



***Restoring Dignity***



**Ontario Great Lakes Division**

**Thrift Stores and Community & Family Services**

**Two Day Conference**

**Thursday September 20, 2012**

**Friday September 21, 2012**

**Guelph Citadel**

# The Conference at-a-Glance

Plan your day by choosing your sessions

## Thursday September 20, 2012 (Day 1) Leaders/Directors/Managers Day

8:00 am - 8:30 am Registration/Coffee

8:45 am - 9:00 am Welcome

### 9:00 am - Noon **Session 1 (Choose A or B)**

**A** Health and Safety 101

**B** Tackling an Energy Crisis!

Noon - 1:00 pm Lunch & Learn with Joanne Tilley, Regional Consultant, THQ Social Services

### 1:00 pm - 4:00 pm **Session 2 (for all to attend)**

**ALL** Introducing Restorative Practice to Your Workplace

Scheduled Breaks 10:45 to 11:00 am and 2:15 to 2:30 pm

## Friday September 21, 2012 (Day 2)

### Leaders/Directors/Managers **PLUS** bring a Front Line Staff

8:00 am - 8:30 am Registration/Coffee

8:45 am - 9:00 am Welcome

### 9:00 am - Noon **Session 1 (Choose A or B)**

**A** Beyond Food Banks

**B** Customer Service Essentials

Noon - 1:00 pm Lunch & Learn with Mike Couture, Ontario Great Lakes Divisional Support for Volunteer Services

### 1:00 pm - 4:00 pm **Session 2 (Choose A or B)**

**A** Food Bank Round Table

**B** Thrift Store Best Practices

Scheduled Breaks 10:45 to 11:00 am and 2:15 to 2:30 pm

# Lunch & Learn

Enjoy a 'Lunch and Learn' session with our Salvation Army Speakers



Joanne Tilley  
THQ Social Services  
Regional Consultant

Joanne is a Registered Nurse who has worked in acute health care for 20 years. Her most recent position was as Director of Ambulatory Care at Toronto East General Hospital, a community teaching hospital. She has also worked in sales and marketing in the U.S. and Canada. She is responsible for supporting Salvation Army ministry units in the areas of community and family services and long term care across the country. Currently she is The Salvation Army Social Services Regional Consultant for Western Canada, the Maritimes, Newfoundland and Labrador and Bermuda. She assists in building partnerships between the Social Services department and those in the field providing service and provides leadership for The Salvation Army's social services accreditation review process.



Mike Couture  
Ontario Great Lakes Divisional  
Support for Volunteer Services

Learn about the support available to volunteer coordinators in the Ontario Great Lakes Division. Topics will include a review of new resource manual, forms and templates for volunteer engagement, use of the volunteer web site and LinkedIn. Includes an open forum question period.

Mike has been with The Public Relations Department in London for 2 years as Special Events Coordinator and Kettle Coordinator. In October of 2011 he took on the role of Divisional Support for Volunteer Services. He has over 25 years of experience with event management and volunteer services.

## Resource Fair Friday September 21 , 2012

Not sure what programs The Salvation Army has to offer in other communities?

Come out on Friday September 21 to learn and ask questions. You can take part in one of two ways - You can be part of the 2012 Resource Fair and share your Ministry Unit's programs with others; bring your brochures, displays and information ideas and engage with other Salvation Army programs or you can spend some time talking with other Salvation Army staff to ask questions and learn what they are doing. The Resource Fair is intended for anyone interested in sharing their programs with others.

Let us know if you are bringing a display and we will arrange space for you. Please contact Debra Johnston via email at [djohnston@centrefohope.ca](mailto:djohnston@centrefohope.ca) for more information and to secure a space.

# Sessions

**September 20, 2012**

**Speakers**

**Session 1 (choose A or B)**

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**A. Health and Safety 101** **Nancy Therrien**, Environmental Services Director,  
The Salvation Army London Centre of Hope  
**Nancy Kerr**, Human Resources Director  
The Salvation Army London Centre of Hope

It is our responsibility to ensure a safe and healthy workplace for our employees. This workshop will help you to understand the Occupational Health and Safety Act of Ontario and its Regulations, develop legal compliance and due diligence. It will also review workplace injuries, mandatory training and your rights and responsibilities as a manager and employer. In completing this workshop, you should be able to monitor and effectively identify any problems relating to health and safety within the workplace.

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**B. Tackling an Energy Crisis!** **Mary Todorow**, Research/Policy Analyst  
Advocacy Centre for Tenants Ontario (ACTO), LIEN  
**Lilia Shillingford**, Advisor, Ontario Energy Board  
**Lenore Dougan**, Policy Advisor, Ontario Energy Board  
**Paul Gasparatto**, Project Advisor, Ontario Energy Board

Choosing to pay rent, buy food or pay a utility bill is the reality for many of the families that we work with each day. New programs, including LEAP have been initiated in the past number of years to address the growing concern of energy poverty.

This workshop will provide an overview of the programs currently in place to assist families in poverty. It will include information and tools to assist clients to make informed decisions regarding their energy supply, understanding smart meters and time of use pricing, consumer protection information and the work being done to address energy poverty province wide.

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**Lunch & Learn**

**Joanne Tilley**, Regional Consultant, THQ Social Services

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**September 20, 2012**

**Session 2 (All to Attend)**

**Introducing Restorative Practice to Your Workplace** **Anne Martin**, Director of Restorative Practice Services,  
Shalem Mental Health Network

This workshop introduces participants to the basic concepts of restorative practice, and how they apply to the workplace. Participants will consider their own working environment, the health of workplace relationships, and ways that personal relationship styles impact staff members and clients they serve.

This workshop will provide leaders with the basis for introducing explicit restorative practices into the workplace to create and sustain a healthy work environment.

# Sessions

September 21, 2012

## Speakers

### Session 1 (choose A or B)

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#### A. Beyond Food Banks

**Steve Stacey**, Director, The Local Community Food Centre

**Matt Kutney**, Food Distribution Coordinator, The Local Community Food Centre

**Liz Mountain**, Food Skills Coordinator, The Local Community Food Centre

**Mark Halliday**, Community Garden Coordinator  
Guelph Community & Family Services - Acre of Hope

**Christine Crawford**, Coordinator, Operation Sharing

According to Food Banks Canada, more Canadians are facing hunger than ever before. Food Banks are continuously challenged to meet an increased demand with scarcity of resources and little funding. The “Beyond Food Banks” workshop will provide information on alternative and innovative food security and community building programs for low income Canadians, and how to overcome some of the challenges Food Banks are facing today.

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#### B. Customer Service Essentials

**Gail Barker**, B.A., C.P.C.C. Founder

Stellar Coaching & Consulting

Customer-service is a critical aspect of working with the public. In many ways, it is the most rewarding part of any service-oriented professional’s job; in other ways, however, it can be the most challenging. How do you identify what a customer really wants? How do you meet every customer’s needs? How do you align the concept of “the customer’s always right” with the fact that sometimes, they’re not? How do you deal with the challenges of demanding, angry or rude individuals? By the end of this session, you will learn the essentials to enable you to handle all of this and more. You will discover the one thing that all customers want and how to use that one thing to smooth even the choppiest of waters. You will understand the importance of language and how to choose key words and phrases to ensure desired outcomes for all involved. You will learn to use the one skill that separates the best customer-service professionals from the crowd. And finally, you will have the opportunity to take your learning and apply it to situations relevant to you and your specific customer-service challenges.

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#### Lunch & Learn

**Mike Couture**, Ontario Great Lakes Divisional Support for Volunteer Services

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# Sessions

September 21, 2012

## Speakers

Session 2 (choose A or B)

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**A. Food Bank Round Table** **Nancy Powers**, Acting Executive Director, London Centre of Hope  
(Facilitator)

This session will focus on our own expertise and innovation within The Salvation Army Great Lakes Region's Community and Family Services. An opportunity to share our own best practices, new and innovative programming and make links with each other to better serve our communities.

Come and Share your own experiences, challenges, successes and ideas.



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**B. Thrift Store Best Practices** **David Court**, Director of Operations  
National Recycling Operations - East Region

This session will start out by examining the National Recycling Organization (NRO) - who they are and what they do for The Salvation Army. We'll then work through fifteen perspectives on running a thrift store. These are keyed around the general points of approach: management, product and service. There will be lots of time for questions and discussion.

**Visit the organizations of  
our speakers on-line prior  
to the conference**

<http://www.centreofhope.ca>

<http://www.lowincomeenergy.ca/>

<http://www.ontarioenergyboard.ca/OEB>

<http://www.shalemnetwork.org>

<http://thelocalcfc.org/>

<http://www.operationsharing.com/services.html>

<http://www.BinaFeldmanConsulting.com>

<http://www.salvationarmyvunteers.com>

# Speakers

Speakers for our 'Restoring Dignity' conference are chosen to represent the goals and objectives of The Salvation Army and to provide you with helpful and strategic information that you can then apply to your own Ministry.

## Health and Safety 101



Nancy Therrien  
Environmental Services Director  
The Salvation Army  
London Centre of Hope

Nancy Therrien is the Environmental Services Director at the Centre of Hope in London. The Centre provides a safe place for 285 clients along with an 18 bed Withdrawal Management Program, and a busy Community Services Program that provides a wide range of services for the London community. Nancy is the Coordinator/Co-Chair of the Joint Health and Safety Committee at the Centre and is a certified Trainer in WHMIS. She has been very involved in H&S over the last 25 years during her work experience in Long Term Care and Hospital settings. During these years she has been involved in a Ministry of Labour Safety Audit and Ministry of the Environment Audit, 2 Work well Audits and 8 Accreditations with the 9th Accreditation coming up in November.



Nancy Kerr  
Human Resources Director  
The Salvation Army  
London Centre of Hope

Nancy Kerr is the Human Resources Director at The Salvation Army Centre of Hope in London since 2004. The Centre of Hope is a unionized workplace with 140 employees.

Prior to this, Nancy worked at The Salvation Army London Village for thirteen years. Nancy has a broad understanding of the work of The Salvation Army through her work in the THQ Social Services Department, Metro Toronto Correctional and Justice Services and the Winnipeg Golden West Centennial Lodge Long Term Care Home. Nancy holds a Human Resource Management Certificate from Fanshawe College and is a member of the Human Resource Professional Association and is a certified health and safety representative.

## Tackling an Energy Crisis!



Mary Todorow  
Research/Policy Analyst  
Advocacy Centre for Tenants  
Ontario (ACTO) LIEN

Mary Todorow is a research/policy analyst with the Advocacy Centre for Tenants Ontario (ACTO), a specialty legal clinic funded by Legal Aid Ontario. ACTO serves province-wide to improve the housing situation of Ontario's low-income residents (including tenants, co-op members and the homeless) by engaging in test case litigation and law reform. ACTO is one of the founding members of the Low-Income Energy Network (LIEN) and is represented on LIEN's steering committee.

Prior to joining ACTO, Mary was a policy officer with the Municipal Electric Association (now the Electricity Distributors Association). She has also been an advocate in the non-profit co-operative housing sector, and worked at Queen's Park for over 20 years in a variety of positions both in opposition and for government.



Lilia Shillingford  
Advisor, Community Outreach,  
Communications and  
Stakeholder Relations  
Ontario Energy Board

Lilia Shillingford joined the Ontario Energy Board in 2011, bringing with her more than eighteen years of advocacy and community based programming experience in the non-profit sector. Lilia's main role is to reach out to consumers, face-to-face, to help them become better informed about energy matters and to learn more about the sector at large.

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## Energy Crisis Restorative Practice Beyond Food Banks



Lenore Dougan  
Policy Advisor  
Ontario Energy Board

Lenore Dougan is a Policy Advisor in Regulatory Policy at the Ontario Energy Board. She is responsible for energy issues related to low-income consumers and conservation and demand side management initiatives for electricity and natural gas distributors.



Paul Gasparatto  
Project Advisor  
Ontario Energy Board

Paul Gasparatto is a Project Advisor in Regulatory Policy at the Ontario Energy Board. Over his 10 years with the Board, Paul has been involved in the development of customer service quality standards, consumer protection rules and the regulation of suite meter providers.



Anne Martin  
Director  
Restorative Practice Services  
Shalem Mental Health  
Network

Anne Martin is a trained and experienced Restorative Practice facilitator offering restorative services for faith communities, schools and workplaces. Anne facilitates restorative responses to high-level conflict as well as helping faith communities, schools and workplaces become restorative communities. Anne also holds a doctorate in Religious Studies.



Steve Stacey  
Director  
The Local Community Food  
Centre, Stratford

Steve Stacey is the Director of the Local Community Food Centre. Steve's portfolio includes working with Paul Finkelstein's class at the 'alternative cafeteria' known as the Screaming Avocado Café; coordinating the popular Slow Food Sunday Market; co-founding the community garden at McCully's Hill Farm; and food blogger for the Local-Come-Lately.



Matt Kutney  
Food Distribution Centre  
Coordinator  
The Local Community Food  
Centre, Stratford

The Food Distribution Centre Coordinator Matt Kutney is a trained chef and graduate of the Culinary Arts program at The New England Culinary Institute in Montpelier, Vermont. As the Food Distribution Centre Coordinator at The Local Community Food Centre, Matt's goal is to bridge the gap between local producers of healthful foods and the not-for-profit food community by sourcing out large scale donations (strategic purchasing when required) and redistributing them to local food banks, community-meal providers, student nutrition programs and to any non-profit agency that is in need of good food.



Liz Mountain  
Food Skills Coordinator  
The Local Community Food  
Centre, Stratford

As Food Skills Coordinator, it is Liz Mountain's goal to spread her passion for cooking and gardening. Liz has studied natural nutrition – food as the source of our health – and recently completed a Bachelor of Education. Liz works as a chef, food activist, and has worked on several food projects including her own recreational cooking school in Stratford, Chez Soleil.



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## Beyond Food Banks



Christine Crawford  
Extended Family Coordinator  
Woodstock Operation Sharing

Christina Crawford is the coordinator of the Extended Families project with Operation Sharing in Woodstock. Extended families project is a "walk the walk" approach to poverty reduction. Each Extended Family team is comprised of an individual or family combined with 2-3 volunteers that support the participants. The teams are focused on interpersonal relationships and moving toward the realization of worthwhile goals, while the strengths and interests of all members of the team are encouraged and developed. Christina also serves as Operation Sharing's volunteer coordinator and is a spokesperson for the organization.



Mark Halliday  
Community Garden  
Coordinator  
Guelph Community & Family  
Services - Acre of Hope

Mark Halliday is a graduate of the University of Guelph with a degree in Environmental Science and a Masters degree in Land Resource Science. He has been growing vegetables for as long as he can remember in his family vegetable garden and recently completed a 2 month internship with Missionary Ventures in Guatemala developing vegetable garden demonstration plots to be used in teaching improved small scale agriculture practices in rural Guatemala. Working with the Salvation Army in Guelph provides him with the opportunity to combine two of his passions; growing vegetables as well as reaching out to help the community's less fortunate and bless them with fresh healthy vegetables.

## Customer Service Essentials



Gail Barker, BA CPCC  
Founder  
Stellar Coaching and  
Consulting

Gail Barker, B.A., C.P.C.C., is the founder of Stellar Coaching & Consulting, a life coaching-based company with a mandate to support leaders in all aspects of their lives. A certified professional life coach, published author, motivational speaker and visionary, Gail considers it her goal to have her clients discover what really matters to them in all areas of their lives, so that they can lead brilliantly without ever sacrificing the rest of their lives on the altar of their leadership. Specializing in all areas of leadership, including life balance, public speaking, and visioning, Gail's objective is to have leaders of all types learn to lead at the work they love, while loving the life they live.

Gail regularly delivers workshops and keynotes on a variety of topics, including Communication, Decision-Making, Team-Building, Life Balance, and Public Speaking. She is co-author of *The Control Freak's Guide to Living Lightly* (available at [www.controlfreakseries.com](http://www.controlfreakseries.com)), and host of the weekly radio show *Your Life, Your Way* (heard on 106.9, the X.) To learn more about Gail's work you can visit her website at [www.stellarcc.com](http://www.stellarcc.com).

## TS Best Practices



David Court  
Director of Operations  
National Recycling Operations  
- East Region

David Court is the Director of Operations - Eastern Canada for The Salvation Army's National Recycling Operations. The Eastern Canada region has over 60 stores in 5 provinces. David has been with the Army for almost 5 years after 20 years in the retail sector.

## Who Should Attend??

*This two day conference is intended for all Salvation Army Ministry Unit Leaders, Directors and Managers who are responsible for a Community & Family Services and/or Thrift Store.*

*As a special learning experience, the Leaders should select some **key** front line staff to attend only the second day as it was designed specifically with them in mind.*

## What Does It Cost??

*Attendance at both days of the conference is required with the exception of Front Line Staff that may attend Friday September 21, 2012 only at a special rate.*

### Ministry Unit Leaders, Directors and Managers



Two Day Conference Price

\$75.00 per person (lunch included)

### Additional Front Line Staff - Friday Only



Special September 21, 2012 Rate

\$40.00 per staff person (lunch included)

## Food and Beverage

A light lunch is included in the conference rate. Hot morning beverages are also included. Please note on the registration if you have any dietary concerns.

## Registration

Ministry Unit Leaders, Directors and Managers will be emailed a link to a website to register themselves and staff members. Once the registration has been completed on-line, the registration contact will be sent a confirmation. Payment by cheque in advance of the conference will be required. More details will be provided on the registration website.

Cancellations/Refunds will not be accepted after September 10, 2012.



## Accommodations

For room reservations, please **call**  
Best Western Plus Royal Brock Hotel & Conference Center  
716 Gordon Street Guelph Ontario N1G 1Y6  
Phone: 519-836-1240  
**Reservation Code:** Salvation Army Conference

Please note, the conference rate can only be secured by  
**telephone** registration!

*Accommodations are 2.3 km from The Salvation Army Guelph Citadel*

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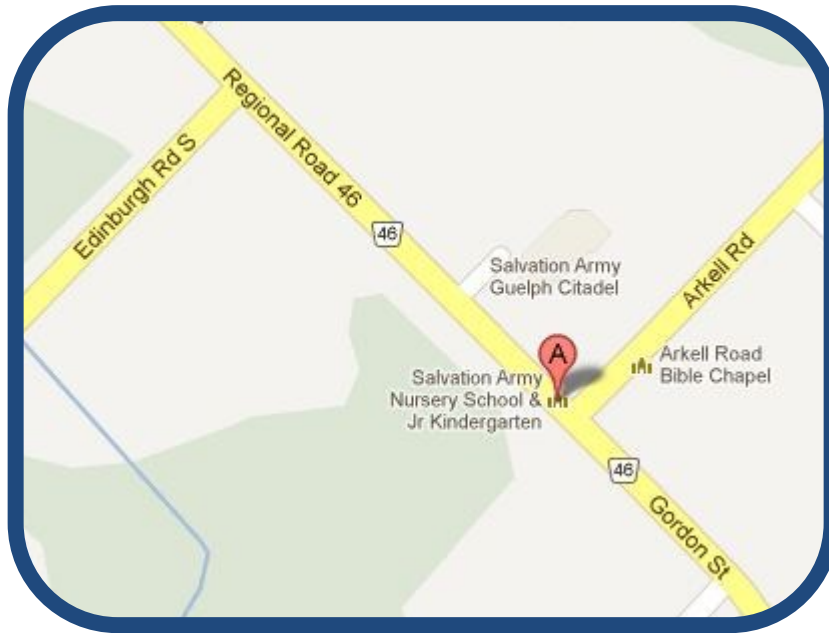
## AMENITIES

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Rooms have been set aside for the conference from September 19 to September 21, 2012. Featuring: Double Queen, Complimentary Hot Breakfast, Fitness Center, High Speed Internet, Pool, Restaurant & Bar, Parking, Recycling, Master Room light switch, windows open for fresh airflow.

Shopping: Stone Road Mall (1km), Old Quebec Street Mall (2 km) Restaurants: East Side Mario's, Subway, Domino's Pizza, Tim Hortons, Williams Coffee House, McDonalds, Burger King (all within 1 km), The Fat Duck Pub, Angels Diner (both within 3 km)

**Book by September 1, 2012** to guarantee your room. \$89.00 CDN single/double per room, per night + 13% HST



## Conference Location

Guelph Citadel  
1320 Gordon St.  
Guelph Ontario N1L 1H3

**Directions:** From the 401 East or West Bound, the most direct route is exit 299 Brock Road; it becomes Gordon Street - Guelph Citadel is on the right hand side

