

InformOntario

**Education & Networking
Symposium
Annual General Meeting**



**June 20-22
Hamilton, Ontario**

Education and Networking Symposium

Hamilton Public Library

June 20, 2016

Information Inspiring Action

10:00 am – 12 noon

CIRS and CRS Exam

Open to individuals that have registered to write the Alliance of Information and Referral Systems (AIRS) Certified Information Referral Specialist (CIRS) or, Certified Resource Specialist (CRS) certification exam

Hamilton Public Library, Second Floor Training Room

Proctor: Laura McDonald

2:00 pm – 5:00 pm

CIOC the Next Generation and CIOC Annual General Meeting

Sheraton Hamilton, 116 King Street West

5:00 pm - 7:00 pm

Welcoming Reception, Sponsored by Information Hamilton

Hamilton Public Library, 55 York Boulevard

8:00 am	Registration, Hamilton Public Library, Wentworth Room	
8:30-9:00 am	Breakfast, Wentworth Room	
8:45 am - 9:15 am	Opening of 2016 InformOntario Symposium Michele Watson, InformOntario President	
9:15 am - 10:00 am	KEY NOTE: Inspiring Confidence in Our Sector Rosita Hall Described as the Motivation Sensation with a BIG heart Rosita spent over twenty-six years in various leadership positions and quickly learned the importance of heart to heart relationships as the key to creating a culture of excellence and developing an extraordinary team. She was honoured with many awards for her ability to lead her team through changes, challenges and upheavals while serving in one of her leadership roles as Executive Director.	
10:15 am - 11:15 am	Approaches to Raising Your Organization's Community Profile Pauline Kajiura, Information Hamilton As technological advances put information at people's fingertips, it becomes more and more difficult for a stand-alone information and referral organization to remain influential and well-recognized in its community. After a 3-yr organizational change process, Information Hamilton has built strong community partnerships through its linked data projects and participation in collaborative planning initiatives. This session outlines approaches that help to demonstrate the significance of information and referral to our communities.	From Information to Impact: Finding the Connection between Community Information and Volunteering Liz Dennis, SPARK Ontario With so many community information centers providing information about volunteering opportunities, now is a good time to learn more about the world of volunteering! This interactive session will explore how SPARK works with nonprofit organizations to engage the voluncurious. Participates will walk away with tips for supporting volunteer – seeking organizations in their community.
11:30 am - 12:30 pm	Statistics: Friend or Foe? Trudy Beaulne, Social Development Centre Waterloo Region Michele Watson, United Way Durham Region The results of the recent survey of InformOntario members on their methods to collect and use statistics about their Information & Referral programs. How do statistics reflect AIRS standards will be the focus of this interactive session. A discussion about the ways statistics are gathered and how tracking and reporting is handled throughout the province. An open discussion about the benefits and challenges for our members and how InformOntario can help you better understand the statistics you collect.	

Navigation Tools: Providing Information and Decision Support to Clients and Service Providers

Vanessa Parlette, Health Strategy Specialist, Public Health Services, City of Hamilton, Youth Pregnancy Care Pathway, Healthy Birth Weights Coalition in Hamilton
Dundas Active 55 Plus Steering Committee, Dundas Info Spot
Deborah Doherty, Child Development Resource Connection Peel

This session will showcase two navigation tools, developed through community collaboration. The tools display community services information in searchable, attractive, and easy-to-use interfaces that are linked directly to, the local community information database. These projects highlight how information and referral professionals work with young parents and seniors to design and implement information that is user focused.



French Language Working Group, Presented by InformCanada

Presenter: Claude Vanasse

Centre d'information et de référence de la Capitale-Nationale et de la Chaudière-Appalaches (CIR)

Travailler à travers les sujets de langue française tels que l'accréditation en français, guides de style , la taxonomie.

Work through French language topics such as accreditation in French, style guides, taxonomy.

12:30 pm – 1:30 pm

LUNCH

1:30 pm - 1:45 pm

Sponsor Presentation,

Michael Robbins, thehealthline.ca Information Network

InformOntario 2016 Video Contest

Presentation of Contest Submissions

Sylvia Mueller, Chair InformOntario Communications Committee

1:45 pm - 2:45 pm

InformOntario Inspiring Action: Town Hall Discussion

Trudy Beaulne, Social Development Centre Waterloo Region, Pauline Kajiura, Information Hamilton, Jennifer Jones, thehealthline.ca Information Network

3:00 pm - 4:00 pm

Helping Trauma Survivors Find Supports

Maureen Trask, Waterloo Region Trauma Service Initiative, Hope and Help Waterloo

The priority for the Waterloo Region Trauma Service Initiative is to enhance capacity for creating a trauma-informed community, increase access to treatment for those who experience trauma, and build community awareness of trauma and trauma services.

Indexing and Searching: Quality and Consistency Tools, Tips and Examples for Everyday Use

John Allec, Findhelp Information Services and Ryan Marttala, thehealthline.ca Information Network

Search and display are key elements of a usable database. Come to this session to find out more about how you can improve your indexing skills. Topics discussed will include Search Engine Optimization (SEO), AIRS Taxonomy and using key word searches.



Thinking Outside the Box: A Cross-Country Tour, InformCanada

Sue Wilkinson, InformCanada Board, Findhelp Information Services

Today, innovation is the name of the game. In today's competitive environment innovation, collaboration, sharing information, resources and expertise is critical to success. Why innovate? One of the biggest reasons is to expand impact, opportunity, credibility and awareness of our great work. This session will highlight a diversity of innovations and the change that they inspire.

4:00 pm - 5:00 pm

Information and Referral Showcase of Bright Ideas

Bring a banner, poster or display from a community project you are proud of to share with your colleagues. There is no right or wrong way to participate in this session; be willing to share something innovative that you have done in your community recently.

6:30 pm

Hamilton Harbour Queen Boat Cruise Boarding

7:00 pm - 10:00pm

Hamilton Harbour Boat Cruise

Join us for a cruise of the Hamilton Harbour on the longest day of the year.



8:00 am **Registration**

8:30 am - 9:00 am **Breakfast**

9:00 am - 10:00 am **Inform Ontario Annual General Meeting**
Announcement of Bursary and Video Contest Winners

Removing Barriers to Your Service	Telling the I & R Story that You Can't
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10:15 am - 11:15 am Cole Gately, Project Coordinator, Core Collaborative Learning, Good Shepherd Non-Profit Homes Inc.


For some, the path to finding services is as easy as turning on a home computer and effortlessly searching the internet with skills that been developed for years. But for many, finding services that would improve wellness and health is not so easy. In this session, learn why it is important to consider people's experience of poverty, trauma, or living as a cultural minority if we are to make our information services accessible to all in our communities.

Google
Jessie Doak, Community Home Assistance for Seniors (CHAPS)

This session describes elements and examples of creating personal narrative digital stories to serve as a reflective practice, and vehicle for I&R agency engagement

11:30 am - 12:30 pm **thehealthline.ca Information Network**
Presenter: TBA

Community Hubs: Are They Coming to Your Community?
Presenter: TBA

 **Chat/Text and Other Channels for Information & Referral, InformCanada**
Kristen Buckley, InformCanada Board & Kids Help Phone; Mike Myette, InformCanada Board & 211 Nova Scotia

Join us to hear panelists speak about their experiences offering I&R services through chat, text and other forms of social media including how they launched the service, the impact on the organization overall and the decision to use one modality over another. The session will include a guided discussion with representatives from different organizations across Canada as well as an opportunity for the audience to pose questions to these experienced social media leaders.

12:30 pm - 1:30 pm

Lunch Panel: Syrian Refugees

Presenter: TBA

1:45 pm -3:00 pm

Creating a Community Awareness Day

Presenter: TBA

3:00 pm

Acknowledgements and Thank You's

Michele Watson, InformOntario President

Announcement of 2017 Symposium host and site

Thank You to our 2016 Symposium Sponsors

Host: Information Hamilton



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