

# DS TECH 2026 SHOWCASE

REAL Xchange  
events

## BREAKOUT SESSION BLOCK 1

9:35 AM - 10:25 AM

### Oak

**Digital by Design: Transforming Workforce Operations for DS Agencies**

**Presenter:** Jose Lopez, Manager - Digital Transformation (Business Analysis & Client Support), Invorg Inc.; Joseph Edward, Founder & CEO/Chief Digital Transformation Officer, Invorg Inc.; Katie Coughlin, CPA, CMA, is the Executive Lead of Corporate Services at PHSS

### **Description:**

Explore Digital by Design, an award winning platform that supports workforce operations in developmental services. This session focuses on scheduling and timesheet functions that help manage shifts, reduce administrative work, and improve visibility across teams. Learn how consistent data and improved oversight can support better decision making, reporting, and more efficient operations.

### Regency A

**Local AI for Nonprofits: A Simple Introduction**

**Presenter:** Aaron Watson, Information Systems Manager, Community Living Chatham Kent

### **Description:**

Learn the basics of running local AI models and how they can be used in nonprofit settings. This session will walk through the benefits and limitations of local AI and introduce free tools to help you get started. Through a live demonstration, attendees will see how to install and use these tools, along with practical examples that show how AI can support everyday tasks within developmental services organizations.

### Regency B

**Lenovo**

Tour the Lenovo solution pavilion; Visit us at Regency A for a hands-on technology tour with the Lenovo team

## Regency C

### **Co-Design in Action: Designing Services with People and Technology**

**Presenter:** Christian Otte, VP Digital Technology and Innovation, Karis Disability Services; Jeff Ham; David Nickerson, Strategic Projects Specialist; Dzidra Halar, Co-design Consultant and Self Advocate

#### **Description:**

Learn how co-design can improve services by bringing together lived experience and technology. This session shares practical examples of how co design has been used to create better supports for people and families. Attendees will gain insight into the process, benefits, and lessons learned, along with ideas they can apply to their own work to create more inclusive and effective services.

## Chelsea 1

### **Using Apple Shared iPad to Support a Mobile Workforce**

**Presenter:** Dan Grace, IT Network and Infrastructure Manager, Karis Disability Services

#### **Description:**

This session explores how Apple Shared iPad can support a mobile workforce by allowing multiple staff to securely use the same device. Learn how Karis Disability Services implemented this approach using Microsoft Intune and Apple Business Manager to manage and secure devices. The session will highlight practical benefits, lessons learned, and key considerations for organizations looking to improve access to technology in the field.

## Chelsea 2

### **Google Sheets x Gemini: Making Tracking and Analysis Accessible**

**Presenter:** Dan Logan, Director of Innovation and QA, Community Living Windsor

#### **Description:**

This session introduces how Gemini within Google Sheets can make data tracking and analysis more accessible. Using simple prompts, staff can build and manage spreadsheets without advanced knowledge of formulas. Attendees will see how data can be quickly analyzed to generate reports and summaries, helping teams track trends, monitor performance, and share insights more easily across their organization.

## Canterbury

### **HACKED!**

**Presenter:** Dave Ferguson, CEO, Ottawa Carleton Association for Persons with Developmental Disabilities; Daniel Rajanayagam, Vice President - Operations, Pathway Communications

#### **Description:**

This session shares a real-world cybersecurity incident that impacted organizational operations. Learn what happened, how the breach occurred, and the immediate and long-term impacts. The presentation will walk through the response, recovery efforts, and key lessons learned, offering practical insight for organizations looking to strengthen their cybersecurity awareness and preparedness.

## [Cambridge](#)

### **Respite Now: Supporting Our Communities with All Respite Needs**

**Presenter:** Tanya Yakeley, Community Living Kawartha Lakes and Community Living and Respite Northumberland; Sherrie Croke, Respite Now Coordinator

**Description:**

Respite Now is a free and easy to use app that connects caregivers with verified independent support workers in their local community. This session demonstrates how the platform helps families find support quickly, reducing the time and stress involved in securing care. Attendees will see how to create a caregiver profile and how the app matches users with workers based on their needs and preferences. The session will also highlight how the platform supports access to flexible and culturally appropriate respite options across Ontario.

# DS TECH 2026 SHOWCASE

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## BREAKOUT SESSION BLOCK 2

10:45 AM - 11:35 AM

### Oak

**Sophos - Unify or Fall Behind: Closing the Gaps in Microsoft Security Before Attackers Do;**

#### **Description:**

Security operations is at a breaking point. Microsoft research shows fragmented tools, alert overload, and manual workflows are creating a widening gap between attacker speed and defender response. In this session, learn how Microsoft-centric organizations can unify security to reduce complexity, close gaps across identity, endpoint, and email, and accelerate response with AI and expert-led MDR. Walk away with a practical path to stronger outcomes—without adding more tools.

### Regency A

**From Reform to Requirements: Using Journey to Belonging to Shape Your Tech Roadmap**

**Presenter:** Paul Fleming, Partner, People Minded Business

#### **Description:**

This session explores how to align technology decisions with the goals of Journey to Belonging. Rather than starting with tools, it focuses on people, processes, and priorities. Learn how to translate sector direction into practical business requirements and build a technology roadmap that supports long term change, improves service delivery, and reflects the realities of nonprofit organizations.

### Regency B

**Lenovo**

Where Relentless Innovation meets rising expectations; AI PC delivering advanced compute with new experiences while enhancing security and elevating your digital workplace with real solutions.

## [Regency C](#)

### **SC//HyperCore + SC//Connect: Where Virtualization Meets SD-WAN - Scale Computing**

**Presenters:** Sébastien Tellier, Vice President of Solutions, Scale Computing; Jason Macaulay, Country Manager, Scale Computing

**Description:**

As organizations rethink their VMware strategy and look for simpler, more cost-effective ways to modernize IT, Scale Computing offers a practical path forward. This session will highlight how SC//HyperCore delivers simple, resilient virtualization for critical infrastructure, while SC//Connect™ extends that simplicity with secure, cloud-managed connectivity for sites, users, and cloud applications.

## [Chelsea 1](#)

### **Golden Girls Meet Geek: Smart Home Living and the Power of Connection**

**Presenter:** Janel Wills, ECR Facilitator, Regional Support Associates; Sarah Ventura-Wright, Enhanced Community Response Facilitator

**Description:**

This session shares a real example of how smart home technology can support independence and safety. Learn how one family used remote supports and assistive tools to create a personalized care plan that maintains dignity and connection. The session highlights practical strategies, lessons learned, and ways organizations can use technology to support people in living more independently.

## [Chelsea 2](#)

### **The Missing Middle: Why Technology First Efforts Stall (and What Actually Moves Them Forward)**

**Presenter:** Constance Harrington, Director of Education and Accreditation, Tech First SHIFT

**Description:**

A Technology First approach to services is gaining momentum, and enabling technology is increasingly recognized as a powerful way to decrease dependence on others, increase autonomy, and support people to live more self-directed lives. Yet despite growing interest and investment, many organizations find themselves stuck. Pilot projects show promise, individual success stories emerge, and staff express cautious optimism, but consistent, organization-wide adoption remains just out of reach. This session explores what sits between intention and execution: the “missing middle.” Drawing on cross-organizational experience, we will examine the patterns that consistently lead to stalled progress. Participants will be challenged to look beyond products and funding and instead consider the operational and cultural conditions required to sustain a Technology First approach. We will explore what it actually means to build infrastructure for enabling technology, including the role of leadership in setting clear expectations, the function of a cross-disciplinary technology team, and the importance of integrating technology into everyday workflows rather than treating it as an add-on. A key focus of this session is sustainability. Many organizations achieve early success, but without the right structure, those efforts are difficult to maintain or scale. We will examine what differentiates organizations that move beyond isolated wins to create consistent, sustainable approaches that increase autonomy and reduce unnecessary dependence on paid support over time.

## [Canterbury](#)

### **Don't Get Left Behind: Using AI to Build Custom Tools for Developmental Services**

**Presenter:** Jeremy Heatherington, IT Manager, KW Habilitation

#### **Description:**

AI is changing how software is built and creating new opportunities for Developmental Services organizations to solve operational challenges more efficiently. This session shows how AI assisted development can be used as a practical tool to build custom solutions without large budgets or long timelines. Attendees will watch a tool being built in real time using Claude Code, the same approach used at KW Habilitation. The session will highlight how small IT teams can develop tailored tools, improve workflows, and address key considerations such as privacy and data governance.

## [Cambridge](#)

### **How Community Living Organizations Can Leverage Cybersecure Canada**

**Presenter:** Scott Trevithick, Asurtec Solutions Inc.

#### **Description:**

This session introduces Cybersecure Canada, a federal program that helps organizations take a practical and affordable approach to cybersecurity. Attendees will learn how the framework can be used to assess current practices, identify gaps, and implement improvements using clear security controls. The session will also explore how becoming certification ready can strengthen security posture and support cyber insurance applications. Participants will leave with a better understanding of how to apply this approach within their organization.

# DS TECH 2026 SHOWCASE

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## BREAKOUT SESSION BLOCK 3

1:00 PM - 1:50 PM

### Oak

#### **The Future of Workforce Management: AI, Automation & Smarter Scheduling**

**Presenter:** Paula Vankempen, Director, Business Development, GoEasyCare

#### **Description:**

As workforce challenges continue across Developmental Services, technology is rapidly evolving beyond basic scheduling tools into intelligent, data-driven systems. This session will explore how AI, automation, predictive analytics, and real-time workforce insights are helping organizations improve staffing stability, reduce administrative burden, and support better service delivery. We'll also discuss the importance of strong data foundations, change management, and adopting these technologies responsibly while maintaining a people-first approach.

### Regency A

#### **Immersive Innovation: Scaling Training Through the VR Hub Collaborative**

**Presenter:** Dwayne Melcher, President, Lambton County Developmental Services and Melcher Studios;  
Carrie Balfe, Learning and Development Coordinator

#### **Description:**

Discover how virtual reality is being used to prepare staff for complex support scenarios in a safe and controlled environment. This session highlights how immersive simulations can build confidence, reduce risk, and strengthen workforce readiness. Learn how the VR Hub collaborative allows agencies to share and access a growing library of training modules, creating a scalable approach to staff development across the sector.

### Regency B

#### **Lenovo**

Tour the Lenovo solution pavilion; Visit us at Regency A for a hands-on technology tour with the Lenovo team

## [Regency C](#)

### **Zero To One Create an Executive Dashboard Using Excel**

**Presenter:** John van Dijk, Business Intelligence Manager, Karis Disability Services

#### **Description:**

Learn how to build a practical executive dashboard using Excel. This session shows how to organize, transform, and present data in a clear and meaningful way without the need for advanced tools. Attendees will see how dashboards can support better decision making and how these skills can be applied to other platforms as organizations expand their data and reporting capabilities.

## [Chelsea 1](#)

### **Master the Art of Business Continuity**

**Presenter:** Slide

#### **Description:**

The "good enough" backup era is over. As cyber insurance mandates tighten and ransomware evolves, traditional file-level backups have become a liability. This session examines legacy systems to help you architect a framework built for instant recovery and total system availability. You will learn to navigate shifting security mandates and master the technical math behind downtime costs to secure a blueprint for modern resilience.

## [Chelsea 2](#)

### **From Users to Innovators: Co Discovering Accessible AI**

**Presenter:** Mary O'Hearn, Lead Community Designer & CLTO Influencer, Community Living Toronto

#### **Description:**

This session explores how people with lived experience can play a leading role in shaping accessible AI tools. Through a live demonstration, attendees will see how co design was used to develop practical solutions that support independence. Learn how simple tools and approaches can make AI more accessible and how organizations can involve people supported in innovation and design.

## [Canterbury](#)

### **REAL Xchange Presents: Building AI Confidence Across Your Organization**

**Presenters:** Tim Davidson, Director, Community Living Supports, Community Living Essex County  
Amanda Mastronardi, Manager, REAL Xchange, Community Living Essex County

#### **Description:**

Building AI Confidence Across Your Organization explores how Developmental Service organizations can begin using generative AI safely, practically, and responsibly - without needing technical expertise or large budgets. This session will showcase REAL Xchange AI Labs, a free training resource designed specifically for the DS sector to help equip frontline employees and teams with the knowledge and confidence to use generative AI responsibly in their day-to-day work. Attendees will see ready-to-use training materials, practical workplace examples, and organizational AI policy resources, and will leave with a clearer understanding of how to support safe, realistic AI adoption across their organization.

## [Cambridge](#)

### **AI and the Changing Landscape of Cyber Risk**

**Presenter:** Emma Suschkov, Cyber Development Manager, CFC Northbridge

**Description:**

This session will explore the evolving cyber risk landscape as AI influences both attacker behaviour & organizational risk, and how Gallagher's social services cyber insurance program with CFC is designed to support prevention, response, and recovery.



# DS TECH 2026 SHOWCASE

## BREAKOUT SESSION BLOCK 4

2:10 PM - 3:00 PM

### Oak

**Unlocking Funding and Client Capacity Through Person Centered Service Models**

**Presenter:** Roger Mak, Vice President, Business Development, Public Sector/Healthcare, Process Fusion Inc.

#### **Description:**

Organizations are being asked to do more with limited resources while managing increasing administrative demands. This session explores how person centered service models supported by automation can reduce administrative workload and improve service delivery. Attendees will see how connecting intake, scheduling, communication, and financial processes can create a more seamless experience. The session will highlight practical strategies to improve access to services, increase capacity, and support better outcomes without adding additional overhead.

## [Regency A](#)

### **From Idea to Impact: Why Good Technology Decisions Are Hard (and How Strong Teams Navigate Them)**

**Presenter:** Constance Harrington, Director of Education and Accreditation, Tech First SHIFT

#### **Description:**

Most organizations already have a strong foundation in person-centered thinking and support. The challenge is not understanding the goal but navigating the complexity of applying those principles when enabling technology is involved. Technology introduces more options, ambiguity, and pressure to make the “right” decision. Even experienced teams face familiar tensions: determining whether a solution is truly a good fit, how long to trial it, and when to adjust, persist, or walk away. Balancing risk, autonomy, and practicality is especially difficult when conditions are rarely ideal. Across organizations, one reality stands out: good intentions do not always lead to good outcomes. Many thoughtful teams struggle not due to lack of commitment, but because their decision-making processes are not strong enough for real-world complexity. This session explores how strong teams make decisions, highlighting judgment calls, tradeoffs, and patterns that shape outcomes over time. It also examines how to assess whether enabling technology is truly working—based on outcomes like increased autonomy, reduced dependence, and long-term sustainability, rather than compliance. Finally, we address what separates isolated success from consistency: how organizations move from one-off wins to repeatable results across teams, staff, and settings.

## [Regency B](#)

### **Lenovo**

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## [Regency C](#)

### **Policy Q and A Without Risk: How DS Agencies Can Use AI Safely**

**Presenter:** Brent Buchwald, Buchwald Services Consulting Inc.

#### **Description:**

Staff need fast and reliable answers to policy questions, but unmanaged AI tools can introduce risk. This session shows how to use AI in a controlled and accountable way. Learn key requirements such as approved content sources, role based access, and audit tracking. Through demonstration and examples, attendees will see how to build a safe approach to policy support and plan for implementation.

## [Chelsea 1](#)

### **Vibe Coding for the Non-Technical Crowd**

**Presenter:** Todd Cox, CEO, Attache Group Inc.

#### **Description:**

Can AI really create a full-blown application and more importantly, can I actually create something as a non-techie. Come and see how the app that runs the Technology Showcase was build using only Claude prompting in under 10 hours.

## [Chelsea 2](#)

### **SkillingUp: Building Digital Equity and Financial Security for People with Disabilities**

**Presenter:** Lisa Persaud, Manager, March of Dimes Canada

#### **Description:**

Learn how SkillingUp supports people with disabilities in building digital skills and improving employment outcomes. This session highlights free virtual training, certifications, and coaching opportunities available across Canada. Attendees will gain insight into how accessible training programs can increase confidence, support career development, and improve financial security through flexible and inclusive learning options.

## [Canterbury](#)

### **Turning Data into Insight: Building an Agency Scorecard Using Power BI**

**Presenters:** Kaitlin Depencier, Manager Quality and Continuous Improvement, Community Living North Bay; Megan Waqué, Executive Director

#### **Description:**

Learn how to bring together data from across your organization to create a clear and actionable performance scorecard. This session shows how Power BI can combine information from multiple systems to support better oversight and decision making. Attendees will see how a well designed scorecard can improve alignment, strengthen accountability, and support continuous improvement across key areas of agency performance.

## [Cambridge](#)

### **Before You Turn On AI: Copilot, Gemini & Information Security Readiness**

**Presenter:** Steve Blanken, Senior Solutions Consultant, Attache Group Inc.

#### **Description:**

Generative AI tools like Microsoft Copilot and Google Gemini can dramatically improve productivity — but only if organizations are prepared. This presentation explores how AI interacts with existing file permissions, email access, and shared content, and why poor information governance can quickly become a major risk. Learn what agencies should review, clean up, and strengthen before enabling AI access to organizational data, including shared links, permissions, sensitivity labels, and data access practices.