programs. In 2014 Adam was appointed the Liberal Critic for Housing and Urban Affairs and worked with Justin Trudeau, Liberals and local governments across the country to re-establish a national housing policy as part of a new urban agenda for Canada. In 2017, Adam was appointed as Parliamentary Secretary to the Minister of Families, Children and Social Development (Housing and Urban Affairs). That same year, Adam was appointed to chair an Advisory



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**Métis Nation
of Ontario**

Committee on Homelessness composed of experts and stakeholders in the field of homelessness to support the renewal of the Homelessness Partnering Strategy.

SESSION ONE

Indigenous Caucus Year in Review

The Indigenous Caucus Working Group reflects on the activities and achievements over the last year, and sets the stage for interactive discussions on key issues and initiatives for the coming year.

Richard George, *President, Vancouver Native Housing Society*
Justin Marchad, *Executive Director, Ontario Aboriginal Housing Services*

10:00am - 10:30am

BREAK

Delta Ballroom Foyer



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SESSION TWO

“For Indigenous, By Indigenous” Housing Strategy

This session will focus on a new housing strategy for Indigenous Peoples living in metropolitan, urban, rural and northern (MURN) areas of Canada. Building on discussions from Caucus Day 2017, CHRA's Indigenous Caucus policy paper to the federal government containing Recommendations for an Urban and Rural Indigenous Housing Strategy (June 2017), and the opportunity to include our housing interests under the federal Indigenous Housing Strategy, this session will propose a new organisational framework for a MURN Indigenous housing strategy. Following a panel presentation and brief Q&A period, delegates will have the opportunity to provide input on the proposed strategy via an interactive discussion session.

Marc Maracle, *Executive Director, Gignul Non-Profit Housing Corporation*
Christin Swim, *General Manager, Skigin-Elnoog Housing Corporation*

12:00pm - 1:00pm

LUNCH

SESSION THREE

Bringing the Future into Focus

Housing forms the foundation for vibrant Indigenous communities, and a robust Indigenous housing strategy should include a view of housing as an integral part of the reconciliation process. This is a watershed moment and a federal commitment to a metropolitan, urban, rural, and northern Indigenous Housing Strategy continues to be a meaningful advocacy objective for CHRA and the Indigenous Caucus. Through a panel presentation and interactive group discussion, this session will consider how best to advance a strong advocacy campaign, particularly as we look ahead to federal election 2019.

Marc Maracle, *Executive Director, Gignul Non-Profit Housing Corporation*
Susan McGee, *CEO, Homeward Trust Edmonton*

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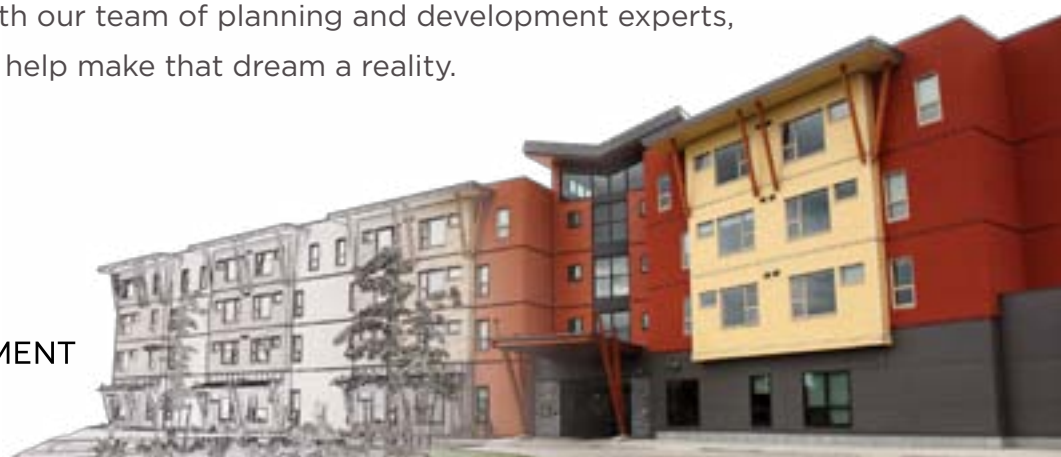
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pour toutes nos communautés autochtones en
Colombie Britannique.

STREAM 3: HOUSING COURSE

8:30am - 3:30pm

Chaudière Room

Fundamentals of Housing Policy and Governance: Past, Present and Future

This one-day course is designed as a primer for people that have recently moved into employment in the affordable housing sector and wish to develop a better understanding of the housing system and how it has evolved. It is the legacy of past events and policies that frame many of the challenges today.

This course will examine and discuss the origins and characteristics of social housing programs and the legacy effects these now create. It will review recent housing policy trends and the challenges, and opportunities these have added. Finally, it will discuss the new National Housing Strategy and how to take advantage of emerging opportunities. Note: This course will include participation in a technical update session on the National Housing Strategy at 3:30pm.

Instructor: **Steve Pomeroy**, Senior Research Fellow, Centre for Urban Research and Education, Carleton University & Principal, Focus Consulting Inc.



3:30pm - 4:30pm

TECHNICAL UPDATE ON THE NATIONAL HOUSING STRATEGY BY CMHC

SIMULTANEOUS
TRANSLATION

Ballroom ABC

In November 2017, the federal government unveiled its long-awaited National Housing Strategy. The Strategy contained \$40 billion in investments in social and affordable housing over the next 10 years. This session will provide delegates with an update on the implementation of the National Housing Strategy, including information on how to access some of the new programs that will be available, and a status update on the programs and policies attached to the Strategy that are still forthcoming. Senior representatives from CMHC will be on hand to present and answer questions.

Presenters: **Patricia Roset-Zuppa**, Director of Housing Needs, Canada Mortgage and Housing Corporation; and, **Vivian Chih**, Affordable Housing Consultant, Canada Mortgage and Housing Corporation

Social Event

6:00pm to 8:00pm

Meet & Greet Reception

@ Lansdowne Horticulture Building
(1525 Princess Patricia Way.)



Cash bar

Shuttle Buses leave the Delta Hotel starting at 5:30pm until 6:30pm

The last bus from Lansdowne to the Delta Hotel departs at 9pm.



Join us as we gather at the Horticulture Building at Lansdowne Park, a historic sports, exhibition and entertainment facility in central Ottawa. Meet & Greet with old and new colleagues. Sample great food by Foodworks, a homeless youth social enterprise operated by Operation Come Home. Listen to live music by the Big Bucket Band, a group of six dedicated musicians that operate out of Ottawa Salus, a local supportive housing organization. Take a stroll through Lansdowne and see all that it has to offer!

7:00pm to 9:00pm

Early Career Professionals Pub Night

@ Craft Beer Market (975 Bank St.)

Shuttle Buses leave the Delta Hotel starting at 5:30pm until 6:30pm

The last bus from Lansdowne to the Delta Hotel departs at 9pm.

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WEDNESDAY AT-A-GLANCE

7:00am
Registration Opens

7:30am - 8:30am
BREAKFAST
Delta Ballroom Foyer

8:30am - 10:30am
Opening Ceremonies
Ballroom ABC

11:00am - 12:30pm
Five Concurrent Workshop Sessions

12:30pm - 1:30pm
LUNCH
Delta Ballroom Foyer

2:00pm - 4:30pm
Mobile Tours
Tours will leave promptly from the hotel lobby so please arrive by 1:30pm

2:00pm - 3:30pm
Four Concurrent Workshop Sessions

4:00pm - 5:00pm
Election 2019 Townhall
Ballroom C

5:30pm
President's Reception
60s Theme Party @ Delta City Centre Hotel Penthouse

WEDNESDAY, APRIL 25TH | CONGRESS DAY ONE

7:30am - 8:30am

BREAKFAST

Delta City Centre Ballroom Foyer

8:30am - 10:30am

Opening Ceremonies

Ballroom ABC

The 50th Anniversary National Congress on Housing and Homelessness gets underway at our opening ceremonies. Executive Director Jeff Morrison will serve as MC, with an array of local and national speakers to officially kick off Congress in style.

SIMULTANEOUS
TRANSLATION

Remarks will be delivered by:

- **Stéphan Corriveau**, President, Canadian Housing and Renewal Association and Directeur général, Réseau Québécois des OSBL d'habitation
- **Brian Gilligan**, Chair, Congress Organizing Committee, and Vice President, Ottawa Community Housing
- **Peter Altobelli**, Vice President and General Manager, Canada, Sales, Yardi
- **Mayor Jim Watson**, City of Ottawa
- **The Hon. Peter Milczyn**, Minister of Housing (Ontario) (invited)
- **The Hon. Jean-Yves Duclos**, Minister of Families, Children, and Social Development



10:30am - 11:00am

BREAK

Ballroom Foyer and Lobby



Appraisal Institute of Canada

Institut canadien des évaluateurs

11:00am - 12:30am

Five Concurrent Workshop Sessions

1. Interactive Roundtable on Homelessness

Panorama Room (Penthouse)

Join this unique interactive workshop that will allow delegates to participate in three of six thirty-minute roundtable presentations. Each roundtable will provide an intimate, focused presentation, through small group discussion.



Youth Homelessness Prevention in Canada: Youth's perspectives on what it would take

Kaitlin Schwan, Postdoctoral Fellow, Canadian Observatory on Homelessness (ON)

Towards Health and Well-being through Cultural Community

Kathy Stinson, CEO, Victoria Cool Aid Society (BC)

Putting Technology to Use in Preventing and Ending Homelessness: Innovations from Canada and Beyond

Dr. Alina Turner, Principal, Turner Strategies (AB)

Single Women Experiencing Chronic Homelessness

Mary-Elizabeth Vaccaro, McMaster U/Women's Housing Planning Collaborative (ON)

Cross-sectoral Collaboration to Solve Homelessness Across Canada

Abe Oudshoorn, Assistant Professor, Western University (ON); and Kristy Buccieri, Assistant Professor, Trent University (ON)

Park Bench World Making: On sitting still, passing time and envisioning futurity

Sam Stiegler, PhD Candidate, University of British Columbia (BC & NY)

Moderator: **Melanie Redman**, President and CEO, A Way Home Canada

2. Financing, Land and Organizational Capacity:

Affordable housing development

Capitale

Affordable housing development is contingent on three pillars: money to finance, land to build, and organizational capacity to execute. Learn from Housing Services Corporation about efforts to tackle the lack of long term financing as a gap to developing affordable housing, including the creation of a sector bank providing innovative funding to housing development projects across Canada. Rehabitat will talk about the Saint John Land Bank – a tool to acquire lands that are in an acute state of decline and reposition them for productive use, such as affordable housing, that benefits the entire community. Hear from CAHDCO, a non-profit real estate development corporation about how best to organize, fund, and otherwise support affordable housing development by non-profit organizations.

Howie Wong, CEO, Housing Services Corporation (ON)

Kit Hickey, Executive Director, Housing Alternatives Inc. & Rehabitat Inc. (NB)

Graeme Hussey, President, CAHDCO (ON)

Moderator: **Kaye Melliship**, CHRA Regional Director, British Columbia; and Executive Director, Greater Victoria Housing Society

3. Housing Challenges and Opportunities for Newcomers to Canada

Chaudière

This session will explore newcomers' experiences of housing and homelessness in Canada. Findings, and policy implications, from two studies will be presented: a cross-Canada study on Syrian refugees' housing challenges of finding suitable and affordable permanent housing, based largely on interviews with Resettlement Assistance Program providers; and, a research project on hidden homelessness among newcomers in York Region (ON), asking the question of whether "doubling-up" with other families is merely a cultural preference or an involuntary response to affordability issues. This session will also feature IRCOM House discussing their holistic wrap around approach to providing safe, affordable, transitional housing for newcomers up to 3 years from arrival – the only such housing facility in Canada!

Damaris Rose, Professeure honoraire / Honorary Professor, Université INRS - Centre de recherche Urbanisation Culture Société (QC); and **Alexandra Charette**, PhD Candidate, University of Ottawa (QC)

Cassandra Vink, Principal, Vink Consulting (ON)

Dorota Blumczynska, Executive Director, Immigrant and Refugee Community Organization of Manitoba (MB)

Moderator: **Kristen Holinsky**, Executive Director, Alliance to End Homelessness Ottawa

4. Implementing a Right to Housing in Canada

Richelieu

The National Housing Strategy released by the Government of Canada in November 2017, recognized that housing rights are human rights and stated that the federal government is taking steps to progressively implement the right of every Canadian to access adequate Housing. Currently, the government is in the consultation phase on the key elements of a human rights based approach to housing, and the proposed approach to new legislation. This panel session, including international perspectives, will discuss what is meant by a rights based approach to housing and what it could mean for Canadians.

In this session CMHC will also provide an overview of their current approach.



SIMULTANEOUS
TRANSLATION

Leilani Farha, UN Special Rapporteur on Adequate Housing (UN)

Bruce Porter, Executive Director, Social Rights Advocacy Centre (ON)

Emily Kinama, Research and Litigation Associate, Katiba Institute (Kenya)

Juha Kaakinen, Chief Executive Officer, The Y-Foundation (Finland)

Moderator: **Dominika Krzeminska**, Director, Programs and Strategic Initiatives, Canadian Housing and Renewal Association

5. Innovations in Housing Stability in Ottawa

Frontenac

Ontario Non-Profit Housing Association's Innovations in Housing Stability project profiles eight unique initiatives that have helped diverse low- and moderate-income people find and keep a home that meets their needs – from Aboriginal families, seniors, and women leaving violence, to the previously homeless or those struggling with mental health or substance use issues. Two case studies will be showcased:

The Oaks: Enabling homeless alcoholics and people with serious physical and mental health challenges to stay housed and to rebuild their health and their lives.

Social Housing Registry of Ottawa: A provider-led system that breaks down funding silos to promote access to a wide range of affordable and supportive housing

Stephen Bartolo, Director of Operations, Shepherds of Good Hope (ON)

Ishbel Solvason, Executive Director, The Social Housing Registry of Ottawa (ON)

Michelle Coombs, Manager, Education and Member Services, Ontario Non-Profit Housing Association (ON)

Moderator: **Meg McCallum**, Past President, Ontario Non-Profit Housing Association

What's CCOC's secret sauce?

(Here's a hint: it's the people)

Want the recipe?

In 2019 CCOC will publish a book and a short film about our first 40 years, featuring interviews with the staff, volunteers and tenants who have made us what we are today. We'll be sharing content as it develops via social media and our blog. Follow along online.



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www.ccohousing.org



**Centretown Citizens
Ottawa Corporation**
housing the community since 1974

12:30pm - 1:30pm

LUNCH

Delta City Centre Ballroom Foyer

2:00pm - 3:30pm

Four Concurrent Workshop Sessions**1. Building Up: A renewal of social housing****Capitale**

In this session hear about the unique challenges facing Canada's northern Territories when it comes to modernizing their social housing portfolios. Ontario's Ministry of Housing will outline the key components of its Long-Term Affordable Housing Strategy Update and detail the province's recent work surrounding the modernization of social housing in Ontario. Wiener Wohnen, the public housing agency of Vienna will speak to the history of social housing as well as to the current situation of social housing in Vienna – specifically the split of social housing as public housing by the city of Vienna, and subsidized housing by non-profit housing cooperatives.

Tom Williams, President, Northwest Territories Housing Corporation (NWT)

Janet Hope, Assistant Deputy Minister, Ministry of Housing, Government of Ontario (ON)

Karin Ramser, Director of Wiener Wohnen, Public Housing Agency of Vienna (Austria)

Moderator: **Douglas Wong, Program Manager,** Policy and Government Relations, Co-operative Housing Federation of Canada

2. Strengthening & Diversifying Affordable Housing Portfolios & Operations

Richelieu

In this session, learn about the potential for CMHC's Rental Construction Financing Initiative to benefit non-profit affordable housing providers, like Ottawa Community Housing, by helping to expand their portfolios and strengthen their financial sustainability. SOLIDES will share the challenges and benefits of their diversified portfolio approach where, within the same organization, they own two types of properties: buildings approved and subsidized by the Québec government through the Accès logis program and buildings acquired on the private market through bank financing and without government assistance. And, the Alberta Rural Development Network will talk about their Sustainable Housing Initiative (SHI) which was created to support communities and organizations in their efforts to increase their affordable housing portfolios, and the step-by-step guide the SHI is developing on building sustainable affordable housing in Canada.

Steve Pomeroy, Focus Consulting Inc. (Nat'l)

François Giguère, Directeur général, SOLIDES (QC)

Lisa Bélanger, Program Manager, Housing, Alberta Rural Development Network (AB); and, **Joshua Bénard, Program Director,** Housing, Alberta Rural Development Network (AB)

Moderator: **Jessica W. Chen, Consultant,** Réseau québécois des OSBL d'habitation

3. Life of Tenants Beyond Housing: Building community

Chaudière

A home is built on more than just housing. Connection to the community and a sense of belonging are important aspects of making a house into a home. This session will offer perspectives on community integration and fostering a sense of belonging among tenants, including individuals leaving

homelessness. The Bloom Group will share their integrated approach to long-term tenancies, which includes housing services, and supports that meet the immediate needs of individuals, while systematically building a foundation that strengthens community sustainability. And, Capital Region Housing (CRH) will share findings of their 2017 tenant well-being survey to better understand tenants and the challenges facing their households, extending CRH's promise to tenants about helping them find a way home and creating a holistic approach to customer relations.

Stephanie Rattelade, Quality Experience & Evaluation Coordinator, Stella's Place (ON);

Jen Crawford, Executive Director, Anglican Social Services-Centre 454

(ON); and **John Ecker, Director of Research and Evaluation,** Canadian Observatory on Homelessness (ON)

Karl Tegenfeldt, Manager, Affordable Housing Services, The Bloom Group;

and **Munir Velji, Mental Health Housing Manager,** The Bloom Group (BC)

Esther de Vos, Director of Research, Policy, and Education, Capital Region Housing (AB)

Moderator: **Christina Maes Nino, CHRA Regional Director,** Manitoba; and **Community Animator,** Social Planning Council of Winnipeg

4. Kairos blanket exercise**Frontenac/Juliet**

An interactive teaching session to share the historic and contemporary relationship between Indigenous and non-Indigenous peoples in Canada.

please note: this session will run from 2:00pm-4:30pm

2:00pm - 4:30pm

Mobile Tours

All tours depart from lobby of the Delta Hotel, shuttle buses will be waiting.

Arrive 30 minutes prior to the departure time.

Please note that departure times may vary depending on the tour.



2:00pm - 3:30pm

Youth Homelessness (walking tour)

This tour will provide insights on what programs and tools are available to youth in Ottawa facing challenges of homelessness within the city. Our first stop will be with Operation Come Home who will present their employment programs, built-in high school, social enterprises and other wrap-around supports that are offered to homeless and at-risk youth in Ottawa. The tour will then lead you to the Young Men's Shelter, a program that offers young men aged 12 to 20 immediate access to safe housing. Open 365 days a year, the Young Men's Shelter is always ready to welcome youth with nowhere else to turn. But the shelter is much more than a place to stay. Support is also available 24 hours a day. The shelter has 30 beds and offers both emergency shelter and transitional housing for up to a year.

*1 hour tour

*Please wear appropriate walking shoes and clothing for this tour.



2:00pm - 3:30pm

Social Enterprise-Social Finance

Causeway Work Centre is a not-for-profit agency that empowers and supports people with mental illness and other challenges to help them find rewarding work and live more independently. Causeway is a community economic development organization focused on pre-employment and employment services for youth and persons facing barriers to employment. The tour will focus on the holistic nature of program provision to meet a variety of client needs.

*1 hour tour

 2:00pm - 4:30pm

Development of Rochester Heights and Gladstone Village

Starting in the common room at 280 Rochester, participants will be briefed on the plans for the renewal of Rochester Heights, an Ottawa Community Housing complex and the future development of Gladstone Village, a new mixed development announced in mid 2017. Visuals will be used, with a focus on future builds. Participants will learn of the challenges of communicating and supporting existing tenants through the renewal at Rochester Heights, with a discussion on the work of the Tenant Experience Advisory Group. The briefing will then be followed by a walking tour of Rochester Heights, including the Community House. The bus will then take participants to the future site of Gladstone Village.

*1.5 hour tour

 2:00pm - 4:30pm

Supporting criminalized women and young women in Ottawa

Participants will first be welcomed by The Elizabeth Fry Society of Ottawa, an organization devoted to helping women and female youth who may be in trouble with the law. Since 1951, the Elizabeth Fry Society of Ottawa has been providing assistance to women involved in the criminal justice system and those at risk of coming into conflict with the law. The participants will learn about the practical and effective support services the Elizabeth Fry Society of Ottawa uses to help with reducing harm and oppression for women in Ottawa. Participants will then be taken by bus to the Lotus Residence, which provides safe and supportive transitional housing for women 18 years and older who are currently on bail under the Bail Verification and Supervision Program supported by the John Howard Society of Ottawa. The Bail Residence is designed to provide all women with an opportunity to rebuild their lives with dignity and respect.

*2 hour tour

 2:00pm - 4:30pm

Tenant Experience Initiative

In 2014, Ottawa Community Housing (OCH) embarked on a journey to improving their tenant experience. The first step was to better understand tenants, which was realized with a tenant satisfaction survey. What resulted was an approach and key milestones to improving the tenant experience at OCH. On this tour you will visit one of 5 OCH Area Offices as well as the OCH Head Office to hear about the implementation of OCH's ONENumber, an Integrated Pest Management (IPM) approach, and OCH's Tenant Communication Strategies, as well as numerous other initiatives. You will hear directly from leaders and staff on the challenges and successes of the programs that were implemented, as well as receive insight into the follow up survey that is being prepared to re-survey tenants and measure progress on this front. Participants will tour 1365 Bank Street for a view into the capital project underway there, the set up for ONENumber, and finally IPM will be explained where a full building treatment was conducted. From there, the OCH presenters will make their way to Auriga Drive with the group and continue with a tour of the call centre and a sit-down meeting to discuss the OCH tenant experience philosophy.

*2.5 hour tour

 **1:30pm - 5:00pm

The Great Upheaval: Walking history tour in the Hull sector of Gatineau, Quebec

(3 hours)

The name Hull conjures up many images: a working class town on the 'other side' of the Ottawa River, pulp and paper factories, and a legendary nightlife. In this unique workshop/mobile tour, step back to an earlier time: In the late 60s, facing a rising tide of Québécois nationalism, the federal government made a commitment that 25% of the civil service would be located in Quebec. The simplest way to keep that promise was to expropriate over 18 acres of downtown Hull, uprooting thousands of families living in rental housing and demolishing their homes, to make way for government office towers. The speed of expropriation combined with an absence of affordable housing options created a crisis out of which was born a movement. As historians, community activists and housing advocates use images and stories to describe the birth of affordable housing activism in Hull, you will retrace their steps and hear about the many 'firsts' achieved. The tour begins at the Maison du Citoyen and winds its way through neighbourhoods featuring cooperatives and affordable housing developments, including a 52-unit construction project intended for local artists, ending at the Brasseurs du Temps, a local microbrewery and museum. Coming full circle, you will hear how a plan to rid a community of 'cheap housing and working people' resulted in their empowerment, the development of affordable solutions and now, their contribution to revitalizing the neighbourhood that was taken from them so many years ago.

*3 hour tour

*Please wear appropriate footwear as there are walking components to this tour

****Please arrive at 1:15pm in the lobby of the Delta Hotel to depart for this tour** 2:00pm - 4:30pm

Gignul Housing

Gignul Non-Profit Housing Corporation is committed to a holistic and comprehensive approach to housing that includes both those Aboriginal people at risk of losing their housing, or those who are currently homeless. Gignul, working in partnership with other Aboriginal organizations, focuses on both short and long term solutions, including supportive shelters to affordable, independent living.

388 Carmen Street

Called Madawan Lodge, this apartment building has 11 spacious 1 bedroom units with features including a small common room for tenant activities and/or gatherings, laundry room, elevator lift, and a beautiful backyard where tenants can garden and enjoy the warmer weather. 8 of 11 tenant rents are supplemented through the City of Ottawa while the other 3 are listed below market rent. Amenities and bus services are all within close proximity, as are programs/services at Wabano Centre for Aboriginal Health.

This tour will include visiting the building and meeting with tenants to share their personal stories of living together like a family as they all take care of one another. It is the hope that by tour time the structure in the backyard will be in progress, and the story of how it came to be can be shared.

1043 Cummings

Called Madawan Place, this 28 unit apartment building was built in 2010 owned by Madawan Management & Development Inc (MMDI). MMDI is a sister company to Gignul Non Profit Housing Corp., established to develop affordable non-profit rental housing specifically for Aboriginal people. This apartment building is intended to assist

LEGEND



Significant amount of walking



Bus

families and individuals of moderate income by providing housing at below market rental rates. The building is energy efficient with radiant floor heating; bike rack in the backyard and has one of a kind "Molok" in-ground waste collection system. There are 12-one bedroom units; 12-two bedroom units and 4-three bedroom units with some units being supplemented by the City of Ottawa; eligibility requirements apply. Close to all amenities and to programs/services serving the Aboriginal community.

*1.5 hour tour

3:30pm - 4:00pm

BREAK

Ballroom Foyer and Lobby

4:00pm - 5:00pm

Town Hall Session on the 2019 Federal Election

Ballroom C

The 2019 federal election is over a year away, but CHRA wants to hear from our members now to start developing a platform and strategy to influence the next election. After a brief overview of CHRA's efforts during the 2015 federal election, this facilitated session will provide delegates with a chance to share their ideas and vision for housing policy over the next 5 years. CHRA demonstrated its ability to influence federal policy in the 2015 federal election; together, let's do it again in 2019!

Facilitator: **Susan McGee**, CEO, Homeward Trust (AB)

Presenter: **Dominika Krzeminska**, Director of Programs and Strategic Initiatives, Canadian Housing and Renewal Association

President's Reception - 60s Theme Party



5:30pm - Onward

Delta City Centre Hotel - Penthouse

Cash bar

Join the Canadian Housing and Renewal Association (CHRA) as we celebrate our 50th anniversary. 1968 was the year CHRA opened its doors and since then it has been the national voice for the social, non-profit and affordable housing sector in Canada. Find us in the Penthouse suite of the Delta City Centre Hotel as we step back in time for an evening of drinks, food, and music. Dress up in your best 60s attire and join the fun; a prize will be awarded for best costume. A blank 50 year timeline will be set-up - take a moment and help us highlight accomplishments since 1968. And don't forget to stop at the photo-booth as we preserve the memories of the evening!



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THURSDAY AT-A-GLANCE

7:00am
Registration Opens

7:30am - 8:30am
BREAKFAST
Delta Ballroom Foyer

8:30am - 10:30am
Keynote Address
Ballroom ABC

11:00am - 12:15pm
Four Concurrent Workshop Sessions

12:30pm-2:00pm
Yardi Awards Luncheon
Delta Ballroom ABC

2:00pm - 3:30pm
Five Concurrent Workshop Sessions

2:00pm - 4:30pm
Film Screening - Project Cold Days
Ballroom ABC

2:00pm - 4:30pm
Mobile Tours
Tours will leave promptly from the hotel lobby so please arrive by 1:30pm

4:30pm - 5:30pm
Annual General Meeting
Richelieu

7:00pm - 9:00pm
Closing Ceremonies
@ Museum of History - Grand Hall
100 Laurier St, Gatineau, QC

Buses will depart from the Delta Hotel
starting at **6:30pm - 7:30pm**

The last bus to depart the Museum of History
will depart at **9:30pm**

THURSDAY APRIL 26TH | CONGRESS DAY TWO

7:30am - 8:30am

BREAKFAST

Delta City Centre Ballroom Foyer

8:30am - 10:30am

Breakfast and Keynote Address

Ballroom ABC

SIMULTANEOUS
TRANSLATION

The day will kick off with an overview of some of the earlier Congress 2018 sessions, followed by an annual report provided by CHRA's President Stéphan Corriveau. A special feature during CHRA's 50th anniversary is recognition of past CHRA Presidents who are in attendance.

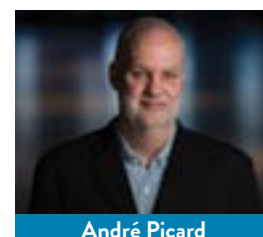
KEYNOTE

Housing: The foundation of a healthy society



Veteran journalist, André Picard examines the links between Housing and Health.

André Picard is one of Canada's top health and public policy observers and commentators. He is the Health Columnist at The Globe and Mail, where he has been a staff writer for more than 30 years. He is also the author of numerous books including *Matters of Life and Death: Public Health Issues in Canada*, and *The Path to Health Care Reform: Policies and Politics*.



André Picard

11:00am - 12:15pm

Five Concurrent Workshop Sessions

1. Connecting Indigenous Youth Aging out of Care with Housing

Richelieu

This session will highlight barriers faced by youth aging out of care, review current Canadian research linking Indigenous youth in care to homelessness, and discuss the importance of culturally appropriate supports. Dakota Ojibway Child and Family Services will speak to the needs for housing support for Indigenous youth aging out of care. Ma Mawi Wi Chi Itata Centre will talk about their Youth Housing First Project – Beaver Medicine Bundle, as well as their success as an Indigenous led non-profit. EGADZ will speak to their youth transitional housing helping youth and their families make healthy choices that improve their quality of life.

Sharon Redsky, Grant/Proposal Specialist, Dakota Ojibway Child and Family Services (MB)

Larry Wucherer, Operations Manager, Ma Mawi Chi Itata Centre (MB)

Don Meikle, Executive Director, EGADZ - Youth Transitional Housing (SK)

Moderator: **Alexandra Christian**, Aboriginal Portfolio Advisor, Aboriginal Housing Management Association

2. Growing the Sector: Recruitment and retention of the next generation of leaders

Panorama

What do leaders look like today and what will they look like in the future?

Drawing on research completed by Housing Partnership Canada, this session will focus on future proofing organizations through the recruitment and retention of the next generation of leaders; and identify the new core competencies needed to support innovation and organizational development within organizations.

The session will discuss three types of organizations; those focused on renewal, diversification or corporate sustainability.

Greg Dewling, CEO, Capital Region Housing Corporation (AB)

Kevin Albers, CEO, M'akola Group of Societies (BC)

Lisa Oliveira, Program Manager, Strategic Initiatives & Asset Renewal, Housing Services Corporation (ON)

Moderator: **Pamela Hine**, CHRA Regional Director, Northern Territories; and President, Yukon Housing Corporation

SIMULTANEOUS
TRANSLATION

3. Success through Sector Collaborations and Community Partnerships

Chaudière

Services and Housing in the Province will talk about two innovative supportive housing models: High Support, a partnership with the Centre for Addiction and Mental Health; and, Housing in Place, which uses a Housing First approach within a multi-disciplinary team of specialists. Le Réseau québécois des OSBL d'habitation will speak to a recently conducted study on non-housing income generation activities by non-profit housing for seniors providers and the successful partnerships with social businesses and community organizations. Canada Revenue Agency will present their new Service Outreach Program in Ottawa focused on providing valuable tax credit and benefits information through partnerships with organizations serving people who are low income, home insecure, experiencing homelessness, youth, Indigenous seniors, individuals with disabilities, and newcomers.

Michelle Oosterhof, Community Mental Health Counsellor-Hoarding Specialist in the Housing In Place Program (HIP program), Services and Housing in the Province (SHIP) (ON); and, **Tara Soucie**, Community Mental Health Counsellor in the High Support Program, Services and Housing in the Province (SHIP) (ON)

Jacques Beaudoin, Secrétaire général, Le Réseau québécois des OSBL d'habitation (RQOH) (QC)

Nicole Cook, Outreach Officer, Ottawa, Assessment, Benefit, and Service Branch, Canada Revenue Agency (Nat'l)

Moderator: **Lisa Ker**, Executive Director, Ottawa Salus Corporation

4. Women and Housing in Canada: Bringing an inter-sectional gender analysis to housing

Frontenac

Considering the range of women's experience across diversity and different lived experiences, this interactive panel of visions will discuss: Why housing for women and children is different and why it is important to address; What housing providers can do to make housing affordable and accessible for all women; and What is possible in the context of funds to flow from the National Housing Strategy. It will consider the range of women's experience across diversity and different lived experiences

Janice Abbot, CEO, Atira Women's Resource Society, Pan Canadian Voice for Women's Housing (BC)

Fran Klodawsky, Board Member, The Haven; and Associate Professor, Carleton University (ON)

Leila Sieg, The Haven (ON)

Dodie Jordaan, Associate Executive Director, Ka Ni Kanichihk Inc. (MB)

Moderator: **Delores Peltier-Corkley**, The Three Fires Confederacy, City for All Women Initiative (CAWI), and Gignul Non-Profit Housing

5. Perpetual affordability and community control of the land: Community Land Trusts in Canada

Capitale

Throughout Canada, the community land trust movement is picking up speed. This model proposes an approach to land that ensures perpetual affordability and community control of the land, having its North American roots in Georgia with Black farmers seeking economic independence during the Civil Rights era. Flexible, this tool aligns with the existing needs and characteristics of the communities in which it is used. It offers the opportunity to protect commercial properties, community gardens, co-ops, and single and multi-family homes from the speculative real estate market. This session will provide an overview of emerging initiatives in Canada that bring into focus our collective vision for community land stewardship.

Joshua Barndt, Executive Director, Parkdale Neighbourhood Land Trust (ON)



Marie-Sophie Banville, Développement des communautés, Vivacité - Société immobilière solidaire (QC)

Stephanie Allen, Hogan's Alley Trust & Vice President Project Planning & Partnerships, Catalyst Community Developments Society (BC)

Moderator: **Lilian Chau**, Community Investment Portfolio Manager, Vancity (BC)

12:30pm - 2:00pm

Yardi Awards Luncheon

Ballroom ABC

The Annual Yardi Awards luncheon is an opportunity to honour the best and brightest individuals and organizations who are making a difference in the social, non profit and affordable housing sector in Canada. Come to be inspired and energized as we celebrate outstanding contributions to the social, non profit and affordable housing sector made by the recipients of CHRA's 2018 Awards.

SIMULTANEOUS
TRANSLATION



Feature Film

2:00pm - 4:30pm

Project Cold Days

Ballroom ABC

A documentary film shot over the period of four years during the cold Ottawa winters. The film focuses on the mental health and addiction struggles that those living on the street endure through their daily lives. The documentary features stunning imagery of the Ottawa winter along with genuine and visceral stories from those who live within it.



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- Risk Assessment
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- Évaluation des risques
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2:00pm to 4:30pm

Mobile Tours Day 2

All tours depart from lobby of the Delta Hotel, shuttle buses will be waiting.

Arrive 30 minutes prior to the departure time.

Please note that departure times may vary depending on the tour.



2:00pm - 3:30pm

**Shelter to Housing Partnerships**

Participants will continue their tour as they walk to 360 Cumberland Avenue – one of three supportive apartment buildings Options Bytown operates in central Ottawa which houses 128 men and women. The tour will provide an opportunity to hear clients' stories and learn about how tenants are encouraged to engage at every level including the tenant circle, tenant liaisons and group activities/programming. The tour will end as participants make their way on foot to the Options Bytown Resources Centre, which also supports hundreds of tenants living in the largest social housing provider in Ottawa, Ottawa Community Housing (OCH). Participants will also have a chance to meet with OCH tenants who access the resource centre regularly.

*1 hour tour



2:00pm - 4:30pm

Karen's Place (Passive House Building)

Ottawa Salus is a not-for-profit supportive housing provider serving individuals living with serious mental illness. Karen's Place is a 42-unit LEED Platinum certified building. It is the first affordable housing project built in a cold climate zone in the world to meet the International Passive House (PHI) standard for energy efficiency, occupant well-being, and durability. The PHI standard is recognized as a key step towards net-zero buildings, which have been targeted in many jurisdictions around the world for compliance over the next 15-25 years. Hear about how Salus used five key PHI features to achieve the goal of a 15kWh/m² heating/cooling load, and the results achieved in emissions reductions and savings to date. Among its many accolades, Karen's Place won the 2017 CHRA Sustainability Award.

*1.5 hour tour



2:00pm - 3:30pm

**Daytime Shelter and Centre**

Participants will start their tour at St. Joe's Women Shelter which is located in the downtown core. This tour will consist of the Centre facilities, programming as well as hearing from some of the women who currently use the shelter and its services. After a brief walk, participants will visit Centre 454, a community ministry of the Anglican Diocese of Ottawa. Centre 454 is a day program serving people who are precariously housed or homeless in the Ottawa area. Learn how they are committed to serving those who require assistance in the form of support services, social recreation, and essential needs. Their outreach team provides support to disabled individuals as they apply for ODSP (Ontario Disability Support Program).

*1.5 hour tour

*Please wear appropriate footwear as there is a small walking component to this tour



2:00pm - 3:30pm

**Challenges with Managing Urban Social Housing Apartment Buildings**

This will be a tour of 415 MacLaren Avenue and 395 Somerset Street – a high need mixed-aged building and a seniors-only building, both with on-site partners (Salus and Aging in Place). This tour will involve a frank discussion of the limits of the current housing model and the steps taken by Ottawa Community Housing and its partners to manage the challenges of higher need tenants living in an urban environment.

*2 hour tour

*Please wear appropriate footwear as there is a walking component to this tour



2:00pm - 4:00pm

Shepherds of Good Hope**Diverse Programs and Services**

Participants will have the unique opportunity to visit three very different housing facilities within the city. The first stop will be at Hope Living Kanata. Hope Living is a supportive housing facility, with a focus on formerly homeless and/or vulnerably-housed seniors. Many of the Hope Living residents are living with complex mental health challenges. The tour will then lead participants to The Oaks - The Oaks Residence represents a unique partnership between Shepherds of Good Hope, Inner City Health and the Canadian Mental Health Association. It is a 60-bed managed alcohol and supportive housing program. The tour will end at Brigid's Place, an 11 bed Housing First supportive housing program for women and transgender people. This tour will provide insight on the diverse programs and services offered to those who faced or are currently facing homelessness, mental health issues and many challenges within the city of Ottawa.

*2 hours tour



2:00pm - 3:30pm

Wabano Centre for Indigenous Health

One of ten Aboriginal Health Access Centres (AHAC), the award-winning Wabano Centre for Aboriginal Health provides a wide range of medical clinics, social services and support, and youth programs for Ottawa's 40,000+ Indigenous people. Take a tour of the facility and learn about the many programs and services offered to Ottawa's Indigenous population.

*2 hours tour

LEGEND

Significant amount of walking



Bus

2:00pm -3:30pm

Four Concurrent Workshop Sessions

1. The Improvement of Housing Systems by Canadian Cities

Frontenac

In this session hear about how Canadian cities are working to significantly address the impacts of the housing market in their communities. Learn how two BC communities, Abbotsford and Greater Victoria, have used a highly authentic collaborative outcome mapping approach to co-create strategies for addressing community homelessness and housing challenges. The City of Calgary will talk about their affordable housing strategy, Foundations for Home, and recent initiatives which encourage collaboration between stakeholders to drive systemic change in the affordable housing sector. The City of Toronto and Toronto Community Housing will talk about the Tenant First Project and Implementation Plan that is looking to lay out a vision where Toronto Community Housing focuses on being a social housing landlord, where buildings are in a good state of repair, and tenants are connected to appropriate services and are active participants in their communities.

Dena Kae Beno, Housing and Homelessness Coordinator, City of Abbotsford; and **Bob Yates**, Principal, Yates, Thorn & Associates (BC); **Teresa Goldstein**, Manager of Affordable Housing, City of Calgary (AB); and **Sarah Woodgate**, Director of Calgary Housing & President of Calgary Housing Company (AB)
Jenn St. Louis, Policy Development Officer, City of Toronto; and **Hugh Lawson**, Director of Strategic Planning and Stakeholder Relations, Toronto Community Housing Corporation (ON)

Moderator: **Daryl Sexsmith**, CHRA Regional Director, Saskatchewan; and Housing Analyst, City of Saskatoon

2. Residential Landlord-Tenant Dispute Resolution

Chaudière

This panel will discuss the methods of resolving issues between tenants and landlords from the perspectives of representatives for the tenant, the landlord, the community organization, and from an international perspective. Hear from each perspective about how housing problems are currently being addressed; why formal dispute resolution does not work for everyone; and, what changes are required to bring about the best possible outcomes. The Advocacy Centre for Tenants Ontario will present findings from their study on tenants who are most likely to experience housing problems and why formal dispute resolution is a challenge for them.

Celia Chandler, Partner, Iler Campbell LLP (ON)
Kenn Hale, Director of Legal Services, Advocacy Centre for Tenants Ontario (ON)
Paddy Gray, Professor Emeritus, Ulster University, & Member, Ireland Residential Tenancy Board (Ireland)
Lindsay Schaitel, Tenant and Landlord Cooperation, North End Community Renewal Corp. (MB)

Moderator: **Shawn Fraser**, Senior Director of Partnership Initiatives, YMCA Regina



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Come say hello! We'll be at the tradeshow on Wednesday and Celia will be participating in the Landlord-Tenant panel Thursday at 2pm.

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3. Creating Successes for Seniors: models for aging in place

Richelieu

In this session learn about CIHR funded Age-Friendly Cities project that uses data from the Canadian Longitudinal Study on Aging to assess the WHO dimensions of Age-Friendliness in eight Canadian cities as well as overall. Fondation Berthiaume-Du Tremblay will discuss, Le Quartier des Générations - a global concept in which three seniors housing projects will be integrated based on the idea that seniors housing should be opened to the neighbourhood and the community resources available in the area. And hear from the Council of Aging about Age-Friendly Ottawa, a municipal and community collaboration between the City of Ottawa and the Council on Aging committed to maximize opportunities for health and active aging.

SIMULTANEOUS
TRANSLATION

Elizabeth Kristjansson, Professor, Centre for Research on Educational and Community Services, University of Ottawa (ON)

Charlotte Brut, Responsable partenariats et innovation, Fondation Berthiaume-Du Tremblay, Le Quartier des Générations (QC)

Louise Plouffe, Ph.D., Council on Aging Board Member and Chair, Age-Friendly Ottawa Committee (ON)

Moderator: **Iza Godbout**, Cheffe d'équipe, Regroupement des OSBL d'habitation et d'hébergement avec support communautaire en Outaouais (ROHSCO)

4. Furthering the Impact of Housing Through Social Procurement

Capitale

This session will offer operational insight into two partnerships, one between Ottawa Community Housing and Causeway Work Centre, and the other between Manitoba Housing and BUILD/MGR. It will also tell the story of Impact Construction, Choices for Youth's social enterprise construction company for at-risk youth. The session will provide examples of the impact on individuals as well as key ingredients for other housing providers to establish similar processes to position social purchasing as a priority, furthering social outcomes in their community.

Doug Pawson, Director, Social Business & Social Finance, Causeway Work Centre (ON)

Stéphane Giguère, CEO, Ottawa Community Housing (ON)

Sheldon Pollett, Executive Director, Choices for Youth (NL)

Moderator: **Ayon Shahed**, Director of Strategic Development, Choices for Youth

4:30pm - 5:30pm

CHRA Annual General Meeting

Richelieu

The Canadian Housing and Renewal Association's Annual General Meeting will feature an overview of the Board of Directors election, CHRA finances, By-law amendments, and an address by the Board President. CHRA members, please drop by the Registration Desk to pick up your organization's voting card prior to the AGM (one voting card per organization).

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TRANSLATION



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Canadian Museum of History, Grand Hall
Gatineau, Quebec

Buses will depart from the Delta Hotel starting at 6:30pm until 7:30pm. The last bus from the Museum of History to the Delta Hotel will depart at 9:30pm.

Congress 2018 will wrap up in one of Canada's most beautiful buildings at the Museum of History in Gatineau, Quebec. Join us as we toast another successful Congress with food stations, cash bar, and special entertainment.

Don't miss a video presentation from the Mayor of our 2019 Congress host city of Victoria, B.C., and learn more about why Victoria will be an amazing host city!



Entertainment

Theland Kicknosway is Wolf Clan, a proud Potawatami/ Cree Nation, a member of Walpole Island -Bkejwanong Territory in Southern Ontario. He is an Indigenous youth, a singer, a grass & hoop dancer, and helps in ceremonies in many places. He is in high school in the Ottawa region where he is a part of many sports teams. He enjoys offering his gifts of song/dance/voice for all. He is preparing for his upcoming 4th annual run in partnership with Families of Sisters in Spirit raising awareness to the children left behind of MMIW- Theland has been a Blanket Exercise Facilitator for the past 5 years. This Spring 2018 he will be the youngest Inspire Award Recipient under Culture, Heritage & Spirituality of the 25-year history of the Inspire and Achievement Awards.



Community Builder Award

To recognize an individual, business or organization that has had a major impact at the community level in promoting affordable housing and/or preventing and ending homelessness.

Lord Selkirk Park Housing Project

North End Community Renewal Corporation (Winnipeg, MB)



In the 1990s and into the early 2000s, Lord Selkirk Park, Winnipeg's largest public housing complex was half-empty—people didn't want to live there. It was regularly referred to by residents as a "war zone," because of the high level of street gang activity and related violence. In 2005

the North End Community Renewal Corporation began a community development initiative in Lord Selkirk Park, funded by a federal government Comprehensive Community Initiative grant. The aim of the initiative was to improve safety, and revitalize the community.

This work evolved over an eight-year period. The result is a dramatically transformed community. Every housing unit was renovated and is now

occupied; where once Lord Selkirk Park was a war zone, now there is a wait list of people wanting to live in the neighbourhood. A new resource centre is a hub of community activity, and is having a profound impact on the lives of community residents. A new adult learning centre, adult literacy centre, and childcare centre were introduced, and there are waiting lists for both. Sixty newcomer families, mostly African and many Muslim, have moved into the largely Indigenous community and have integrated smoothly and happily.

At a time when low-income Canadians are facing a severe rental housing crisis, Lord Selkirk Park represents a beacon of hope and an excellent example of how to rebuild a troubled community.

Leadership Award

To recognize an individual who has shown leadership in improving housing in Canada through program innovation, policy change, outreach, and/or advocacy efforts.

Alexandra Wilson

Chief Executive Officer, The Agency for Co-operative Housing



Alexandra Wilson has had a long and illustrious career in the co-op and affordable housing sector. Notably, Alexandra served as the Executive Director of the Co-op Housing Federation of Canada from 1990 to 2005, during which time she played an instrumental role in promoting the role and value of co-ops with federal decision makers.

In 2005, Alexandra was the lead proponent in creating the Agency for Cooperative Housing, which manages co-operative housing programs in B.C., Alberta, Ontario and PEI. Since 2007, its first full year of operation, the Agency has achieved remarkable results as a risk-based, data-driven, client-focused organization. For example, compliance with operating agreements has increased by 15 percentage points; the percentage of clients with agreement breaches and material compliance variances has fallen 44 per cent from the base year; and more than half the portfolio

comprises co-ops at low or moderate risk as opposed to 39 per cent in 2007. These results are a testament to Alexandra's leadership.

Recently, Alexandra has been named to the Board of Directors of the International Co-operative Alliance, solidifying Alexandra's involvement in the international co-operative movement that started with her involvement with international development with the Canadian Co-operative Association.

Throughout her career, Alexandra has exemplified the qualities of a leader, and in so doing, has helped strengthen the co-op and affordable housing sector throughout Canada.

Lifetime Achievement Award

To recognize an individual with many years of service who has had a major impact on the affordable housing sector in Canada.

Don McBain

Former Executive Director, Ontario Aboriginal Housing Services (posthumously)



It has been said that Don McBain was a true visionary and champion of housing, particularly for the Aboriginal population that he so tirelessly worked to represent. In 1994, Don worked with Sylvie Maracle to found the Ontario Aboriginal Housing Support Services Corporation (OAHS) to transfer control of Indigenous housing from the province of Ontario to Indigenous people. Don went on to lead OAHS for over 20 years.

One career milestone was when in 2009, OAHS was placed in charge of \$60 million in Federal Aboriginal Housing Trust monies to administer Indigenous housing programs across the province outside of the Greater Toronto Area.

With over 2000 units and 50 employees, OAHS is the largest off reserve Indigenous housing provider in Canada. This is certainly Don's legacy.

Don gave back to the housing sector as well. He was a founding member of the Chartered Institute of Housing Canada, he served on the Ontario Non Profit Housing Association's Urban Aboriginal Housing Advisory Committee, and CHRA's Indigenous Caucus Working Group. Don has shared his knowledge and experience with countless Indigenous housing providers across Canada, as well as provincial and municipal governments. Among his many accomplishments in this regard was the development of the First Nations, Inuit, Metis, and Urban and Rural Housing Program guidelines and criteria that recognizes the unique circumstances of Aboriginal people in Ontario.

Marc Maracle, Executive Director of Ottawa's Gignul Non-Profit Housing Corporation, has described Don as follows: "He knew how to build a team, he knew how to motivate a team, and he certainly knew how to lead a team".

Sadly, Don passed away in 2017, and therefore this award is presented posthumously. Although Don is no longer with us, his spirit and legacy will remain with us forever.

CHRA-Rooftops Canada International Service Award

Recognizes an individual or an organizational member of CHRA that has actively supported Rooftops Canada's international development work.

BC Housing



BC Housing's support for Rooftops Canada started with the participation of its CEO, Shayne Ramsay in a 2008 study visit to East Africa. He followed this up with education and fundraising activities within both BC Housing and CHRA.

from the Equal Spaces project to Toronto in March 2017. She played a valuable role in explaining how BC Housing and the sector collaborate in the development and management of social housing.

In 2015, Karen Hemmingson, BC Housing's Chief Research Officer, provided three months of technical assistance support to NASHO, working with Catherine Boucher on capacity building for rapidly expanding social housing institutions. She also help Rooftops Canada's partner WAT Human Settlements Trust in Dar es Salam, Tanzania with strategic planning and organizational development.

BC Housing supported several study visits to BC from the National Association of Social Housing Organizations (NASHO) in South Africa. Most recently, in November 2017, this involved four participants in the Equal Spaces to End Spatial Apartheid in South Africa Project. The four included two from the Social Housing Regulatory Authority and two from social housing providers representing NASHO. They spent half a day with BC Housing which also arranged social housing site visits. Karen Hemmingson was also a resource person to another study visit

BC Housing has helped to promote Canadian values and Canadian expertise in areas of the globe most in need, which clearly makes BC Housing a deserving recipient of the Rooftops Canada International Service Award.

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The Agency for Co-operative Housing
L'Agence des coopératives d'habitation

SPECIAL PRESENTATION – “HOUSING IN VIENNA”



As a special feature of Congress 2018, the Austrian Embassy, Ottawa Community Housing, CHRA, and Canada Mortgage and Housing Corporation have partnered to bring “Housing in Vienna” to Congress. This travelling display provides information and insight into the Viennese social housing system, a system that provides housing for 1 in 4 residents of Vienna, and that houses over 500,000 people. The public display will be open throughout Congress, located in the Pinnacle Room on the Penthouse level. Come and learn more about one of the largest and most innovative social housing systems in the world!



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2 Horticulture Building (Meet & Greet Reception)
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3 Canadian Museum of History (Closing Ceremonies)
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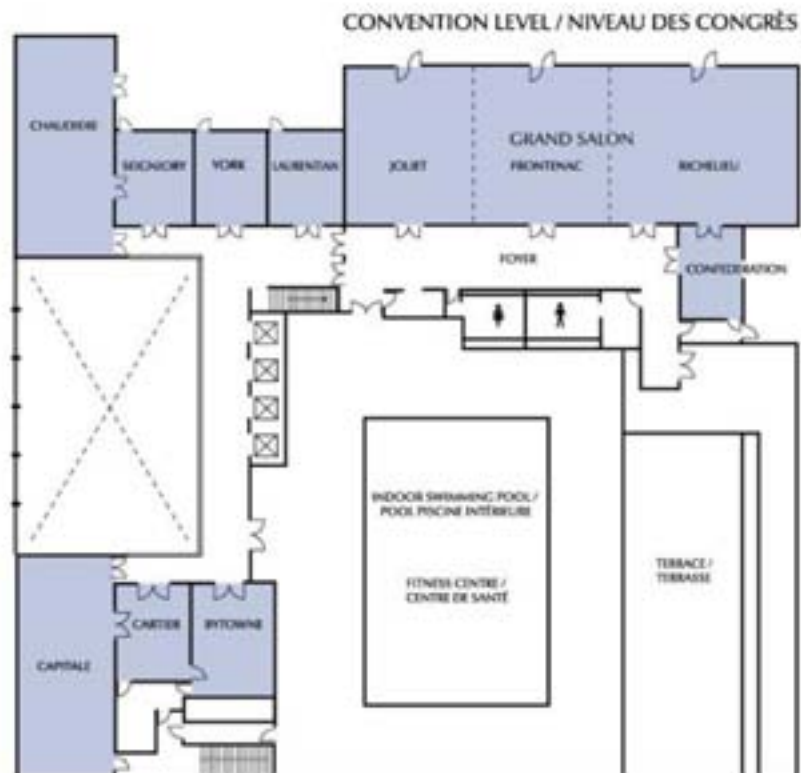
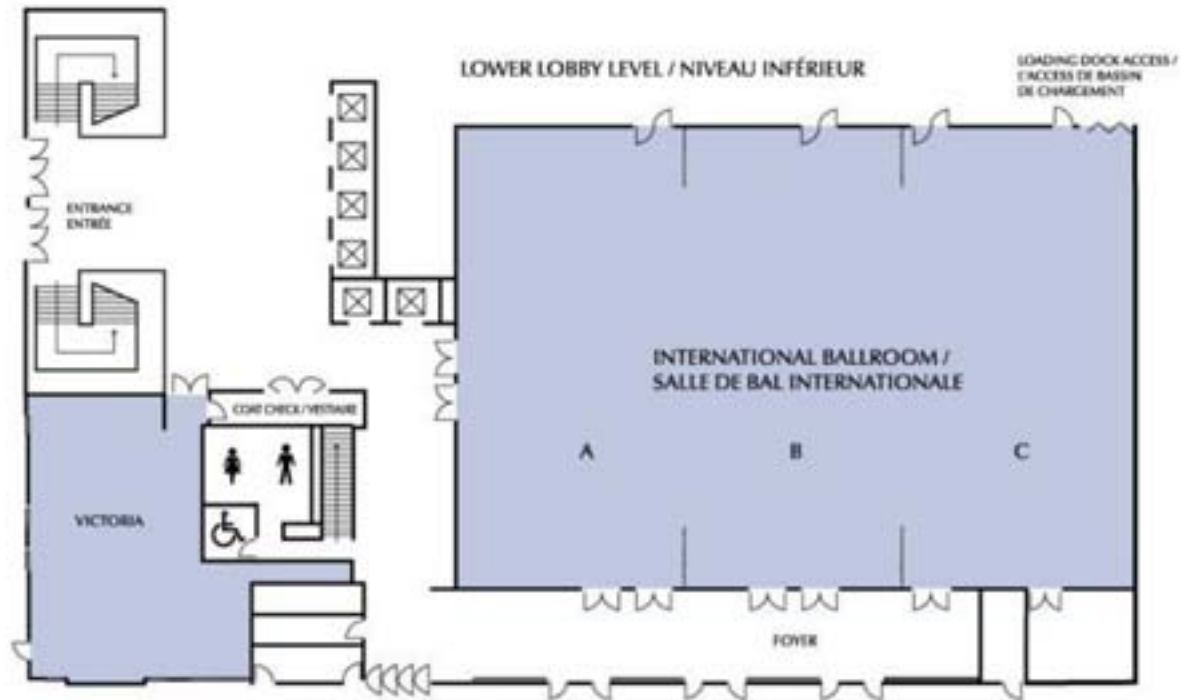
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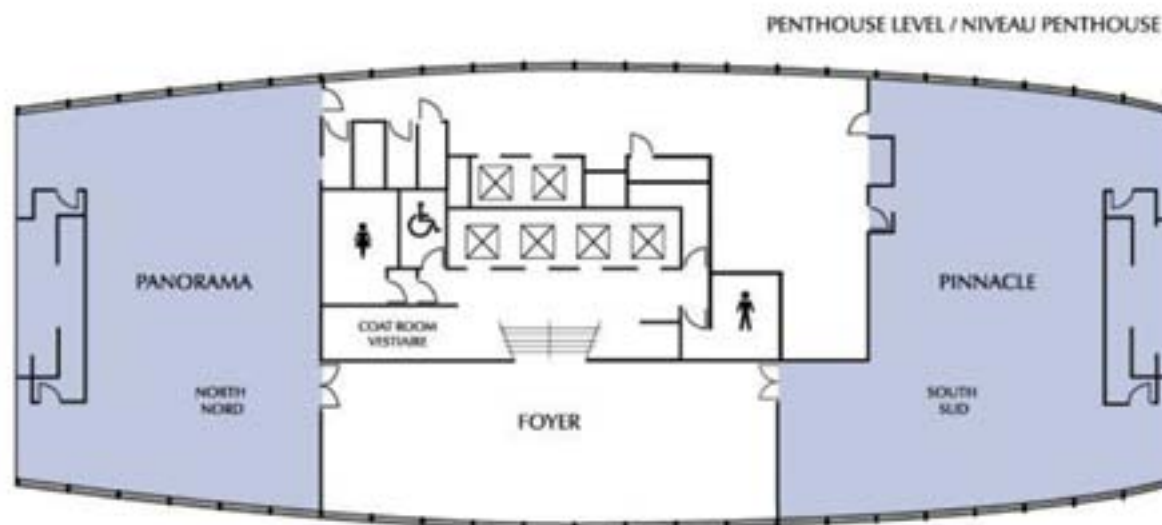
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