



“Building the CASE”

15th Annual National Supported Employment Conference



Delta Beausejour, Moncton NB

November 11-13, 2009

www.supportedemployment.ca



**CASE is proud to co-host this event
in partnership with the
New Brunswick Association for Supported Services and Employment Inc.**



Dear Reader;

I am pleased to present the brochure and program for our November conference, entitled Building the CASE. Our board of directors and conference committee have worked hard to produce a dynamic and engaging program with 3 keynote speakers and over 20 workshops, which I hope will appeal to a diversity of interests.

CASE sees the success of supported employment as requiring a shift in thinking and practice in many realms. Our keynote speaker lineup reflects three paradigms - community development, business and policy - that must work together towards achieving the widespread acceptance of persons with disabilities in the workplace. The theme of Building the CASE is particularly poignant this year, as CASE strives to build new partnerships and have new conversations – with business leaders, decision makers, families and individuals with disabilities – in order to make a real case for workforce inclusion and diversity.

We hope you will join us for this unique learning and networking opportunity. Finally, I would like to thank our sponsors and our cohosts for helping bring the conference to fruition. See you in November!

Tracy Meyers
President, Canadian Association for Supported Employment

Welcome Conference Delegates;

Our association is proud to welcome CASE and the 15th annual supported employment conference to beautiful Moncton, New Brunswick. For NBASSE, employment is an essential component of our mandate to support individual choices and facilitate quality lifestyles for people with disabilities. As a network of 30 agencies serving over 1,000 people across the province, working together for this common purpose is a daily reality. Building the CASE 2009 will be no exception to this as we unite for three days of constructive dialogue and casual networking.

And there is no better place to unite than in our friendly and inviting city. We have made every effort to introduce you to all that New Brunswick has to offer by inviting local talent to bring you a one-of-a-kind entertainment program right inside the hotel. The welcome reception and conference banquet are sure to please and inspire your conference experience, so please join us for these unique events. In addition, the lovely Delta Beausejour is situated in the heart of the vibrant and culture-rich downtown Moncton, giving you many options for enjoying your stay.

I invite you to come and savour all that Moncton and Building the CASE has to offer. Sincerely,

Aldo Chiasson
President, New Brunswick Association for Supported Services and Employment



Conference Highlights

- **International Speaker Sean Wiltshire opens the conference**
- **Former and present Members of Parliament, and past president of Canadian Chamber of Commerce, join us as conference keynote speakers**
- **Longer networking breaks as requested**
- **Increased focus on policy and employer involvement**
- **Superb made-in-New-Brunswick talent and entertainment to delight**
- **Over 400 YEARS of collective experience in Supported Employment offered by workshop presenters!**



2009 Program Schedule

KEYNOTE SPEAKER

Sean Wiltshire's passion and energy for employment diversity spans from coast to coast and everywhere in between. As one of the forefathers of Newfoundland's successful supported employment system, Sean travels the world delivering inspirational messages to people with disabilities, their families, career practitioners and politicians alike. His commitment to building the case for an inclusive society is not just lip service, however – Sean is also a founding member of our association, and when he is not travelling to spread his message he is helping people with disabilities find jobs in the community of St John's. Sean also speaks internationally with the National Speakers Bureau.



Wednesday Nov 11th

7pm-9pm Welcome Reception

Come and meet your fellow conference delegates with a traditional Maritime "kitchen party" with food, drinks, celebration of local employers, and local music by the Landry Family.



Thursday Nov 12th

8:30am-10:0am Plenary Session

Sean Wiltshire – Building the CASE through Community Development

10:00am-10:30am

Networking Break

10:30am-12:00pm

Our Secret to Smashing the Barriers for Persons with Cognitive Disabilities in Saskatchewan

This double session will explore the benefits of inclusion and the real barriers that exist for diversity groups, and how these have been overcome by various initiatives in Saskatchewan. Hiring persons from the diversity groups has opened up eyes on the benefits and perceived barriers to employment in the public service since a Ministry initiative 14 years ago. Ongoing projects such as fleet services shop assistant positions, letters of understanding, diversity competency training, and others present unique models for inclusion. The second half of this session will focus on ways to implement similar initiatives in different provinces and territories. Tracy and Dave will discuss the barriers they encountered and the incredible benefits of not giving up!

Presenters: Tracy Meyers, Dave Fischl

ARMS - the Accountability Framework for Labor Market Development Agreements.

Learn about ARMS Accountability framework. This program used by NFLD & Labrador fits with the accountability framework of the LMDA for Newfoundland and Labrador. Learn how this program helps corporations manage funding, and report on the services that are delivered. Including processes to record the additional interventions on behalf of individuals with disabilities. Presentation will include a demonstration of the ability of the reporting processes to produce reports.

Presenters: Ken O'Brien & Marilyn Hannam.

KEYNOTE SPEAKER

Siobhan Coady is a well-respected business leader, a member of parliament, and an active volunteer in her community. Ms. Coady is the past chair and governor of the Canadian Chamber of Commerce, a national leader in public policy advocacy on business issues. Her involvement with such groups as the regional economic development board, the Newfoundland and Labrador Business Hall of Fame, and the Red Cross has earned her a prominent role in many realms as a humanitarian and a leader. Her ability to build links between business and community has benefited many groups, including people with disabilities. Siobhan brings to the conference a truly unique "business case" for including all people in the labour market.



KEYNOTE SPEAKER

Claudette Bradshaw, is a former Canadian politician who served as Member of Parliament (MP) for the riding of Moncton—Riverview—Dieppe, New Brunswick. Enthusiastic and engaging, Claudette is passionate about promoting equal rights for all people and diversity, through various initiatives and positions in the Federal Government. Ms. Bradshaw is also an active community leader in Moncton, having been involved in many social movements including issues of literacy, youth services, community social services, and programming for high risk children and their families. Ms. Bradshaw delivers a powerful message about the importance of cooperation and unity in advancing human rights for all people.





Capacity Building for Non-Profit Organizations

This session will use case studies and examples to depict the principles of organizational capacity building for non-profit organizations. Participants will come to understand how focusing resources strategically, developing action plans, building partnerships and managing special projects can help an organization achieve success in its mandate. Structural tools such as working committees, timely and accurate report production, and regular evaluations will be offered and described. Come and take part in this organizational development primer for all audiences.

Presenter: George Parsons

Employment Excellence – Abilities @ Work

Through an entertaining skit and audience participation, you can learn about the challenges a person with multiple disabilities may face when reentering the workforce. The skit and discussion is a demonstration of the best practices in Nova Scotia that have been adopted from the Employment Excellence Abilities @ Work model of service delivery. Find out what resources and services a cross disability organization which specializes in helping persons with disabilities find employment can do to help the “Madges” of the world.

Presenters: Janice Ainsworth, Mike Little and Judy Turner

12:00pm-1:30pm

Lunch Break

1:30pm-2:45pm

Our Secret to Smashing the Barriers for Persons with Cognitive Disabilities in Saskatchewan (continued)

Job Coach Training – Is it Necessary?

This double workshop is aimed at both management and front line staff of supported employment agencies. Using a combination of lecture and discussion formats, this session offers a unique opportunity to explore the importance of staff training for job coaches, or others expected to support people with disabilities on the job. Participants will learn that job coach training can be accessible, and will come to understand how training can benefit agencies, the people served by their program, and job coaches themselves. Models of training, from Saskatchewan will be presented, along with information about how groups can duplicate these approaches. Participants will walk away with an understanding of the core competencies required to be an effective job coach.

Presenter: Lorri Solomon

First Nations Employment Partnership - Building Capacity and Opportunity

This session will provide an overview of a project being run at the Tsuu T'ina Nation near Calgary, AB. The project uses a partnership and capacity building model to assist community members with disabilities in career exploration and gainful employment. The project partners Calgary Alternative Employment Services personnel with Tsuu T'ina community members to build supported employment knowledge and the community capacity to eventually provide services independently. Participants will have the opportunity to explore the mutual learnings and benefits inherent in this partnership model.

Presenter: Sean McEwen

Adapting to Changing Times / Drawing Lessons from the Past: Reflections on 30 plus years of employment for persons with disabilities

There is no escaping the fact that we are living in extremely challenging times. The crisis in the economy and labour market will leave no one untouched, including persons with disabilities. This panel presentation will recount the observations, experiences and insights of three professionals who have all been involved with Progressive Alternatives Society of Calgary, an organization with almost 25 years of experience in supported employment. The presentation will focus on the social trends and dynamics present in each of three decades: the 80's, 90's and our current time, in relation to human services, and particularly employment services. It will also make recommendations and suggestions for tackling the challenges of the present era.

Presenters: Bill Forman, Daniel Murphy, Stephen Wright

2:45pm-3:30pm

Networking Break

3:30pm-4:45pm

CASE's Annual General Meeting

Come to this 'happening event' to learn about CASE's exciting strategic plan, exercise your vote on resolutions, and meet the board of directors, a dynamic group of leaders in the field. Find out what CASE can do for you, and what you can do for CASE.

Job Coach Training – Is it Necessary? (continued)

Moving Forward: helping people with psychiatric illness pursue their employment goals.

Step into an interactive experience that puts you in the



2009 Program Schedule

shoes of someone with a psychiatric illness striving to breakdown the barriers to employment for themselves. Sharing their experience from the field presenters will identify the value of work in the recovery process for persons with mental illness. The presentation will challenge you to reflect on your personal experience working with someone you perceive to have a mental illness. Presenter will provide insight into their experience and tools and techniques for managing career success. You will hear first hand compelling stories of service recipients who have broken down the barriers and achieved their goals.

Presenter: Kelly McLaughlin

Employer Strategies to Move the Diversity Agenda Forward

Participants will take part in a series of activities that will help them identify and articulate a growing case for diversity. More than “just the right thing to do”, this approach articulates how diverse workforce that is inclusive can be strategic and have a positive impact on the bottom line. We will look at research findings that identify the common barriers employers face with inclusion, and will identify strategies to address these barriers. This fast-paced, interactive session will jog employment practitioners skills, creativity and confidence in building the case for employment.

Presenter: Kathy Bruens

6:00pm-11:00pm Banquet

CASE Banquet - “Solving the Case” - see page 11

Friday Nov 13th

9:00am-10:00am Plenary Session

Siobhan Coady – Building the CASE through Economics

10:00am-10:30pm

Networking Break

10:30am-12:00pm

Purposeful Purchasing Initiative: The Shift from Charity to Prosperity

This session provides an overview of the Purposeful Purchasing Initiative, and provides tools and resources to get started in your organization and community. Disability-missioned organizations are recognizing that every dollar spent, if spent with purpose, will advance the economic inclusion of people with disabilities. It makes sense for organizations to position themselves as consumers with a mission. Purposeful Purchasing moves social

services from an agenda of charity to one of prosperity. Learn how to position your organization to increase the economic inclusion of people with disabilities by meaningfully engaging the businesses where you spend your money. Become part of a consumer-power movement!

Presenter: Tamara Shaw

Conversations about Diversity

Perhaps you can remember a time where you had a “not very nice” thought and surprised yourself, maybe you laughed at a joke that definitely could have offended someone or said something negative about “those people” There is a new language out there, and it’s we need to find a new way to dialogue. If we sat down and thought about it, we all tend to get very comfortable in our own little world, it’s what we know, it feels safe and familiar. So why change what already works? Because ignorance is not the “norm” anymore. We need to stretch and grow! So why change?

Presenter: Kelly McLaughlin

Building the Case through Networking

Join a discussion-based forum with representatives from provincial/territorial employment support networks. Like CASE, these groups use the power of relationships and partnerships to strengthen the case for supported employment, provide professional development opportunities, and have fun while doing it! Learn how the groups are structured, how they benefit support providers and people with disabilities, and how you can build on the power of networking in your own community. Lend your voice and ideas to a building movement of interconnectedness.

Presenters: TBA

Moving from Segregation to Inclusion and Real Work for Real Pay

This dynamic workshop will present a first hand account of how organizations can make the shift to Real Work for Real Pay. Dr. Paul Malette gives an overview of a framework for organizational change and the paradigm shift from facility based service to community based service. He will discuss how the behavior consultant firm, CBI, developed procedures which support putting theory into practice in recruitment, training and clinical support of staff. Finally, a discussion on accountability will include a demonstration of the outcome data used by CBI.

Presenter: Dr. Paul Malette

12:00pm-1:30pm Plenary Session

Claudette Bradshaw– Building the CASE through Policy



1:30pm-2:45pm

Teaching the Community How to Make Me Self-Sufficient

This workshop will provide the audience with a unique view of people with disabilities and their employment needs, broadly defined. It will provide key information for service providers, employers, family and those receiving assistance, on how to improve themselves so that self-sufficient incomes are achieved. The workshop will discuss the impacts of past attitudes and relationship challenges that affect employment and other parts of a person's life, such as residential services. By exploring the "whole" person, this lecture will instill equality and promote flexibility.

Presenter: Jerry Kirkpatrick

The Business Case: Creating Successful Places for Job Seekers, Employers and Service Providers

This session focuses on how job developers can market to employers using a business case for supported employment. An emphasis is placed on reasons why supported employment makes good business sense as opposed to hiring an individual as a charitable act. Job coaches and developers can learn how to interact with employers and co-workers at the job site to have a successful job placement for the service provider, the client, and the employer. The benefits of this approach is demonstrated with real world examples and stories.

Presenter: Ryan Roulstone

Supported Employment - A Policy Perspective

Back by popular demand! This double panel session will introduce participants to issues of common interest across Canada, and will explore the policies and legislation that shape employment services in different jurisdictions. Leading thinkers from all corners will present research and initiatives that point to a shared vision - that of building a positive, incentive-based approach to labour market programming for people with disabilities.

Moderator: Sean Wiltshire, others TBA

Employer Talk – The Inside Scoop

Contrary to popular belief, most employers are willing and motivated to adjust their hiring practices to include people of all backgrounds and abilities – when they are supported appropriately to do so. Here is a unique opportunity to hear directly from an inclusive employer, an insider's perspective on the services, supports, and "sales pitches" that are most lucrative to businesses. Participants will be challenged to adjust their own job development practices to put the employer-employee relationship first. New and innovative human resources

initiatives designed to increase workforce diversity will be presented and described.

Presenters: TBA

2:45pm-3:30pm

Networking Break

3:30pm-4:45pm

Job Development and Employment Through Job Creation

This presentation will showcase employer involvement in the job development and creation process. This will include tips for job developers and approaches to use with employers. Dorothy Suley from Corey Craig Ltd will discuss the experience of successful employment through job creation of ten individuals at locations such as Tim Hortons, Shell stations and Holiday Inn Express. The discussion will cover the benefits created for the employer, the business and the employee.

Presenters: Jennifer Croken, Dorothy Suley

If I Only Knew Then What I Know Now: Employer Partnerships in Supported Employment

Mentoring programs are a highly effective strategy for boosting job placement results for individuals of all abilities. The presenter will overview a 10 year mentoring initiative that connects Chamber of Commerce employer members with students with disabilities, and provide tools and techniques for creating a new mentoring program in your community. Participants will learn how to incorporate mentoring opportunities within a comprehensive business community outreach effort.

Presenter: Roger Van Lieshout

Supported Employment - A Policy Perspective (continued)

Challenge and Success...

Supported Entrepreneurship

Entrepreneurship can be a reality for individuals with disabilities! Building a business from the ground up takes a lot of work, from coming up with a business idea, to putting together a business plan, to managing the day to day operations, to advertising and marketing specific services or products. Through all of this, the success of the business (and the business owner) must always be a top priority. We would like to share with you how we have supported individuals with developmental disabilities in reaching their dreams to own and operate their own small businesses.

Presenter: TBA



2009 Presenter Profiles

Janice Ainsworth is the Executive Director of TEAM Work Cooperative, a specialized cross disability employment agency serving persons with disabilities. Janice has several years of experience working with persons with disabilities and a strong background in business management. Among her many roles is her involvement in the Collaborative Partnership Network Society for Nova Scotia, the National Voluntary Sector Advisory Committee, the Work Bridge Association and the Greater Halifax Business Leadership Network.

Claudette Bradshaw, is a former Canadian politician who served as Member of Parliament (MP) for the riding of Moncton—Riverview—Dieppe, New Brunswick. Enthusiastic and engaging, Claudette is passionate about promoting equal rights for all people and diversity, through various initiatives and positions in the Federal Government. Ms. Bradshaw is also an active community leader in Moncton, having been involved in many social movements including issues of literacy, youth services, community social services, and programming for high risk children and their families. Ms. Bradshaw delivers a powerful message about the importance of cooperation and unity in advancing human rights for all people.

Kathy Bruens brings 23 years of experience in project management at the regional, provincial and national levels, with a focus on disability management and diversity planning. Kathy has conducted research with employers across the country, which has led to the development of numerous diversity planning tools to assist employers develop effective strategies to hire, recruit and retain a skilled workforce that is inclusive of persons with disabilities. Kathy works with the New Brunswick Employer Support Services in Moncton.

Siobhan Coady is a well-respected business leader, a member of parliament, and an active volunteer in her community. Ms. Coady is the past chair and governor of the Canadian Chamber of Commerce, a national leader in public policy advocacy on business issues. Her involvement with such groups as the regional economic development board, the Newfoundland and Labrador Business Hall of Fame, and the Red Cross has earned her a prominent role in many realms as a humanitarian and a leader. Her ability to build links between business and community has benefited many groups, including people with disabilities. Siobhan brings to the conference a truly unique “business case” for including all people in the labour market.

Jennifer Croken has 7 years experience with Moncton Employment and Training Services, Inc. as a job coach and job developer. Jennifer is responsible for marketing and securing competitive and created employment for persons with intellectual disabilities or persons with brain injuries, and for maintaining employer relations with the agency. Jennifer is a graduate of Human Services in Moncton, NB.

David Fischl is from Prince Albert Saskatchewan. He has worked for the Saskatchewan Ministry of Highways and Infrastructure for the past 35 years and in a supervisory or management position for 29 years. He has been involved in downsizing, rightsizing and reorganizing. One of his secondments in the Ministry was working in organizational Development looking at a framework for succession planning for his Ministry. He also is the Workplace Diversity Coordinator, the Innovations Chair and Health and Wellness Chair for his Ministry. He recently won the Premier’s Award of Excellence and the Centennial Award for his achievements in diversity.

Bill Forman has worked for 25 years on behalf of persons with disabilities, their families and their communities in a variety of roles, including advocacy, community development and education. He is currently employed as Executive Director of the Progressive Alternatives Society of Calgary. Bill is a credentialed trainer of Social Role Valorization theory, and is associated with Dr. Wolf Wolfensberger and his Training Institute at Syracuse University. Bill is also a founding member of the Alberta Safeguards Foundation, an organization committed to raising consciousness about the personal, social and systemic issues that face marginalized and vulnerable persons and groups.

Marilyn Hannam has a long history in community development, working with community centers in Newfoundland and Labrador. Marilyn is currently working with the Department of Human Resources Labor and Employment.

Jerry Kirkpatrick is the General Manager of Moncton Community Residences Incorporated (MCRI). He has spent the past thirty one years working and developing residential and employment programs for people to become equal and self-sufficient using their personal skill sets. He has taught Crisis Intervention at the Masters level, Mandt Relationship Workshops, Strategic Planning, and PATH facilitation.



Michael Little is the Executive Director of the Hants County Community Access Network. He has many years of experience working in the disability, social services and business sectors. Whether it is his award winning 15 years of senior management experience in the Nova Scotia Tourism and Hospitality Industry, his extensive lifetime record of volunteer service, or his continuing success in assisting persons with disabilities, and barriers, reach their full life potential, Mike, exemplifies a “can do attitude”.



Dr. Paul Malette has been a director of CBI Consultants, Ltd. since 1990 and has more than 25 years of experience working with children and adults with complex support needs. His work on the Lifestyle Development Process (LDP) has been published in the Journal of the Association for Persons with Severe Handicaps, and he is currently on the editorial board of the Journal of Vocation Rehabilitation. Dr. Malette has provided extensive training to schools, families, professionals, and support agencies throughout North America. As a result of a collaboration with Dr. Paul Wehman, one of the pioneers of best practices in Supported Employment, CBI Consultants added supported and customized employment to the professional supports and training offered by CBI Consultants. Dr. Malette uses his personal experiences as a consultant to effectively illustrate theory in practice.



Sean McEwen is the Career Development Manager for Supported Employment Services at Calgary Alternative Support Services. He has over twenty years experience working with people with various disabilities. Sean has been working in Supported Employment service delivery and design for over ten years, as well as consulting in these areas to other agencies and service providers. Sean is a certified Employment Specialist, and has sat on the board of directors for both the Alberta and Canadian Associations for Supported Employment. At almost any given time, Sean would rather be mountain-biking or snow-boarding.



Kelly McLaughlin is an Employment Support Specialist with the Mental Health Centre Penetanguishene. A graduate of Boston University Psychiatric Vocational Rehabilitation Certificate Program Kelly uses her creativity and humour to engage clients, partners, and employers in the vocational process. She has been instrumental in developing and facilitating employment skills development opportunities and work placements. Her positive attitude motivates clients to continue to move towards their employment goals whatever the barrier may be.



Tracy Meyers has worked with the 78 member agencies of the Saskatchewan Association of Rehabilitation Centres (SARC) as a provincial resource person for 9 years. She assists organizations with their supported employment transition initiatives and engages employers on the business case of hiring persons with disabilities. She has worked with 87 initiatives since 2000 including six new Youth Transition Initiatives this past year and absolutely loves what she does! She is the President of the Supported Employment Network of Saskatchewan and President of the Canadian Association for Supported Employment. She resides in Prince Albert and has a Bachelor of Vocational Technical Education from the University of Regina.



Daniel Murphy was hired in 1976 to find jobs for workers at a sheltered workshop in southern Ontario. He says he was really hired because he could drive a bus. Job development seemed a secondary and perhaps dubious responsibility. Within a month he had found 14 workers jobs in the community and was subsequently taken off bus duty. Since then, Daniel has been involved in the design and operation of a number of training programs and employment services for people who are employment disadvantaged. He was a co-founder of PASC in 1986, one of the first supported employment programs in western Canada. Up to 2007 he was the Director of a community based psycho-social and employment support service for adults with severe and persistent mental illness called the clubhouse program. He currently operates a renovation business in St John's NL



Ken O'Brien is a vocational rehabilitation specialist in The Department of Human Resources, Labour and Employment (HRLE) in Newfoundland and Labrador. HRLE provides funding to community agencies across Newfoundland and Labrador to deliver employment support services for eligible clients of the department. In his role, Ken has been instrumental in the labour market development funding, and is a strong promoter of supported employment practices.



George Parsons is an adult educator by profession, and brings 30 years of experience in the facilitation of community, regional and project management groups in the non-profit and co-operative fields. George has developed and delivered hundreds of workshops dedicated to organizational development. His educational repertoire includes studies Memorial University, Saint Francis Xavier and University of Waterloo. George lives and works in Carbonear, Newfoundland.





2009 Presenter Profiles

Ryan Roulstone is a Supported Employment Counselor with Supported Employment Services of the Garth Homer Society (GHS) in Victoria BC. He is a former CASE Board Member and is currently a member of the BC EmployNet group, as well as the GHS contact for the “access Works Consortium”. Ryan fell into the Supported Employment field over 4 years ago, and has thoroughly enjoyed his time. He enjoys working with and learning from individuals with developmental disabilities, and helping people achieve their employment goals. To date he speaks two languages and has lived in 4 countries (Canada, The United States, Belgium, and France).

Tamara Shaw is the program manager for Infinite Employment Solutions at AiMHi in Prince George, BC. Tamara has worked in vocational rehabilitation and counseling in BC, Alberta and Australia throughout her career. She is a strong advocate for people with disabilities, and strives to improve practices ensuring people can attain their goals and become fully engaged citizens in their communities. Tamara holds a Bachelor of Community Rehabilitation Degree through the University of Calgary.

Lorri Solomon has 20 years of experience working in Supported Employment. She has been instrumental in developing Standards, Best Practices, and Job Coach Training and has delivered workshops throughout Saskatchewan. Lorri operates Solomon Organization Solutions, a consultation business based in Carlyle, Saskatchewan. Her work is based on a deep respect for human rights and inclusion for all.

Dorothy Suley is the Director of Operations for Corey Craig Ltd in Moncton NB. Dorothy currently supervises 10 individuals employed through job creation in locations such as Tim Hortons, Shell stations and Holiday Inn Express.

Roger Van Lieshout is President of Winnipeg-based Synergy HRD Associates and a founding member of the Business Leadership Network. He launched the “MentorAbility” initiative in 1999 which now connects over 200 youth with disabilities and employer mentors each year in communities throughout Western Canada and the USA. Roger works extensively with Chambers of Commerce, educational institutions and community organizations to create enduring and productive partnerships. Contact Roger via email at: rogervan@aol.com

Sean Wiltshire’s passion and energy for employment diversity spans from coast to coast and everywhere in between. As one of the forefathers of Newfoundland’s successful supported employment system, Sean travels the world delivering inspirational messages to people with disabilities, their families, career practitioners and politicians alike. His commitment to building the case for an inclusive society is not just lip service, however – Sean is also a founding member of our association, and when he is not travelling to spread his message he is helping people with disabilities find jobs in the community of St John’s. Sean Wiltshire has recently been inducted to the National Speaker’s Bureau.

Stephen Wright has been involved in the field of rehabilitation for 33 years, with 22 of those in the area of supported employment. He has worked in a variety of different positions and in several locations, both in British Columbia, Alberta and overseas. He has facilitated workshops in the area of Career Development for the Alberta Government, and is a certified trainer for True Colors. Stephen has had the pleasure of working with a group of people in setting up the Alberta Association for Supported Employment. He presently works for Progressive Employment Services in Calgary, an employment agency who provide services for people with disabilities.

Sponsorship for the Conference is provided by:





Conference Venue and Accommodation Information

The conference sessions will be held at the Delta Beauséjour Hotel in Moncton, New Brunswick. With everything from a river that empties and fills twice daily and a hill that defies gravity, this bilingual city is full of surprises. Located on the banks of the Petitcodiac River, Moncton was once an early Acadian settlement known as Le Coude. A part of Moncton's steadily growing skyline, Delta Beauséjour is located in downtown Moncton, the geographic centre of the Maritimes. Come home to Delta Beauséjour after all of the day's explorations.

When making your hotel reservation at the Delta Beauséjour (see below for contact details), you must name the "Canadian Association for Supported Employment Annual Conference 2009" or "CASE" in order to receive the following discounted rates:

CASE Hotel Rates* - Available until October 23, 2009

\$139 - Standard Delta Room

\$184 - Signature Club Room

\$20 - Additional Person (per person, per night). There is no charge for children up to and including the age of 18 years who share a room with their parents. Maximum occupancy is 4 people per room.

* Room rates are subject to Harmonized Sales Taxes, which is currently at 13%. All rates are based on single and/or double occupancy per night unless otherwise mentioned and subject to availability.

Cancellations must be made 48 hours prior to the day of arrival in order to avoid a cancellation penalty, and you are responsible for own guest room charges. Check-in time is 16:00 and check-out time is 12:00.

Delta Beauséjour Hotel

750 Main Street

Moncton, New Brunswick

E1C 1E6

Phone: 506-854-4344 | Fax: 506-858-0957

Website: www.deltahotels.com

Online Hotel Reservation: www.deltabeausejour.com/1109case

Reservations Phone: 1-888-351-7666

Reservations Email: bea.reservationsdl@deltahotels.com

Hotel Accessibility Note

The Delta Beauséjour Hotel has specially designed guest rooms for the comfort and convenience of guests who have a disability. If the accessible rooms at the hotel are full, please call Sea to Sky Meeting Management at 604-984-6448 for assistance.

Conference Information

Registration and Fees

All participants, including speakers must pre-register. There are three easy ways to register:

1. Go to www.supportedemployment.ca to be directed to the online registration site. Complete the on-line registration form and provide a MasterCard or Visa credit card payment; or select "Bill Me" to receive an invoice via email. By registering on-line you are eligible to win a complimentary registration for CASE's next conference.

2. Complete the hard-copy registration form and fax it to 604-984-6434 with a MasterCard or Visa credit payment.

3. Complete the hard-copy registration form and mail it with payment to: CASE c/o Sea to Sky Meeting Management, Suite 206, 201 Bewicke Avenue, North Vancouver, BC V7M 3M7.

Confirmation letters will be sent to you after you have registered and payment has been received.

Register by Sept. 18, 2009 for the Early Bird Rate

- Members** \$315
- Non-members \$385
- Self Advocate \$175

After Sept. 18, 2009 — Full Conference Rates

- Members** \$365
- Non-members \$435
- Self Advocates \$175
- Daily attendance rate \$225

** Discounted member rates are available only to members in good standing. Each membership number entitles a member organization to a maximum of six (6) registrations at the discounted rate. One year memberships are \$100.00 and are available for purchase. Contact Bill Forman for more details at bill.f@pasc-calgary.org, or by phone at 403-298-9805.

Not included in registration fees

Conference registration fees do not include group lunches or the Thursday evening Banquet.

Meals and Social Events

Group lunches are available and optional each day at a cost of \$25 per person, and must be ordered and paid for in advance. The Welcome Reception is included in the registration price, however additional tickets may be purchased for \$15 per person. The Banquet, on Thursday, November 12, is an optional event and tickets are \$50 per person.

Refund Policy

Refunds will be made until Monday, September 14, 2009 and are subject to an administrative fee of \$50 per person. After this date, there are no refunds, however substitutions are permitted until Wednesday, November 4, 2009.



Sponsorship and Exhibitor Opportunities

Are you interested in being a sponsor or an exhibitor? With over 400 people expected over the three days, it's a great opportunity for exposure of your products, people and organization.

Exhibit tables are \$250 for community-based organizations and \$750 for corporations and businesses.

For more details on exhibiting in Moncton, please contact Kristine Koonts by phone at 604-984-6448 or via email at kristine@seatoskymeetings.com.

For more details on sponsorship, please contact Meaghan Feduck at 604-723-8251 or via email at meaghanfeduck@yahoo.com.

Travel Information

WestJet Flights

WestJet is offering a 10 per cent discount off their best available regular fare at the time of booking (excluding web and promotional fares).

To book a flight at the conference rate, please contact WestJet directly by phone at 1-877-952-4696 and quote the booking number **QC#5504**. You can also access an online booking form on www.supportedemployment.ca. Flight information is available at www.westjet.com.

Airport Information

The Greater Moncton International Airport is located in Dieppe and is 7 km from the Delta Beauséjour. Travel time to the hotel by taxi is between 10 and 20 minutes, depending on the time of day and is approximately \$15, one way. Carriers include Air Canada Jazz, WestJet and Continental Airlines. Daily passenger services operate within the region with frequent and direct flights to all major points.

777, Aviation Avenue, Unit 12
Dieppe, NB E1A 7Z5
Phone: 506-856-5444
Fax: 506-856-5431
Website: www.gmia.ca

Driving

If you are going to be driving to Moncton, be sure to check out the road reports, driving distances and driving safety tips before beginning your journey. For information on directions, please review the visitor info at tourism.moncton.ca.

Information on Moncton

From breathtaking scenery and fantastic nightlife to awesome adventures and unforgettable family fun, Moncton, and the surrounding area is home to many of New Brunswick's top attractions. Please visit the Tourism Moncton website at tourism.moncton.ca for information on all attractions and activities.



"Solving the Case"

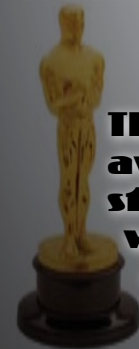
An Evening of Murder and Improv

Be sure to reserve your space upon registration. Tickets are \$50.00 and include a full course meal, live entertainment, and memories to last all year long.



Join actors from **Canadian Improv Games** for an evening of theatrical intrigue, mystery and murder as we watch and participate in solving the case once and for all. This is a unique banquet experience not to be missed!

Join actors from **Canadian Improv Games** for an evening of theatrical intrigue, mystery and murder as we watch and participate in solving the case once and for all. This is a unique banquet experience not to be missed!



The **2nd Annual CASEY awards** will also be bestowed on the most worthy and talented conference delegates. **Don't miss out!**



2009 Program at a Glance

Wednesday, November 11, 2009				
7:00pm - 9:00pm	Welcome Reception			
Thursday, November 12, 2009				
Opening Plenary - Sean Wiltshire – Building the CASE through Community Development				
8:30am - 10:00am	Networking Break			
10:00am - 10:30am	Our Secret to Smashing the Barriers	ARMS – A Labour Market Accountability Framework	Capacity Building for Non-Profit Organizations	Employment Excellence – Abilities @ Work
12:00pm - 1:30pm	Lunch Break			
1:30pm - 2:45pm	Our Secret to Smashing the Barriers (cont'd)	Job Coach Training – Is it Necessary?	First Nations Employment Partnership	Adapting to Changing Times
2:45pm - 3:30pm	Networking Break			
3:30pm - 4:45pm	CASE's Annual General Meeting	Job Coach Training – Is it Necessary? (continued)	Moving Forward: helping people with psychiatric illness pursue their employment goals.	Employer Strategies to Move the Diversity Agenda Forward
6:00pm - 11:00pm	CASE Banquet - "Solving the Case"			
Friday, November 13, 2009				
Midway Plenary - Siobhan Coady – Building the CASE through Economics				
9:00am - 10:00am	Networking break			
10:00am - 10:30am	Networking break			
10:30am - 12:00pm	Purposeful Purchasing Initiative	Conversations about Diversity	Building the Case through Networking	Moving from Segregation to Inclusion
12:00pm - 1:30pm	Lunchtime Plenary - Claudette Bradshaw – Building the CASE through Policy			
1:30pm - 2:45pm	Teaching the Community How to Make Me Self-Sufficient	The Business Case	Supported Employment - A Policy Perspective	Employer Talk - An Insider Scoop
2:45pm - 3:30pm	Networking Break			
3:30pm - 4:45pm	Job Development and Employment Through Job Creation	If I Only Knew Then What I Know Now	Supported Employment - A Policy Perspective (continued)	Supported Entrepreneurship