

Meeting the Challenges of Managing Your Long Term Care Workforce

OANHSS | 7050 Weston Road, Woodbridge



OANHSS
HUMAN
RESOURCES
MANAGEMENT
SERIES

Four outstanding one-day sessions

focused on critical human resource skills for managers in long term care homes, seniors' housing and community agencies.

Three easy ways to register!

- 1 Print off the registration form (pdf format) and fax completed copy to OANHSS at 905-851-0744.
- 2 Register online at www.oanhss.org.
- 3 Contact Nina Zivkovic at 905-851-8821 ext. 246 or email nzivkovic@oanhss.org to receive a registration form by fax.

Members

\$199 each or sign up for all four sessions for only \$189 each (save \$40!).

Non-Members

\$219 each or sign up for all four sessions for only \$209 each (save \$40!).

*All programs are held from 9:30 A.M. – 4:30 P.M. and include lunch, breaks and resource materials.

SESSION 100 MORNING AFTERNOON	OCTOBER 1, 2010 Understanding the Legal Environment Make the Right Hiring Decisions: Finding Winning Talent
SESSION 200 MORNING AFTERNOON	OCTOBER 25, 2010 Health and Safety in Your Workplace: Systems for Success Invest in People: Learning and Development Strategies that Change Practice
SESSION 300 MORNING AFTERNOON	NOVEMBER 17, 2010 HR Planning: Leveraging Human Capital to Achieve Organizational Success Performance Management and Corporate Values
SESSION 400 MORNING AFTERNOON	NOVEMBER 30, 2010 Labour and Employee Relations: Strategies for Cooperation Compensation and Benefits: Attract and Retain Top People

Attend all four sessions and you will:

- Gain an understanding of how to maximize your organization's human resource potential.
- Learn about important HR legislation (Employment Standards Act, Occupational Health & Safety Act, Workplace Safety and Insurance Act, Human Rights Act, Pay Equity Act, Labour Relations Act).
- Recognize the importance of an effective performance review system.
- Understand the connection between employee engagement and quality of workplace performance.
- Discover successful recruitment selection strategies to ensure you hire the right people for your organization.

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SESSION 100

OCTOBER 1, 2010

MORNING

Understanding the Legal Environment

Are you up-to-date on human resource law? Do you understand why you must meet certain obligations related to human resources? This module is designed to explain the legal framework of labour and employment law including the common law, contracts, collective agreements and statutes such as the Labour Relations Act, Human Rights Code, Occupational Health and Safety Act, Workplace Safety and Insurance Act, Personal Health Information Act, Employment Standards Act, 2000 etc. and their impact in the workplace. This session is designed to relate the legal theories that govern labour and employment relationships to the real world situations that challenge supervisors and managers in a long term care setting.

Andrea C. Bezaire practices law as a partner at Siskinds LLP, a full service law firm with offices in London, Windsor and Toronto, where she is responsible for the representation of management in labour and employment matters.

AFTERNOON

Make the Right Hiring Decisions: Finding Winning Talent

Recruiting, screening, interviewing and selecting can be costly and time consuming and the results can be unsatisfactory. This module will provide you with a checklist of ideas to help you improve your recruitment practices and make the right hiring decisions. Learn practical tips on rating methodologies to help ensure all candidates are treated fairly and equally and that selection decisions are defensible. The importance of conducting thorough reference checks will be discussed. You will also be introduced to and have an opportunity to practice behavior-based interviewing, a tool to help you in hiring the most qualified candidate and the one best suited to your organization's culture.

Patrick Hamtiaux is a partner and consultant for HM Résolutions. He specializes in labour relations and has extensive experience as a trainer in the field of human resources management and teaches human resources at the college level.

SESSION 200

OCTOBER 25, 2010

MORNING

Health & Safety in Your Workplace: Systems for Success

Do you know your obligations under health and safety law? In this module, high priority health and safety issues for long term care homes, community-based programs and housing are addressed. Topics include: provincial injury demographics; key prevention programs; review of health and safety legislation, standards and codes; roles and responsibilities of workplace parties; the internal responsibility system; and leading practices in disability prevention and case management.

Frances Ziesmann is a registered physiotherapist and consultant for the Ontario Safety Association for Community Healthcare in the Hamilton-Niagara region.

AFTERNOON

Invest in People: Learning and Development Strategies that Change Practice

Are you getting the best return on your staff training and development investment? Are changes in practice occurring because of training or is the transfer of new skill and knowledge left to chance?

A planned, pro-active and systematic organizational effort is required to focus training dollars on specific performance issues. Learn how to develop and enhance job-related knowledge and skills and how to develop a learning and development system that supports the improved performance you are seeking.

This module will address a wide-range of learning strategies, orientation and training plans, and coaching techniques that will boost individual, team, and organization performance. Learn how to 'clear the path' for staff before and after learning experiences so not a minute of time or a training dollar is wasted waiting for practice to change.

Speaker to be confirmed.

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SESSION 300

NOVEMBER 17, 2010

MORNING

HR Planning: Leveraging Human Capital to Achieve Organizational Success

In this dynamic and interactive session, learn more about how to leverage your human resource capital to increase organizational success. As we embark on an era where the baby boomers are leaving and the war on talent is upon us, strategies that help us to maximize our human resources are becoming more and more important. Examine the six imperatives Lutherwood uses to align employee goals with organizational strategy. Through practical examples, you will have the opportunity to learn how organizational culture and employee engagement will ensure your organization remains a motivating and vibrant place for residents and employees not only now but into the future.

John Colangeli, M.S.W., M.P.A., CEO of Lutherwood and the Lutherwood Child and Family Foundation, has over two decades of senior level experience in non-profits, hospitals and government. He has been a policy advisor to two provincial health ministers and continues to serve on a variety of task forces and non-profit boards.

Sandra Watt M.Sc., Director of HR, has spent her career in the social service sector and is well known for her creative approach to building strong organizational cultures and her inspirational leadership. Her creativity and out of the box approach to HR has been instrumental in building an organization which engages both the hearts and minds of its employees.

AFTERNOON

Performance Management and Corporate Values

Explore current thinking and best practices in performance support systems. Discover ways to improve your organization's ability to use performance management as a process to link corporate values, strategic planning and goals with staff performance and development. Understand how to adapt your approach to fit the needs of your employees at different stages of life and work.

Brenda Blum is the manager of Organization Development at Southlake Regional Health Centre in Newmarket. For the past seven years, she has been a key player in developing and introducing strategies to continuously improve Southlake's Performance System.

SESSION 400

NOVEMBER 30, 2010

MORNING

Labour and Employee Relations: Strategies for Cooperation

Develop important and valuable skills to create an organizational culture of cooperation and effective problem solving. This module focuses on contract negotiations, handling grievance issues and building effective union/management relations. Through practical examples and discussion learn about your rights and how to use the collective agreement to your advantage. Understand the strategies and issues unions are raising at the bargaining table such as staffing formulas, contracting out clauses and mandatory retirement. Learn the latest in negotiation techniques to ensure a positive outcome and avoid bargaining traps.

Angelo Pesce is the principal consultant for Pesce & Associates. Previously, he was the vice president of human resources at Baycrest Centre for Geriatric Care. From 1993 to 1996 he was the chief negotiator for the Ontario Government Management Board of Cabinet. His experience in labour relations and human resources is extensive, with previous positions as executive director of human resources at Ryerson Polytechnic University and manager of HR at the Ministry of Training, Colleges and Universities. Angelo is currently on the board of Villa Colombo and Bernard Betel Services for Seniors, and teaches human resources and labour relations at Ryerson University.

AFTERNOON

Compensation and Benefits: Attract and Retain Top People

In this practical and interactive module you will learn to create effective job descriptions and innovative salary structures. Find out how to implement attractive programs to help you recruit, retain and motivate staff. An understanding of the purpose of compensation, pay equity and job evaluation procedures will be covered and you will learn to create interesting and equitable incentive programs that will work in your organization. Leave this session with practical approaches that will work for you.

Patrick Hamtiaux is a partner and consultant for HM Résolutions. He specializes in labour relations and has extensive experience as a trainer in the field of human resources management and teaches human resources at the college level.

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Please send registration form and cheque to:

Nina Zivkovic,
Ontario Association of Non-Profit
Homes & Services for Seniors
7050 Weston Road, Suite 700
Woodbridge, ON, L4L 8G7
905-851-8821 ext. 246
nzivkovic@oanhss.org
www.oanhss.org

All programs are held at
OANHSS Head Office,
7050 Weston Road,
7th Floor,
Woodbridge
9:30 A.M. - 4:30 P.M.

Need More Information?

Please contact Stuart Sweeney,
Education Manager, 905-851-8821
ext. 240, ssweeney@oanhss.org.

www.oanhss.org

Privacy Statement:

Registration information is collected to process registrations and payments for education events, correspond with registered delegates, notify participants about other OANHSS programs and services and to publish delegate lists for event participants. If you do not wish to have your registration information used for these purposes please contact Nina Zivkovic at nzivkovic@oanhss.org. To access our privacy policy go to www.oanhss.org.

Registration Form

Name: _____

Title: _____

Organization: _____

Address: _____

City: _____ Postal Code: _____

Tel: _____ Fax: _____

Email: _____

YES, REGISTER ME FOR THE FOLLOWING SESSION:	MEMBERS	NON-MEMBERS
<input type="checkbox"/> SESSION 100 OCTOBER 1, 2010	<input type="checkbox"/> \$199	<input type="checkbox"/> \$219
<input type="checkbox"/> SESSION 200 OCTOBER 25, 2010	<input type="checkbox"/> \$199	<input type="checkbox"/> \$219
<input type="checkbox"/> SESSION 300 NOVEMBER 17, 2010	<input type="checkbox"/> \$199	<input type="checkbox"/> \$219
<input type="checkbox"/> SESSION 400 NOVEMBER 30, 2010	<input type="checkbox"/> \$199	<input type="checkbox"/> \$219
<input type="checkbox"/> ALL FOUR SESSIONS (100, 200, 300, 400)	<input type="checkbox"/> \$756 <small>(4 sessions x \$189)</small>	<input type="checkbox"/> \$836 <small>(4 sessions x \$209)</small>

Special dietary requirements: No Yes (Please Specify) _____

METHOD OF PAYMENT:

Cheque enclosed (payable to OANHSS) Fax (cheque must follow by mail) VISA

Card # _____ Exp. Date _____

Cardholder's Name _____

Signature _____

PLEASE FAX COMPLETED REGISTRATION FORM TO: 905-851-0744.



CANCELLATIONS:

Cancellations will be accepted up to two working days prior to the date of the program less a 15% administration fee that will apply regardless of the status of payment.

Registrants who fail to attend the program or cancel after the deadline date shall be liable for the full fee. There is no charge for delegate substitutions.

The OANHSS Education Department reserves the right to cancel or reschedule this program. All registered delegates will receive a confirmation letter, receipt and map.