

CCIRC Winnipeg | Youth, Communities & Volunteering
Monday, October 01, 2007 and Tuesday, October 02, 2007

DAY 1 | MONDAY, OCTOBER 01, 2007

Time	Session Title & Description	Presenter	Location
Opens 7:30	Registration – Delta Winnipeg	Bonnie Rice – Volunteer Manitoba	2 nd Floor Conference
8:00 – 9:00	Breakfast		Blaze Restaurant (Main Floor)
9:00 – 9:15	Welcome Edward Mah, 2007 Conference Chair & Andrew McPherson, President, Volunteer Manitoba Board, and Paul Bartel, President, InformCanada		Ballroom C
9:15 – 10:15 PLENARY	<p>Manitoba Youth Volunteer Opportunities (MYVOP)</p> <p>The Myvop.ca Web Site Presentation will demonstrate how Manitoba students and youth can access volunteer opportunities, no matter where they live in the province.</p> <p>The youth extension of Volunteer Manitoba's Volunteer Program was developed with initial funding from Service Canada and the Province of Manitoba – MB4Youth. This unique service offers youth (to age 30) and community organizations the opportunity to connect on-line for volunteering.</p> <p>With activities such as outreach and promotion in schools and communities across Manitoba, MYVOP encourages youth volunteerism and networking, in turn, supporting local communities.</p>	<p>Lee Anderson - Volunteer Manitoba, Winnipeg, MB</p> <p>Chelsea Bronevitch – Volunteer Manitoba, Winnipeg, MB</p> <p>Noreen Mian – Volunteer Manitoba, Winnipeg, MB</p>	Ballroom C
10:15– 10:30	BREAK (15 MINUTES)		2nd Floor Conference

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CONCURRENT SESSIONS MODULE 1 (10:30 – 12:00)			
10:30 – 12:00 Youth & Volunteering	<p>Case Studies: Youth in Organizational Decision-Making Roles</p> <p>Examples of successful youth engagement creating concrete ideas that can be implemented in organizations. United Way Youth Volunteers will provide an overview of their work together focusing on 2-3 specific individuals who have progressed into senior roles within the United Way Winnipeg.</p>	Eric Friesen - United Way Winnipeg, MB	Ballroom A
10:30 – 12:00 Front Line I&R	<p>InformCanada/AIRS Standards</p> <p>InformCanada is a partner with AIRS (Alliance of Information & Referral Systems) in the development and delivery of many joint programs and services such as the AIRS Standards, Certification and the ABCs of Information & Referral. The goal of this workshop is to learn more details about available options using the standards and other programs for training and service enhancement.</p> <p>Joan Wright will introduce the Canadian Minimum Standards, Clive Jones will outline the AIRS Standards including upcoming changes and Anne Driscoll will discuss applying standards within different local situations. Time will be provided for questions on standards within InformCanada and AIRS.</p>	<p>Clive Jones - AIRS (Alliance of Information and Referral Systems), Sooke, B.C.</p> <p>Joan Wright – The Support Network, Edmonton, AB</p> <p>Anne Driscoll – Human Development Council, Saint John, NB</p>	Ballroom B
10:30 – 12:00 211 & I&R Programs	<p>Canadian Taxonomy of Human Services: A Great Tool for I&R</p> <p>If The Canadian Taxonomy of Human Services is “a great tool for I&R,” how can it help your organization perform better? This workshop will use examples from the US and Canada where I&Rs have been using The AIRS/211 LA Taxonomy of Human Services (the classification system on which the new Canadian Taxonomy is based) for many years.</p> <p>Executive staff and board members of I&Rs will learn how the Taxonomy, along with a suite of other AIRS Standards, supports better matching of inquirer needs to relevant services, effective and coherent reports to funders and planners, and a shared vocabulary to promote collaboration with other organizations.</p>	<p>Deborah Woods – Shanty Bay, ON</p> <p>John Allec – FindHelp Information Services, Toronto, ON</p>	Ballroom C
12:00 – 1:00	LUNCH (1 HOUR)		Blaze Restaurant (Main Floor)

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Time	Session Title & Description	Presenter	Location
CONCURRENT SESSIONS MODULE 2 (1:00 – 2:30)			
<p>1:00 – 2:30 Youth & Volunteering</p>	<p>Facilitating Public Dialogue and Partnerships</p> <p>In today's world, government organizations, agencies and departments are not encouraged but required to engage the public in consultation processes, planning, community development and partnering for service delivery.</p> <p>This approach fosters the development of products and/or services that are essential, timely and consistent with the needs of the users. Public engagement is an activity that can be used to inform and educate those communities that will be affected by government programs. Through the process of engagement, communities are encouraged to provide perspective consistent with their views and thereby move into a position where they can influence the outcome of the government's efforts.</p> <p>In the absence of effective engagement, services may not meet the needs of those directly affected; there will be a lack of interest from the community to buy-in and support the planned services; a lack of understanding may result in confusion and mistrust, and, a loss of limited financial resources and human capital.</p> <p>This session will provide participants with valuable information about:</p> <ul style="list-style-type: none"> • Innovative public engagement and community engagement processes • Facilitation of public dialogue and engagement processes • Supporting First Nation communities and organizations • Innovative strategies to engage the public and create community collaboration and partnerships • Best practices • The pillars of sustainable partnerships and collaborations. 	<p>Charmaine Hammond – Hammond Mediation & Consulting Group Inc., Edmonton, AB</p> <p>Michèle Luit – Workplace Solutions 2005, Edmonton, AB</p>	<p>Ballroom A</p>

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CONCURRENT SESSIONS MODULE 2 (1:00 – 2:30)			
1:00 – 2:30 Front Line I&R	<p>CCIRC Style Council</p> <p>InformCanada’s mandate includes the development and promotion of national standards and best practices in I&R. Most of the work on data standards has so far concentrated on service indexing (developing and promoting the Canadian Taxonomy). This will be an informal session to look at what role InformCanada might play in overseeing the development of other national data standards. Included will be a cross-country check-in on work that has been or is being done, including updates on projects at AIRS and InformOntario, and a discussion of future steps.</p>	<p>Moderator: Deborah Woods - Shanty Bay, ON</p>	Ballroom B
1:00 – 2:30 211 & I&R Programs	<p>Pre-211: Scheduling extended hours for I&R Operators</p> <p>Consists of a panel of I&R and 211 operators discussing and sharing their experiences of operating their services beyond regular business hours. The exhaustive process of finding a perfect scheduling system for the varieties of software programs and staff utilized in each of their centres.</p>	<p>Isobel Curtis – Information Services Vancouver, B.C. Panteha Aghili - Information Services Vancouver, B.C. Katie Ayres – Distress Centre, Calgary, AB Joan Wright – The Support Network, Edmonton, AB Angela Finateri – FindHelp Information Services, Toronto, ON</p>	Ballroom C
2:30 – 3:00	BREAK (30 MINUTES)		2nd Floor Conference

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CONCURRENT SESSIONS MODULE 3 (3:00 – 4:30)			
3:00 – 4:30 Youth & Volunteering	<p>Aboriginal Youth: Combating Racism with Community Outreach</p> <p>This workshop will explore the youth component of the United Against Racism Project (UAR), which is an Aboriginal led grassroots project attempting to develop an anti-racism action plan or strategy for Winnipeg. UAR builds a broad alliance of schools, institutions, community groups and individuals that will work towards eliminating racism and all forms of oppression through anti-racism education and action.</p> <p>Aboriginal youth play a vital role in the development of anti-racism tools and resources, and the transmission of anti-racist values and methodologies through education. The youth component of United Against Racism is led by the Aboriginal Youth Circle (AYC), an emerging anti-racism aboriginal youth group organized by UAR to ensure significant and meaningful voice and participation from Aboriginal and non-Aboriginal youth in combating racism.</p>	Albert McLeod - United Against Racism (UAR), Ka Ni Kanichik Inc., Winnipeg, MB	Ballroom A
3:00 – 4:30 Front Line I&R	<p>CIRS (Certified Information & Referral Specialist) Exam Preparatory Workshop</p> <p>This session will help participants prepare to successfully write and complete the AIRS – CIRS Exam. Reviews will be conducted of the composition of the exam, along with discussions of the I&R process, special interventions and populations. Participants will also receive sample questions to practice.</p>	Faed Hendry – Findhelp Information Services, Toronto, ON	Ballroom B
3:00 – 4:30 211 & I&R Programs	<p>211 Ontario: A System in Development</p> <p>Ontario presently has 4 operating 211 sites with 4 new sites under development in Peel Region, City of Ottawa, Thunder Bay and District & City of Windsor and Essex County.</p> <p>The 8 sites will form the backbone of the 211 system reaching over 50% of Ontarians. Each 211 provider is governed independently and led by its own staff, however developing a consolidated system has meant developing new competencies within each organization to create the foundation for 211 provincially.</p> <p>This session will describe the process of moving from one 211 call centre (2002) to eight (2008) and the vision of the system being integrated and developed in a standards-driven environment.</p>	Rosanna Thoms – Information Niagara, Niagara Falls, ON Pam Hillier – Community Connection, Simcoe County, ON	Ballroom C

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Time	Session Title & Description	Presenter	Location
5:00 – 5:30	InformCanada ANNUAL GENERAL MEETING		Ballroom C
6:00 – 7:30	Relax and network at Wine & Cheese		Ballroom C

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DAY TWO | TUESDAY, OCTOBER 02, 2007

Time	Session Title & Description	Presenter	Location
8:00 – 9:00	Breakfast		Blaze Restaurant (Main Floor)
9:00 – 10:30 PLENARY	211 Across Canada Developments and updates on existing and emerging 211 centres.	Moderators: Bill Morris – United Way-Centraide Canada, Ottawa, ON Deborah Woods - Shanty Bay, ON	Ballroom C
10:30 – 10:45	BREAK (15 MINUTES)		2nd Floor Conference
CONCURRENT SESSIONS MODULE 4 (10:45 – 12:15)			
10:45 – 12:15 Youth & Volunteering	SAINTS: Student Assistance In North Toronto For Seniors An overview of a unique service that will find a high school student in your community who is available to lend a hand after school or on weekends to garden, snow shovel, grocery shop, clean, paint, and do odd jobs.	Conferenced Session Christine Hurlbut – SAINTS, Toronto, ON	Ballroom A
10:30 – 12:30 Front Line I&R	CIRS & CRS Examinations	Proctor: Diane Murdock – City of Calgary, AB	Ballroom B

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CONCURRENT SESSIONS MODULE 4 (10:45 – 12:15)			
10:45 – 12:15 211 & I&R Programs	<p>211 National Governance: What it Means</p> <p>The 211 Canada Steering Committee has created a proposal for the creation of a national governance structure to oversee the development and implementation of 211 as a national system. The proposed functions of 211 Canada were developed in consultation with both the Inform Canada Federation and the United Way of Canada, and the proposed structure was approved by both organizations in the spring of 2007. This presentation will describe the functions and role of the new 211 Canada organization, as well as the steps being taken to create it.</p>	Paul Bartel – Distress Centre, Calgary, AB Bill Morris – United Way-Centraide Canada, Ottawa, ON	Ballroom C
12:15 – 1:15	LUNCH (1 HOUR)		Blaze Restaurant (Main Floor)
1:15 – 1:30	<p>WRAP UP Edward Mah, 2007 Conference Chair Announce next year's CCIRC location</p> <p>WPG City Bus Tour participants to meet in the Hotel Front Lobby with luggage for storage on bus (2 hour tour). Those with on-going flights will be taken directly to airport after the tour (estimate arrival time at airport: 4:30 pm)</p>		Blaze Restaurant (Main Floor)