



2019 NATIONAL CONFERENCE
November 7 – 9, 2019
Toronto, ON



Early Bird Registration Deadline: September 5, 2019

A MESSAGE FROM YOUR 2019 NATIONAL CONFERENCE COMMITTEE



The Sky's the Limit #UP_UnlimitedPotential

This year's National Conference is back in Toronto and is being held at the Radisson Admiral Hotel Toronto on the Harbourfront from November 7 – 9, 2019.

It's hard to believe conference is coming so quickly! It doesn't seem that long ago we were wrapping up last year's conference and the 2019 conference was far off into the future. Since the start of the year, the NCC has been hard at work to make this year's conference better than before. Creating a conference is truly a team effort and we are excited to share what we've been up to.

The growing public awareness and demand for organizing services means there is nothing to prevent you from being as successful as you want to be. When we were brainstorming themes, it just made sense to select **The Sky's the Limit** to guide us for this year's conference. We added the hashtag #UP_UnlimitedPotential as the social media tag to the theme.

We've made a few changes to the program. This year we will open the conference with a plenary session that will replace the customary keynote speaker. Safety in the workplace is a matter that affects every professional organizer. This session was well-received at the NAPO Conference, and we are thrilled to bring this topic to the conference stage.

We are replacing the traditional *Ask an Expert Panel* with a *Conversation Café* – a series of round-table discussions that use a conversational process to address topics related to the organizing field. More details will be made known at conference, but be prepared to share your thoughts, concerns and suggestions on specific topics related to the organizing industry.

A lot of thought and energy has been put into ensuring there is something for everyone. We pored over many submissions and culled them into a stellar program that is filled with some exciting and current topics. Whether you are new to this industry, a seasoned organizer or somewhere in-between, you will leave the 2019 conference inspired and motivated with a toolbox full of new strategies and techniques to succeed in your business.

With so many amazing choices, it may be challenging to build your conference schedule but no matter what you choose, remember the sky's the limit and there is unlimited potential for you and your business. We are incredibly proud to present you with POC's 2019 Conference.

We look forward to seeing you in Toronto!

Your POC National Conference Committee:
Nathalie Bureau, Entertainment Lead
Georgina Forrest, Program Lead

Jen Gibson, Communications Lead
Michelle Sirianni, Exhibitor Sponsor Lead

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THURSDAY, NOVEMBER 7

PRE-CONFERENCE PROFESSIONAL DEVELOPMENT

Enhance your conference experience! Eligible candidates will have the opportunity to write the POC Trained Professional Organizer (TPO) exam.

As the TPO exam is not part of the conference package, please note you must pre-register online:

- Candidates who intend to write the POC TPO exam must qualify by completing all required courses before registering. Those who wish to challenge the exam must meet certain conditions.
- Advance registration for POC's Trained Professional Organizer exam will close by midnight ET on **November 4, 2019**.

SCHEDULE

8:00 am – 6:00 pm	Conference Registration Open
9:00 am – 10:00 am	ICD Basic Chronic Disorganization class (non-POC class). Register <u>here</u> .
10:15 am – 11:15 am	POC Trained Professional Organizer Exam. Register <u>here</u>

FIRST-TIMERS' ORIENTATION: MAXIMIZE YOUR CONFERENCE EXPERIENCE

11:30 am – 12:00 pm	First-time attendees and new POC members are encouraged to attend this session. Learn more about the association and how to maximize your conference experience. Meet the leaders of POC as well as other members attending conference for the first time!
12:00 pm – 1:00 pm	Lunch will be provided for first-time attendees and delegates not attending other receptions at this time.

THE SILVER & GOLD LEAF RECEPTION

11:30 am – 1:00 pm	Gold Leaf member Karen Shinn hosts this special reception prior to the opening of conference for Silver and Gold Leaf members. The reception will include lunch and an opportunity to meet and network with your colleagues from across the country.
1:10 pm – 1:30 pm	Grand Opening of Conference 2019 Conference 2019 will get underway with an opportunity to meet the members of the National Board and general announcements.

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1:30 pm – 2:45 pm

P1 – Plenary Session

P1 – What is Up With this B.S. – Being Safe!

Presenter: Eldeen Pozniak

Website: <https://pozniaksafety.com/>

Audience: All Audiences

Is safety in the professional organizer's life really about being safe or do we see it as B.S.? At times everyone questions why we do safety, how we do safety... and how can we avoid the B.S. to really Being Safe. Eldeen Pozniak will take you on a journey as she shares some events in her life that have shaped her definitions, to explore your foundations and definitions for safety. We will then review the Basics of Safety – Hazard, Risk and Control and what we need to pay attention to and deal with, within our profession to be able to have safe sustainable careers.

At the end of this session, attendees will be able to:

1. Have a common understanding for the definition of safety and your personal reasons.
2. Understand concepts of Hazard, risk and control.
3. Be able to recognize hazards and risk associated with tasks and be able to implement controls to reduce the risk for injury.

Eldeen Pozniak has a diverse educational background. Eldeen is a Canadian Registered Safety Professional (CRSP), a Certified Health and Safety Consultant (CHSC), a Certified Health and Safety Management System Auditor (CHSMSA), and a Fellow Member of the International Institute of Risk and Safety Management (FIIRSM).

Eldeen is committed to Occupational Health and Safety Concepts and Standards. Her commitment is demonstrated by her involvement as an advisor and consultant to various government, business, and industry sectors. Eldeen is the past president of both the Canadian Society of Safety Engineering (CSSE) and the International Network of Safety and Health Professional Organizations (INSHPO).

Due to her commitment and professionalism, she has been inducted into the Saskatchewan Safety Hall of Fame, received the Saskatchewan Safety Professional of the Year award presented by the Saskatchewan Safety Council and the Saskatchewan Chapters of the Canadian Society of Safety Engineers and the 2011 CSSE Bell Canada Safety Professional of the Year award. She was honored by the American Association of Safety Professionals (ASSP) in their 2011 publication – 100 Women Making a Difference in the Safety, Health and Environment Profession.

For these reasons, Eldeen is sought after to share her passion and knowledge as an International keynote and sessional speaker.

3:00 pm – 3:30 pm

Networking Break

***Audience Notations:** Throughout the program, "audience" levels are included as suggestions only. Anyone wishing to attend a session is encouraged to do so.

Please use the following reference guide:

- Advanced (working knowledge of topic technology)
- All Audiences (applicable to all levels)

3:30 pm – 4:45 pm

Breakout Sessions A

A1 – Leveraging Your Personality for Maximum Productivity: The 4 Productivity Personality Types

Presenter: Devin Ambron

Website: <https://productivitytype.com>

Audience: All Audiences

Do you ever wonder why some productivity advice doesn't work well for you or your clients? Do you struggle to stay focused and bounce between using lists, calendars, and project management tools? If so, you need to make sure you attend this session! What most productivity experts don't share is, just like everyone has certain personality types, you also have a PRODUCTIVITY type. When you know your productivity type, you will: understand what works well for you, allowing you and your clients to use productivity strategies that support your natural strengths; finally know if working from a calendar or a list is easier; and be able to spot productivity personality types in others so you can work better with co-workers, clients and/or employees. What you'll learn in this session will provide you with a foundation that helps you choose what productivity habits to BUILD, and which ones you should AVOID because they are not a good fit for you.

At the end of this session, attendees will be able to:

1. Understand how to better help clients become more productive based on their personality.
2. Learn how to bridge the gap between "Calendar and List" people and how each of these types can understand themselves better and play well together.
3. Understand why most time management books don't work (Hint: They are only written for one personality type).

Devin Ambron is part entrepreneur, part productivity ninja — and 100% about saving time so you can live a better life. While others ask, "What do you do for a living?", Devin asks, "What is your personality type?". He is the creator of the Productivity Types Model and has been studying personality types for over a decade (for fun!).



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A2 – Privacy: Beyond Compliance

Presenter: Karen Lowry

Website: <https://karenlowry.ca/>

Audience: All Audiences

People let you into their homes, their offices, and their things so you will help them get organized. They trust you with intimate knowledge of their lives and you need to honour that trust by treating their information and their stories with respect. There are laws and regulations covering how you manage personal information and keep it private. In this session we'll look at those laws and regulations from a customer's perspective. We'll review the key principles behind the rules, and you'll see how understanding and following these principles will enrich your relationship with your customers, leading to even better services. We'll also touch on managing privacy in marketing and social media, as well as what to do if something goes wrong and you have a privacy breach. The session will include case studies, practical tips, sample policies and checklists, and time for questions.

At the end of this session, attendees will be able to:

1. Understand current privacy laws and issues in Canada.
2. Understand the principles behind privacy compliance.
3. Recognize how respect for clients' privacy enhances business.

Karen Lowry is an engaging speaker with expertise in privacy and productivity. She's been a leader and privacy officer at a charity for decades and, as a consultant, brings ease and clarity to her clients' work. Karen has a M.(CI)Sc., is an adjunct professor at Western University, and a certified information and privacy professional. Karen integrates privacy concepts into her work with an estate appraiser and consignment store, clearing away clutter to focus on the principles underlying the laws. Full of practical tips and anecdotes (and mentions of her kids, cats, and love of pens), Karen's presentations are informative and entertaining.

4:45 pm – 5:00 pm

Break

5:00 pm – 6:00 pm

POC Annual General Meeting (AGM)

Come and learn more about how your association works. Results of the board of directors' elections will be announced!

6:00 pm

Free Evening for Networking, Dinner and a Night on the Town!

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FRIDAY, NOVEMBER 8

8:00 am – 6:00 pm	Registration Opens
8:30 am – 10:30 am	Leadership Forum For Chapter Executive Members Only Facilitator: Cindy Wezenbeek, Director of Chapters All chapter executive members are invited to this annual opportunity to meet with chapter leaders from across the country.
8:30 am – 10:30 am	Networking Breakfast & POC Expo Opening
8:30 am – 10:30 am	Coaches' Corner
10:30 am – 12:00 pm	Conversation Café <i>Conversation Café</i> – a series of round-table discussions that use a conversational process to address topics related to the organizing field. More details will be made known at the conference, but be prepared to share your thoughts, concerns, and suggestions on specific topics related to the organizing industry.
12:00 pm – 2:00 pm	Lunch & POC Expo Shopping <i>Sponsored by:</i>
12:00 pm – 3:00 pm	Coaches' Corner



2:00 pm – 3:15 pm	Breakout Sessions B
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B1 – Mindfulness and The Clutter(less) Journey

Presenter: Carolyn Caldwell
Website: <https://caldwellevolution.com/>
Audience: Advanced

All humans have a relationship with the objects in their lives. Our journey through life includes a journey with those objects in our lives and the natural ebb and flow as the objects come and go. For clients who are trying to manage clutter, no matter how great or small their perceived collection of clutter, that journey can be stressful and anxious. Mindfulness can be used as a strategy to manage many of the issues associated with the journey managing our clutter. Whether we are struggling with issues of “paying attention” or making decisions, mindfulness can be a powerful strategy to assist clients in managing their clutter-less goals. This presentation will discuss the notion of our relationship with clutter being a journey, reviewing the concepts of mindfulness and how it can be applied specifically to clients who struggle on that clutter-less journey.

At the end of this session, attendees will be able to:

1. Understand the perspective of our relationship with clutter as a journey.
2. Understand the concept of mindfulness and how it has recently developed.
3. Identify how mindfulness can be specifically applied to challenges with the clutter(less) journey.

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Carolyn Caldwell is a productivity coach and award-winning Certified Professional Organizer® with over 14 years' experience in the organizing industry. As owner of Caldwell Evolution Inc., she is the creator of Conquering the Clutter(less) Journey, and founder of The Organizing Summit and Evolution Coaching. She is committed to, and passionate about, helping her clients simplify and organize their lives. Focusing specifically on client goals, Carolyn and her team help clients downsize, clear clutter, and get things done. She has served on the Professional Organizers in Canada (POC) Board of Directors and is a previous Chapter Chair of the Toronto Chapter of POC. When not organizing, Carolyn coaches skiing and supports youth sailing in Canada.

B2 – How to Get More Clients (Without Sliming on Everyone at Networking Events)

Presenter: Mia Torr & Andy Torr

Website: <https://authenticnetworker.com/>

Audience: All Audiences

Ever get the feeling you need to get out more to promote your business? Does it ever feel like you're out there networking, but it's not translating into clients and referrals? Have you ever questioned your life choices while tolerating yet another sales pitch? Do you feel like you waste a lot of time in endless follow up coffee meetings? At a networking event, it's easy to be overwhelmed by the number of people or poor preparation. If you don't know exactly who to talk to, what to say to them, and how to follow up, you risk wasting your investment of time, effort, and money. In this fun, interactive seminar with relationship marketing experts Mia and Andy Torr, you will come away with actionable ideas, networking tips and tricks, and a whole new perspective on how to make relationship marketing work for your business.

At the end of this session, attendees will be able to:

1. Identify the right people to grow your business at networking events, even if they don't buy.
2. Learn what to say to pique interest, introduce what you do, and gain permission to follow up.
3. Avoid six relationship marketing pitfalls that will limit your success (and find out how to fix them).

Mia and Andy Torr are the co-founders of Authentic Networker, an international community of business networking groups with more than 10,000 members in over 50 cities worldwide. Through their signature trainings and popular networking groups, Mia and Andy help business owners develop local influence and attract more clients through networking. They are the only relationship marketing trainers to offer a scalable, repeatable system for turning casual conversations into business connections, like clockwork. Their clients include financial professionals, coaches and consultants, network marketers, and a wide range of solopreneurs. They have been featured in podcasts, conferences, and industry publications.

3:15 pm – 3:45 pm

Networking Break & POC Expo

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3:45 pm – 5:00 pm Breakout Sessions C

C1 – Sculpting a Business that Works for You

Presenter: Clare Kumar

Website: <https://clarekumar.com/>

Audience: All Audiences

Creating your own business is a magnificent opportunity to be of value to others and build a lifestyle you can expect to enjoy, but it doesn't always turn out that way. With so many responsibilities, it can quickly seem like you're a slave to your business, working long days and being unable to detach to enjoy the freedom it was meant to bring. This is particularly true as we gather more experience and look for continued challenges, and as our physical capabilities and energy levels shift. In this session, explore a variety of business models and learn from real industry examples. We'll also get clear on priorities so that your business works to support the life and lifestyle you desire. We'll work through the LifeTime Management™ System which invites you to step firmly into the driver's seat of your life, the goal being to shape a life and business for which you continue to have energy and enthusiasm.

At the end of this session, attendees will be able to:

1. Understand a variety of business models used by organizing and productivity professionals.
2. Articulate priorities in six key areas of life.
3. Determine next steps to craft a business that enriches rather than taxes your life.

Clare Kumar, as a “highly sensitive person”, figured out how to calm her world and joyfully get more done by being better organized. Now, she's known for it often appearing in media as an organizing and productivity expert. In 2005, after a diverse corporate career, Clare founded Streamlife, an organizing and productivity consultancy and has since helped thousands to better manage their key resources of time, space, energy and attention. As a certified executive coach and international speaker, Clare works with busy professionals to boost productivity, pleasure, and sustainable performance. She facilitates “flow”, the desired state for excellent execution.

C2 – Clutter: No End in Sight

Presenter: Edith Dandenault

Website: <https://havenmaven.ca/>

Audience: All Audiences

We are in a time of circular economies. Systems which can allow for the fact that the objects we purchase at different times in our lives need to find their way back into circulation instead of heading to our landfills. Regardless of the country or the culture, dealing with the end-of-life of things is no longer a topic of interest reserved for the environmentally savvy; it is of international relevance and importance.

As professional organizers, we have always dealt with people's things and looked for ways to help our clients de-clutter and downsize responsibly. In this presentation, you will be brought up-to-speed on the developments in research on the connections that exist between people and their objects and why

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more and more people face internal struggles when faced with de-cluttering. By the end of this seminar, participants will walk away with a much greater understanding of the place for supporting our clients in their separation process as well as a better understanding of the types of issues we need to better understand to be better at our job.

At the end of this session, attendees will be able to:

1. Understand the place and importance of empathy in our line of work.
2. Recognize the value of asking questions to help clients better resolve issues with letting go.
3. Identify the four main internal struggles our clients face when dealing with clutter.

Edith Dandenaault has crafted the tools her clients need for full support with a bachelor's degree in education, a masters' degree in applied linguistics and psychology, and nearly 20 years of working as an organizer. Perfectly bilingual, Edith is a clear communicator who finds great pleasure in organizing because she has seen how it helps people reduce their day-to-day stress and create healthier environments for themselves and their families. Over the years, developing a clear way to explain to clients why they feel the way they do when faced with clutter has become her trademark.

5:00 pm – 6:00 pm **POC Expo Shopping & Reception**

6:00 pm **Free Evening for Networking, Dinner and a Night on the Town!**



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SATURDAY, NOVEMBER 9

7:30 am – 5:00 pm Registration Opens

8:30 am – 9:30 am **Breakfast Buffet and Networking Time**
Sponsored by the Toronto Chapter of POC

9:30 am – 10:45 am **Breakout Sessions D**

D1 – Are YOU Doing the Right Thing?

**Please note this session is information-only. If you have a question pertaining to the POC Ethics Policy & Procedure or POC Code of Ethics, please submit it in advance to ethics@organizersincanada.com*

Presenter: Mylène Houle Morency

Moderator: Stephanie Deakin

Website: <https://www.organizersincanada.com/about/code-of-ethics.html>

Audience: All Audiences

“All things being equal people will do business with, and refer business to, those people they know, like, and trust.” ~ Bob Burg

If you're anything like many of us, after taking that introductory ethics course to be listed on the directory when you first joined POC, you haven't felt the need to dive back into the subject.

We get it - at first glance ethics might not be the sexiest topic! However, when you join us during this breakout session, you'll see how being proactive and intentional regarding ethics will lead to a more reputable and sustainable business, strengthen your relationship with fellow organizers, all while making the professional organizing industry shine!

This presentation will give you a first-hand opportunity to learn what the Ethics Standing Committee is working on and why it matters to you. Usually when ethics complaints are received, it's because the member wasn't even aware that they were doing something wrong. Don't let that be you! Come and learn how you can adopt a preventive approach to ethics, discover tools to integrate into your best practices, and understand how the Code of Ethics is evolving. Then you'll know you're doing the right thing!

At the end of this session, attendees will be able to:

1. Utilize tools empowering you to prevent ethics breaches.
2. Develop tools to foster reflection allowing you to better serve clients, and better interact with fellow organizers and other individuals you do business with.
3. Understand the POC Code of Ethics and how it is evolving.

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Mylène Houle Morency became a professional organizer in 2013. She is a Silver Leaf member, has been serving on the Ethics Committee since 2018 and is also Vice-Chair of the Montreal Chapter. As the owner of FLO Organisation, she offers organizing services primarily to families looking for solutions to free up more time and space while juggling busy schedules. Prior to jumping into the professional organizing world, her bachelor's degree in Commerce specialized in Logistics led her to work in the corporate world where she acquired daily experience in ethics, managing suppliers and leading teams of unionized and non-unionized employees, most recently in Paratransit. Despite a very French name that gives a significant pronunciation challenge to most English speakers, Mylène is perfectly bilingual and lives on the South Shore of Montréal.

Stephanie Deakin became an organizer in 2004, when a friend suggested it would be a perfect fit for her. She is the owner of Re:Organized! and Clutter Queen Services, and has been a POC member since 2005. She has served on POC's board of directors since 2012, and on her chapter board since 2005. She is a Gold Leaf member, and a recipient of the Ambassador Award. Stephanie served on the Ethics Committee, the Awards Committee, and the Governance Review Task Force tasked with rewriting POC's ethics policies. She is currently deeply committed to reducing the size of POC's policies and procedures manual! In previous lives, Stephanie has worked as a personal assistant to an author and psychologist, a bookkeeper, assistant manager of a bookstore, and devised storage and operation systems for children with special needs. She lives in beautiful Sooke, BC, with her new(ish) husband, Chris.

D2 – 15 Productivity Tools You Absolutely Need as an Entrepreneur

Presenter: Stéphanie Galipeau
Website: www.harmonieop.com
Audience: All Audiences

Are you overwhelmed with all the tasks that needs to be done in your business? You just started your business and want to use tools that will help you be more organize right from the start? Or you have been doing this for ages and want to catch up with new technologies but don't know where to start? This session will help you even if you are new or have been a business owner for many years. Stéphanie Galipeau, an organizer and productivity specialist will show you 15 magic tools or apps that will help you save time and be more productive. While most of them have a free version, you will be able to integrate those tools in your day-to-day work sessions without spending much. Stéphanie has tested them all and will share the best apps you can find for different tasks in your work. From CRM to decluttering your inbox to going paperless or even programming your social media posts, you will find all sorts of numeric tools in order to increase your efficiency. You won't want to miss that!

At the end of this session, attendees will be able to:

1. Identify new and advanced technologies.
2. Save time and be more productive.
3. Have less paper in your workday.

Stéphanie Galipeau has worked as a manager for over 10 years before launching her business, H.O.P. (Harmonie organisation personnalisée), in 2015. As a certified Evernote consultant, she helps entrepreneurs become more efficient by implementing productivity and time management tools. She also organizes their office spaces to simplify their lives. She is now the POC Montreal chapter chair.

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Winner of OseEntreprendre contest in 2016, Stéphanie stands out by her great determination and know-how. She is also a co-founder of the YouTube channel, “SOS Rangement”, along with Elizabeth Alescio, which has reached close to 50,000 views in less than 18 months.

10:00 am – 3:00 pm **Massage Treatments** *(by appointment, booked onsite)*

10:45 am – 11:00 am **Networking Break**

11:00 am – 12:15 pm	Breakout Sessions E
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E1 – The 6 Pillars of Effective Time Management - Moving from Abstract Concepts to Tactical Strategies

Presenter: Cindy Sullivan

Website: <https://www.cbsullivanconsulting.com/>

Audience: All Audiences

The “6 Pillars” is a new approach to the broad and often abstract topic of Time Management. This course provides an overview of 6 key areas that support our ability to be efficient and productive (Goals & Direction, Time Awareness, Structure & Planning, Habits & Self-Management, Systems & Prompts, and Organization.) Each pillar has unique actions and skills that work together to support our time management efforts. Traditional time management techniques often focus in only a few areas and may overlook clues as to why, despite our best efforts, these systems don’t always work for us or our clients. In this session, we will discuss how a holistic look across ALL pillars helps diagnose the root causes of inefficiencies and helps us target both those areas needing improvement as well as areas of strength which can be leveraged. Attendees learn how to recognize the symptoms present when a pillar is weak and how to probe further and get to the heart of our clients’ challenges. We will also highlight tips, techniques and strategies that address each pillar. Attendees will learn to utilize the 6 pillars approach to incorporate productivity work with clients and better tailor your time management solutions.

At the end of this session, attendees will be able to:

1. Understand the 6 pillars and how each uniquely upholds our productivity.
2. Learn to recognize and explore the symptoms present when a Pillar is weak.
3. Identify which strategies and techniques address each Pillar.

Cindy Sullivan has provided consulting, coaching, training, and speaking in the area of Time Management & Productivity since 2004 - helping busy, motivated professionals “Organize the Time of Their Life.” Cindy, a Time Management Consultant and Certified Professional Organizer® is an active NAPO member, was the founding President of NAPO Nashville and currently serves on the Board of Directors as President Elect for the Institute for Challenging Disorganization (ICD). Her 6 Pillars of Effective Time Management assessment (launched in 2017) makes the theoretical topic of Time Management more tangible for clients and aids in identifying specific strategies for boosting productivity.

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E2 – How to Speak with Confidence from the Library Meeting to the TEDx Stage

Presenter: Olive Wagar
Website: <http://www.organizedbyolive.com>
Audience: All Audiences

The fear of public speaking prevents too many people from discovering their unlimited potential. The good news is that effective public speaking and presentation skills can be learned! Olive will share strategies, techniques, and tips that will enable ordinary people to deliver extraordinary messages that touch hearts and change lives. This session will include interactive activities and sample programs that can be adapted for personal use. Olive will also share insights from her TEDx-Dayton experience. The session will also cover why speaking skills matter; where to start; how to develop; and how to share.

At the end of this session, attendees will be able to:

1. Bravely step into the speaking arena.
2. Effectively improve speaking skills.
3. Confidently showcase a unique message.

Olive Wagar is dedicated to helping overwhelmed people discover the less cluttered side of life! She started Organized by Olive in 2014 in Troy, Ohio, USA. She is a super star blogger with the Professional Organizers Blog Carnival. She is a member of NAPO Golden Circle, NAPO Virtual Chapter, and current president and past secretary for NAPO-Ohio. She has earned four NAPO specialist certificates. Olive delivered a TEDx-Dayton talk in 2017. She received the Distinguished Toastmaster Award from Toastmasters International in 2018, and she especially enjoys being Grammy!

12:15 pm – 1:30 pm

Lunch & Networking Time
Sponsored by:



1:30 pm – 2:45 pm

P2 – Plenary Session

P2 – If You're an Organizer, You Have Chronically Disorganized Clients: Tips and Techniques for Working with People with ADHD, Mental Health Issues, and Disabilities

Presenters: Gayle Gruenberg, Alison Lush, Carrie Cooper
Websites: <https://www.lgorganized.com/>, www.alisonlush.ca, www.OrganizeADifference.com
Audience: All Audiences

If you're a professional organizer, chances are excellent that you will at some point work with clients who are chronically disorganized. They may have a brain-based challenge, like ADHD, a mental health issue, like bipolar disorder, or a disability, like a traumatic brain injury or autism. This panel discussion will present client challenge examples, concrete solutions used, and the results of those techniques.

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At the end of this session, attendees will be able to:

1. Recognize what chronic disorganization is, identify the characteristics of a chronically disorganized client, and understand challenges s/he may be facing.
2. Develop unique and out-of-the-box organizing techniques when working with CD clients.
3. Identify ways to support clients in trusting their own resourcefulness and resilience.

Gayle Gruenberg, a former CPA, created Let's Get Organized, LLC, in 2003. She is a Certified Professional Organizer in Chronic Disorganization, an active ICD subscriber, an organizer coach, a NAPO Golden Circle Member, and the founding and 3-term president of NAPO-Northern New Jersey. Gayle is a lifestyle strategist on *Change Your Attitude*, *Change Your Life's Conversations with Joan* on New York's AM970 *The Answer* and publishes an organizing article in the brand's monthly magazine. Gayle is the lucky single mom of two teens. She loves to read a good story by the pool and is learning how to Lindy Hop.

Alison Lush has been a professional organizer in Montreal, Quebec, Canada since 2010. She is the current president of the Institute for Challenging Disorganization (ICD), the first Certified Professional Organizer in Chronic Disorganization in Quebec and the sixth in Canada, and a Silver Leaf member of Professional Organizers of Canada. Alison has appeared numerous times as an organizing expert on the popular Quebec TV show, *Trucs et Cie*. Alison is bilingual, and serves her clients in French and English. Alison has developed an understanding that people have a relationship with things, and that by becoming more aware of it, are empowered to make better choices. When not organizing, Alison is married to her best friend for 30 years and is the mom of two amazing grown daughters. Alison became a beekeeper in 2017 and enjoys following the bees' progress in their hive on her balcony.

Carrie Cooper's passion is to use her organizing skills to not only transform spaces, but to transform lives. Since starting her NJ-based company, Organize a Difference, LLC, in 2013, Carrie has worked tirelessly to inspire her clients to simplify their lives and live more healthfully, and coaches them to embrace change with the phrase "little by little." Carrie brings very diverse life experiences to her organizing business. She holds a B.S. degree in Health Education, has worked with refugees while living in the Middle East, and has cared for her elderly father, who suffered from dementia/Alzheimer's for many years. Carrie is a certified professional life coach, a NAPO Golden Circle member, an active subscriber of the Institute for Challenging Disorganization, a trained organizer coach through The Coach Approach for Organizers, and a member of Faithful Organizers. In her "spare" time, Carrie is married, is Mom to six very bright and active young adults and loves to walk in the woods or read the Bible by the lake down the street from her home.

2:45 pm – 3:00 pm	Networking Break
3:00 pm – 3:45 pm	Wrap-Up Session
3:45 pm – 6:00 pm	Networking and Free Time Prior to the Awards Dinner
6:00 pm	Reception (Cash bar)
6:30 pm	Awards Dinner - <i>Sponsored by:</i>  <i>(Semi-formal)</i>
11:00 pm	Close of Conference 2019

PROGRAM & REGISTRATION PACKAGE
PROFESSIONAL ORGANIZERS IN CANADA
2019 NATIONAL CONFERENCE – TORONTO, ON

GENERAL INFORMATION

CONFERENCE REGISTRATION

Register online at the POC website: [POC Conference 2019 Registration](#)

Register before **September 5, 2019** to enjoy **Early Bird Registration** rates!

REGISTRATION FEES

POC is pleased to include a companion registration category and welcomes spouses, wives, husbands, and life partners who are not professional organizers to join us in Toronto. Companion registration fees cover participation in program social events and meals only which includes Thursday lunch; Friday breakfast, lunch, and the Expo Reception; Saturday breakfast, lunch and Awards Dinner. Companion registrations do not include access to sessions or other conference programming.

	All Inclusive	Thursday Sessions	Friday Sessions	Saturday Sessions	Saturday Evening Dinner
Member Rate (before September 5)	\$520	\$215	\$215	\$215	\$85
Non-Member Rate (before September 5)	\$570	\$260	\$260	\$260	\$85
Member Rate (on or after September 5)	\$570	\$260	\$260	\$260	\$85
Non-Member Rate (on or after September 5)	\$590	\$320	\$320	\$320	\$85
Companion Rate	\$350				

Refunds and Cancellations: Refunds for the conference will be processed up to one month prior (up to and including October 7, 2019), minus a \$75 administrative fee + HST. After October 7, 2019 no refunds will be provided.

WIN A COMPLIMENTARY 2020 CONFERENCE REGISTRATION!

The names of all conference attendees will be entered into a raffle for a free 2020 or 2021 conference registration. The draw will take place on Saturday, November 9, during the Awards Dinner. The winner must be in attendance to claim the prize.

NEW THIS YEAR! BOOK YOUR HOTEL THROUGH THE POC ROOM BLOCK AND BE ENTERED TO WIN A COMPLIMENTARY 2020 OR 2021 CONFERENCE REGISTRATION!

All those conference attendees who book room nights through the POC room block at the Radisson Admiral Hotel will be entered in a draw to win a free 2020 or 2021 conference registration. The draw will take place on Saturday, November 9, during the Awards Dinner. The winner must be in attendance to claim the prize. Those who book their rooms through discount hotel sites like Expedia or Travelocity will not qualify. POC is able to bring conferences to great locations based on its contracted room block with the hotel – by booking through POC you are supporting the association and future conferences! This is POC’s way of saying “Thank You!”

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2019 NATIONAL CONFERENCE – TORONTO, ON

CONFERENCE HOTEL



Combining the serenity of Lake Ontario with the energy of downtown Toronto, [Radisson Admiral Hotel Toronto-Harbourfront](#) is perfect for business and leisure travelers. Our central location provides easy access to events at the Rogers Centre and local transportation hubs, including Billy Bishop Toronto Airport (YTZ) just two kilometres away. Plus, Union Station is just a 15-minute walk from the hotel. During the warmer months, lounge in the sun and cool off in the pool at the Lakeview Pool Lounge. You can also treat yourself to cocktails and snacks crafted in-house while enjoying stunning views of Lake Ontario.

HOTEL RATES



POC 2019 Conference room rates are **\$195 per night**, plus applicable taxes, for single or double occupancy. Please note that a charge of \$25 per night (plus applicable taxes) is charged for each additional adult over double occupancy to a maximum of four. There will be no charge for children under 16 years of age who share with their parents. Maximum occupancy is four persons per room. Check-in time is 3:00 pm. Check-out time is 12:00 pm.

- POC has negotiated complimentary WiFi in all guest rooms
- Underground self-parking is \$26.00/day (subject to change) with in and out privileges
- Complimentary use of Fitness Centre and Business Centre

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PROFESSIONAL ORGANIZERS IN CANADA
2019 NATIONAL CONFERENCE – TORONTO, ON

Book your accommodation **before the hotel cut-off date of Saturday, October 5, 2019** to ensure the POC group rate and availability.

Reservations may be made directly with the hotel by calling **416-203-3333** or **1-800-333-3333** by **October 5, 2019**. Please identify yourself as part of the **Professional Organizers in Canada** group. All reservations must be guaranteed with a credit card.

NEED HELP FINDING A ROOMMATE?

Please contact the roommate coordinator, Jen Gibson at:
conferencecommunications@organizersincanada.com

TRAVEL TO TORONTO

Air Canada is offering a 10% discount off their eligible fares from October 31, 2019 through November 16, 2019. To receive this POC designated discount, you must use the account code **R8NBDQN1** when booking your flight. To review schedule information and to book a flight with the POC promotion code, go to www.aircanada.com and **enter your promotion code in the search panel**.

** No discount will apply to Tango bookings for travel within Canada or between Canada and the U.S. For International travel (destinations outside North America), discounts apply to all fares including Tango.*

WestJet is offering 5% off Econo* and 10% off EconoFlex and Premium fares for travel within Canada and 2% off Econo*, 5% off EconoFlex and 10% off Premium base fares for guests travelling Trans-border into and out of Toronto between November 1 -16, 2019. To take advantage of this offer, you will need the discount code listed. Please visit www.westjet.com/conventions to make a booking online.

**Basic fare class is excluded from discount. Discount codes are valid for travel on the dates indicated above. Percentage discount is applied to base fare. Taxes, fees and charges are extra.*

Coupon Code: *Guest web/Travel agent web	U4SL84Y
Promo Code: *Travel agents GDS only	WLL35

VIA RAIL is offering 10% off the best available fare in Economy, Economy Plus, Business Plus, and Sleeper class. "Subject to the conditions and restrictions of the fare plan to which the additional discount is being applied." The fare is available for trains departing from all stations throughout the VIA system to Toronto, Ontario and return and is valid from November 1, 2019 to November 14, 2019.

To take advantage of this discount, please reference the event's VIA convention discount code: **13982**.

Exceptions: The discount does not apply in any Escape fares or Prestige Class.

Restrictions: Fare applies to a maximum of two passengers per booking. One complimentary stopover is allowed at no additional charge. For travel on all fare plans in Business class, the first stopover is allowed at no additional charge, provided that this stopover takes place in Toronto, Montréal or Ottawa only.

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VIA RAIL Online booking tips >> You have to log in to your profile or create one prior to booking. On the Passenger information screen, select "Convention fare" from the "Discount Type" drop-down menu, and enter the discount code for our conference (**13982**) in the "Discount code" field. The conference fare will be shown on the next page.

GROUND TRANSPORTATION FROM PEARSON INTERNATIONAL AIRPORT IN TORONTO



There are a number of transportation options available for travel between Pearson International Airport and the Westin Prince, Toronto at 900 York Mills Road, Toronto.

Public Transportation: The Toronto Transit Commission (TTC) offers express bus and subway service to locations throughout the Greater Toronto Area. Please review complete information at [TTC](#).

Other options: Please consult the Toronto Pearson International Airport website for additional information concerning:

- [Driving Directions](#)
- [Union Pearson Express](#)
- [Out-of-town van services](#)
- [Taxis & Limousines](#)

TRANSPORTATION FROM THE BILLY BISHOP TORONTO CITY AIRPORT

Should you decide to travel to Toronto with Porter Airlines, you will arrive at the Billy Bishop Toronto City Airport. This airport is located on an island in Toronto Harbour, just offshore of the city's downtown district.

The airport is connected to the mainland by ferries carrying passengers across a modest 121 metre (400 ft) gap on a regular schedule. Once on the mainland, taxi service is available. Cost to the Radisson Admiral Hotel Toronto-Harbourfront is approximately \$11 and takes approximately 5-10 minutes. Information is available at the [Toronto Port Authority](#) website.

POC – GIVING BACK TO THE COMMUNITY



As Professional Organizers, we are often encouraging our clients to declutter their no-longer-necessary items and donate them to those who need them more. Based on the tremendous success and generosity demonstrated at the 2017 and 2018 conferences, the POC National Conference is again teaming up with [The Shoebox Project](#) this year. They collect gifts in the form of Shoeboxes and distribute to women who are homeless or at-risk of homelessness in communities across Canada and the U.S. Please bring an item or two to the conference to donate to this worthy cause. The items that would

be the most useful are gift cards, socks, mittens, and high quality beauty products; but a full list of what they accept can be found [here](#). Every bit helps, and we can't wait to show this organization how generous professional organizers continue to be!

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POC EXPO: FRIDAY, NOVEMBER 8, 8:00 AM – 6:00 PM

The Expo is an integral part of the complete POC Conference experience. Visit the Expo to see the latest products and services in the organizing industry. Visit with exhibitors who will be demonstrating their latest services, technology, home and business products for you.

EXHIBITOR, SPONSORSHIP AND ADVERTISING OPPORTUNITIES

Do you know a supplier who would like to showcase their products and services to professional organizers from across Canada? Do you have a product and/or service that you would like to promote to your fellow POC members? Is there a supplier, business or organization that would be interested in supporting this important event as a sponsor?

The complete package of exhibitor, sponsorship and advertising opportunities is available on the POC website and through the [POC Expo, Advertising and Sponsorship Details](#).

DISCLAIMER:

The views and opinions expressed by the presenters at POC 2019 National Conference do not necessarily represent the views and opinions of Professional Organizers in Canada or the views and opinions of the organizations in which Professional Organizers in Canada members are employed or otherwise affiliated.



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[Tweet us](#)