



Financial Fitness Forum

September 14 - 15, 2011

July 2011

Marking another year as Canada's leader in Financial Counselling Education

Dear Colleague,

You're Invited! Please see the attached Registration Form for the 2011 Financial Fitness Forum, being held at the Courtyard Marriott Hotel in downtown Toronto, Ontario. This venue provides a convenient and easily accessible setting for the Conference. In addition to finding yourself within walking distance of shopping and transit systems, the Conference is being held during the Toronto International Film Festival. You just might catch a glimpse of the many celebrities that visit during this time.

This year's conference includes CACCS and OACCS Annual General Meetings, CACCS and OACCS Member sessions and sessions for Financial Counselling Practitioners. These Conference sessions will provide the important professional development and education that is needed by today's professional in the Credit Counselling industry and you will also have the opportunity to network with fellow financial counselling professionals.

Your hotel accommodations will need to be made directly with the hotel, as noted on the Conference Registration Form. When you reserve your room, simply mention the Ontario Association of Credit Counselling Services.

If you have any questions about the conference, please give us a call. I'm looking forward to seeing you in September!

Sincerely,

Henrietta Ross,
Chief Executive Officer and Executive Director



Financial Fitness Forum

September 14 - 15, 2011

CONFERENCE AGENDA

DAY ONE: Wednesday, September 14

Member Registration, Networking & Welcome Lunch - Room: *Porter - 1st Floor*

11:00 AM - 12:00 PM

Member Forum - Business Meeting - Room: *Porter - 1st Floor*

12:00 PM - 1:30 PM

Ontario Association of Credit Counselling Services 42nd Annual General Meeting

Member Forum - Business Meeting - Room: *Porter - 1st Floor*

1:30 PM - 2:30 PM

Canadian Association of Credit Counselling Services 3rd Annual General Meeting

Open Sessions:

Conference Delegate Registration & Refreshments - Room: *Porter - 1st Floor*

2:30 PM - 3:00 PM

Open Forum - Conference Session 1 - Room: *Porter - 1st Floor*

3:00 PM - 4:30 PM

Keynote: Compassion Fatigue and the Cost of Caring

Françoise Mathieu, M.Ed., CCC. Compassion Fatigue Specialist

We pay an emotional price for doing the work that we do: We are not always able to help everyone who comes to us for help - the demand often outweighs what we can offer. Some of us hear difficult stories daily and are frequently exposed to traumatic details from the cases we are working on. What is the impact of this work on our own emotional well-being, on our personal life?

Compassion fatigue is characterized by deep emotional and physical exhaustion and by a shift in a helping professional's sense of hope and optimism about the future and the value of their work. It has been called "a disorder that affects those who do their work well" (Figley 1995). Compassion fatigue is a normal consequence of working in the helping field. The best strategy to address compassion fatigue is to develop excellent self care strategies, as well as an early warning system that lets the helper know that they are moving into the caution zone of compassion fatigue. This keynote presentation will explore key strategies to recognise the warning signs and develop an early intervention plan to mitigate the impact of compassion fatigue.

Françoise is director of Compassion Fatigue Solutions, a firm that offers consulting and training to helpers on topics related to self care, wellness, burnout and compassion fatigue. Françoise is a certified mental health counsellor with the Canadian Counselling and Psychotherapy Association and a Compassion Fatigue specialist. Her experience stems from many years as a crisis counsellor, working in a hospital emergency ward, university counselling service and community mental health environments. Her positive outlook and commitment to helping counsellors professionally are hallmarks of her work.



Open Forum - Reception - Room: *Porter - 1st Floor*

4:30 PM - 6:00 PM

OACCS Awards Reception and Networking

Celebrate with your fellow colleagues as professionals are recognized for their achievement and contribution to the Credit Counselling industry.



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CONFERENCE AGENDA

DAY TWO: Thursday, September 15

Conference Delegate Registration, Networking & Breakfast - Room: *Porter - 1st Floor*

7:00 AM - 8:45 AM

Plenary Sessions:

Open Forum - Conference Session 2 - Room: *Porter - 1st Floor*

9:00 AM - 9:30 AM

Risky Business

Paul Le Fevre, Director, Global Business Services, Equifax Canada

Credit Risk Assessment tools are constantly evolving. This session will introduce the most recent development in consumer credit scoring and provide an understanding of its application and impact for consumers.

Open Forum - Conference Session 3 - Room: *Porter - 1st Floor*

9:30 AM - 10:30 AM

Family Law and Financial Mediation

Susan Jack, B.A., LL.B., Accredited Family Mediator, OAFM., Smith Family Law Group and Riverdale Mediation

Credit Counselling and Financial Coaching professionals are seeing a steady increase in clients who are experiencing family breakdowns through separation and divorce, and sometimes multiple separations and divorces. Dealing with personal and family financial struggle can create challenging and sometimes unbearable situations to overcome. This is especially the case as clients facing the end of a relationship usually find the separation and divorce financially overwhelming. Whether the issues relate to property valuation, property division, child support, spousal support, lump sums, or retroactive claims, the framework and the legal process involved will be explained. Lawyer, Susan Jack, will guide you through this session to highlight the inside track of Family Law and Financial Mediation, how equalization of net family property is calculated and to answer any questions that you may have to help your current and future clients.

Susan Jack has been practicing family law exclusively for over 13 years. She is reputed for being able to assist clients in resolving their family law issues through various alternative dispute resolution mechanisms that are effective both financially and emotionally. Susan has had extensive training and practice in family mediation, including training through the Harvard Mediation Project.

Refreshment Break - Rooms: *Porter and Alexander - 1st Floor*

10:30 AM - 10:45 AM

Morning Breakout Sessions:

Member Forum - Conference Session 4a - Room: *Alexander - 1st Floor*

10:45 AM - 12:30 PM

Member Leadership Track: Strategic Directions

Ownership Linkage

This Member forum will provide an opportunity for Member Executive Directors and Program Managers to engage by sharing thoughts and ideas that will help shape the future of our important work. Topics discussed will include Strategic Planning and various other key initiatives.



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DAY TWO: Thursday, September 15

Open Forum - Conference Session 4b - Room: *Porter - 1st Floor*

10:45 AM - 12:30 PM

Financial Counsellor Track: Coach's Corner

Coach Panel

This interactive and hands on practical session will discuss and unveil important skills that can help with handling challenging situations with clients through the analysis and discussion of various case studies.

Lunch - Room: *Porter - 1st Floor*

12:30 PM - 2:00 PM

Counsellor Certification Awards Luncheon and Keynote Session

Celebrate with your fellow colleagues for the annual Certification Awards Luncheon where professionals throughout the network will be recognized for their achievement of successfully obtaining their Accredited Financial Counsellor Canada designation and their OACCS Certified Credit Counsellor designation.

Afternoon Breakout Sessions:

Member Forum - Conference Session 6a - Room: *Alexander - 1st Floor*

2:00 PM - 3:45 PM

Member Leadership Track: Strategic Directions ... continued

Open Forum - Conference Session 6b - Room: *Porter - 1st Floor*

2:00 PM - 3:30 PM

Financial Counsellor Track: Rookies and Rockstars

Rookies and Rockstars Panel

Join this interactive panel discussion with both the industry's seasoned Financial Counselling Pro's and those new to the industry. These Rookies and Rockstars will combine and share their deep knowledge and fresh ideas as they address challenging counselling scenarios with practical and innovative techniques and proven solutions. Immerse yourself in these experiences to expand your own counselling strength with strategies and tips that will surely help you navigate difficult counselling situations with greater ease.

Open Forum - Conference Session 7 - Room: *Porter - 1st Floor*

3:30 PM - 3:45 PM

Financial Counsellor Track: Professional Development through Continuing Education

William Moores, Counsellor Certification Program Manager

This session will focus on tips for maintaining your Accredited Financial Counsellor Canada designation through acquiring the necessary Continuing Education Units. Examples of the type of professional development and education that have been approved for CEU's, how easy it is for Counsellors to create CEU opportunities on their own and how designees can track their CEU standing and receive reports will be provided. In addition, ideas and information about potential CEU opportunities will be shared amongst participants.



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DAY TWO: Thursday, September 15

Refreshment Break - Rooms: *Porter and Alexander - 1st Floor*

3:45 PM - 4:00 PM

Plenary Session:

Open Forum - Conference Session 8 - Room: *Porter - 1st Floor*

4:00 PM - 5:00 PM

Innovation Showcase
Agency Program Updates

New techniques and fresh thinking provide opportunity to tackle challenges and achieve success. In this session, engage with the creative minds of Agency representatives as they share their innovation energy and ideas. Hear how newly formed programs and initiatives have inspired the work of agencies, clients and the communities served.

Member Forum - Conference Session 8 - Room: *Porter - 1st Floor*

5:00 PM - 6:00 PM

Healthy Relationships: The Credit Community

Warren Wood, Manager of Partnerships

Having healthy relationships with the Credit Community is very important for all Counsellors as they go about their work in helping clients. In this session, participants will identify the factors that can contribute to developing healthy relationships with the Credit Community, discuss approaches to issues and collectively develop ways to promote favourable relations.



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CONFERENCE SCHEDULE SUMMARY

September 14, 2011	
Time	For Members Only
11:00 AM – 12:00 PM	Registration, Networking and Welcome Lunch
12:00 PM – 1:30 PM	Business Meeting OACCS Annual General Meeting
1:30 PM – 2:30 PM	Business Meeting CACCS Annual General Meeting
2:30 PM – 3:00 PM	For Members and Financial Counsellors Break and Registration
3:00 PM – 4:30 PM	Open Forum: Keynote: Compassion Fatigue and the Cost of Caring
4:30 PM – 6:00 PM	OACCS Awards Reception and Networking



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September 14 - 15, 2011

CONFERENCE SCHEDULE SUMMARY

Time	September 15, 2011	
7:00 AM – 8:45 AM	Registration, Networking and Breakfast	
9:00 AM – 9:30 AM	Open Forum: Risky Business	
9:30 AM – 10:30 AM	Open Forum: Family Law and Financial Mediation	
10:30 AM – 10:45 AM	Break	
10:45 AM – 12:30 PM	Morning Session	
	Member Leadership Track	Financial Counsellor Track
	Member Forum: Strategic Directions	Open Forum: Coaches Corner
12:30 PM – 2:00 PM	Counsellor Certification Awards Luncheon and Keynote Session	
2:00 PM – 3:45 PM	Afternoon Session	
	Member Leadership Track	Financial Counsellor Track
	Member Forum: Strategic Directions	Open Forum: Rookies and Rockstars Continuing Education and Professional Development
3:45 PM – 4:00 PM	Break	
4:00 PM – 5:00 PM	Open Forum: Innovation Showcase	
5:00 PM – 6:00 PM	Member Forum: Healthy Relationships: The Credit Community	



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REGISTRATION FORM

Please complete one registration form for each registrant and check your conference package

Register by FAX to the OACCS at ☎ 905-945-4680

or by scanned Email to ✉ wmoores@indebt.org

CONFERENCE AGENDA

September 14th

For Members Only

- OACCS Annual General Meeting
- CACCS Annual General Meeting

For Members and Financial Counsellors

- Keynote: Compassion Fatigue and The Cost of Caring
- OACCS Awards Reception and Networking

September 15th

For Members Only

- OACCS and CACCS Member Forums
- Strategic Directions
- Healthy Relationships: The Credit Community

For Members and Financial Counsellors

- Risky Business
- Family Law and Financial Mediation
- Coach's Corner - Counselling Case Studies
- Rookies and Rockstars
- Professional Development through Continuing Education
- Innovation Showcase
- Counsellor Certification Awards Luncheon and Keynote Session
- Networking for Professionals

Please Print

Registrant Name: _____
(as you would like it to appear on your name tag)

Title: _____

Organization: _____

Tel ☎ : _____

Fax ☎ : _____

Email ✉ : _____

Your full conference registration includes:

- Refreshment Breaks
- Breakfast
- Lunch
- Conference Materials
- Awards Reception
- Awards Lunch

**Continuing
Education Units
Available**

Please send cheque payable to:

OACCS
P.O. Box 189
Grimsby, ON, L3M 4G3

For inquiries or to pay with credit card, please contact:

William Moores
Tel ☎ : 905-945-5644 ext. 221
Email ✉ : wmoores@indebt.org

Make Your Selection

Member Rate

Non-Member Rate

Full Conference
1st registrant \$325 \$425

Full Conference
2nd and subsequent registrants* \$295 \$395

Daily Rate
September 14th \$150 \$175

Daily Rate
September 15th \$195 \$275

To register a room with the Courtyard Marriott Hotel, contact Reservations by telephone: 1-800-847-5075

Hotel Address: 475 Yonge Street, Toronto, ON, M4Y 1X7

Please Note:

- This event is a Scent Free Zone.
- Cancellations will be refunded at the rate of 50% only if received 3 weeks before the event. After that point, registration is non-refundable; however, registrant replacements will be accepted.
- CACCS / OACCS reserves the right to amend program content without notice.