



● DS TECHNOLOGY SHOWCASE · JUNE 11, 2026

Immersive Innovation Scaling Training Through the VR Hub Collaborative

How Virtual Reality and a sector-wide collective are transforming workforce readiness across Ontario's developmental services.

PRESENTERS

Dwayne Melcher — Melcher Studios
Carrie Balfe — Lambton County Developmental Services

COLLECTIVE

24+ Simulations
20 Subscribers + Growing · 3 Countries

● MEET YOUR PRESENTERS

Who's on stage **with you today**



Dwayne Melcher

DESIGNER, PROCESS ARCHITECT & PROJECT MANAGER · MELCHER STUDIOS

Designer, process architect and project manager since 2003. Built the Melcher Studios team of designers and programmers with deep experience in eLearning, VR/AR and game development — pioneering partnerships with 250+ organizations locally and nationally. Architect of the VR Hub.

Designing since 2003

VR Hub architect

250+ partnerships



Carrie Balfe

LEARNING & DEVELOPMENT COORDINATOR · LCDS

20+ years at LCDS, championing staff development and training. Passionate about giving employees the knowledge, confidence, and tools to provide the highest quality support — and an early adopter of VR training as a safer way to practice real-life scenarios.

20+ years at LCDS

Training & development lead

VR training champion

Between us, **40+ years of doing this work** — one side from the agency floor, the other from immersive training. The Collective is what happens when those two sides build something together.

THE PROBLEM WE'RE SOLVING

How do you prepare staff for moments that **cannot be rehearsed?**

The DS sector faces **chronic gaps** from turnover, complexity, and the difficulty of onboarding staff for high-stakes moments — driving up **time, cost, and risk.**

A seizure in a client's living room. A choking incident during a meal. A medication error at 7:45 AM on the first day of a new placement.

Traditional training — binders, lectures, shadow shifts — leaves dangerous gaps between *knowing* and *doing*. And every one of those gaps is closed in someone's home, in front of a person we support.



42%

Of new DSPs leave within 1 year



\$4,200+

Avg. cost to replace a front-line worker



70%

Of learning is lost within 24 hours of classroom training



1 error

Can shape a family's trust for years



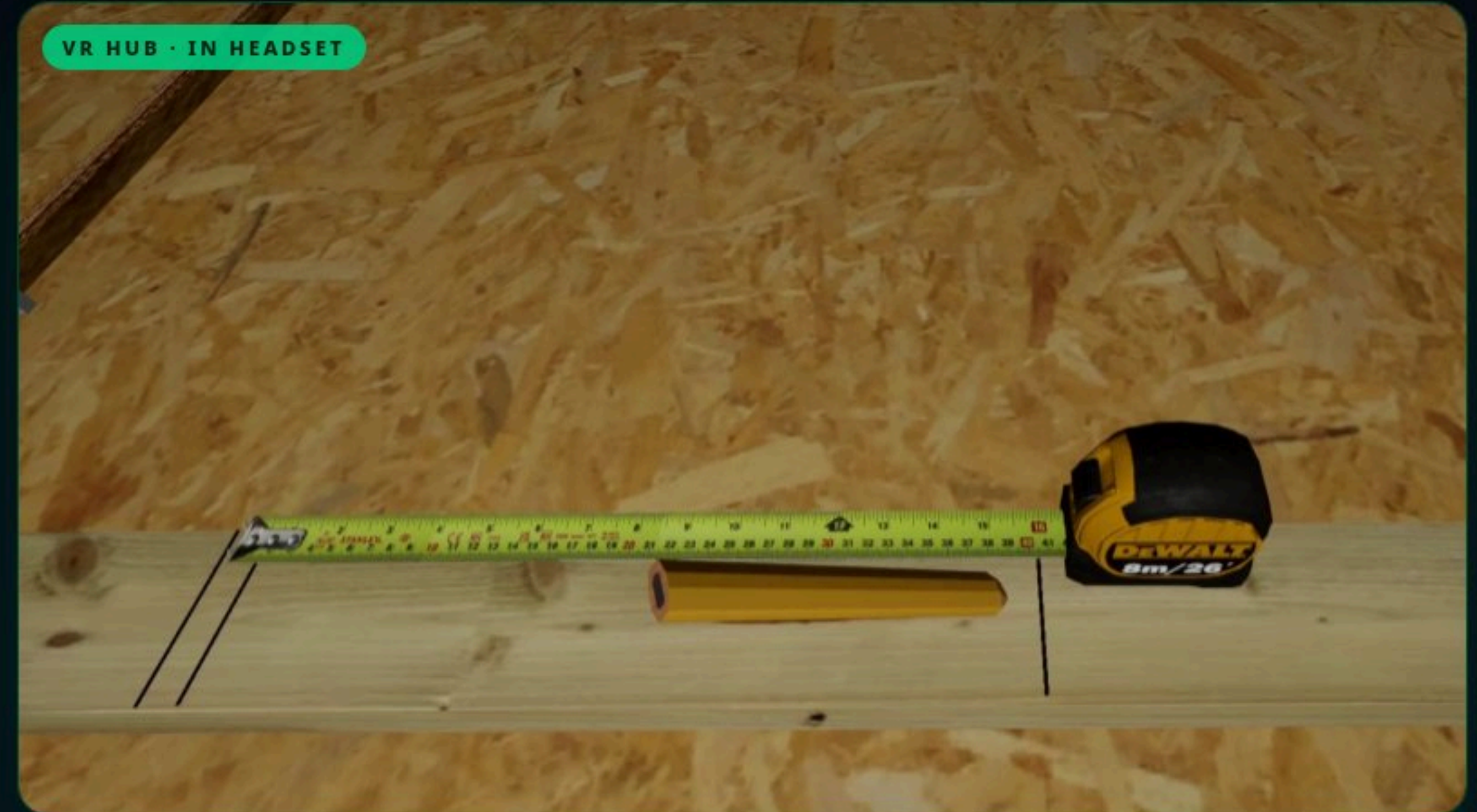
Muscle memory without **real-world risk**

Virtual Reality puts staff **inside** the scenario — full 3D, full presence, full consequence — before they ever meet the person they support.

- **Repeatable** — practice the same scenario 10 times until it's automatic
- **Measurable** — every decision, hesitation, and error is tracked
- **Safe** — mistakes teach, they don't harm
- **Portable** — headsets travel to the training, not the reverse

A TOOL, NOT A REPLACEMENT

VR is here to **augment** your staff and your existing training — not to replace either. The relationships, judgment, and care your team brings to this work cannot be simulated. We're giving them a safer place to *practice*, so they show up more confident on day one.



4× faster

VR learners trained 4× faster than classroom and were **275% more confident** applying what they learned.

PWC GLOBAL VR SOFT SKILLS STUDY (2020)

75% retention

VR delivers ~75% knowledge retention, vs. 5–10% for lectures and reading.

NATIONAL TRAINING LABORATORY · LEARNING PYRAMID

+30% safety

Quasi-experimental study of 200 workers found VR-based safety training increased safety awareness by 30%.

SCIENTIFIC REPORTS · NATURE (2025)

INTRODUCING

The VR Hub — a shared library for the entire sector

A subscription platform powered by **Melcher Studios & Regina Work Prep** and co-built with the agencies that use it. Join once, access everything — and every new module shipped to one member ships to all of them.

24+

LIVE SIMULATIONS

20

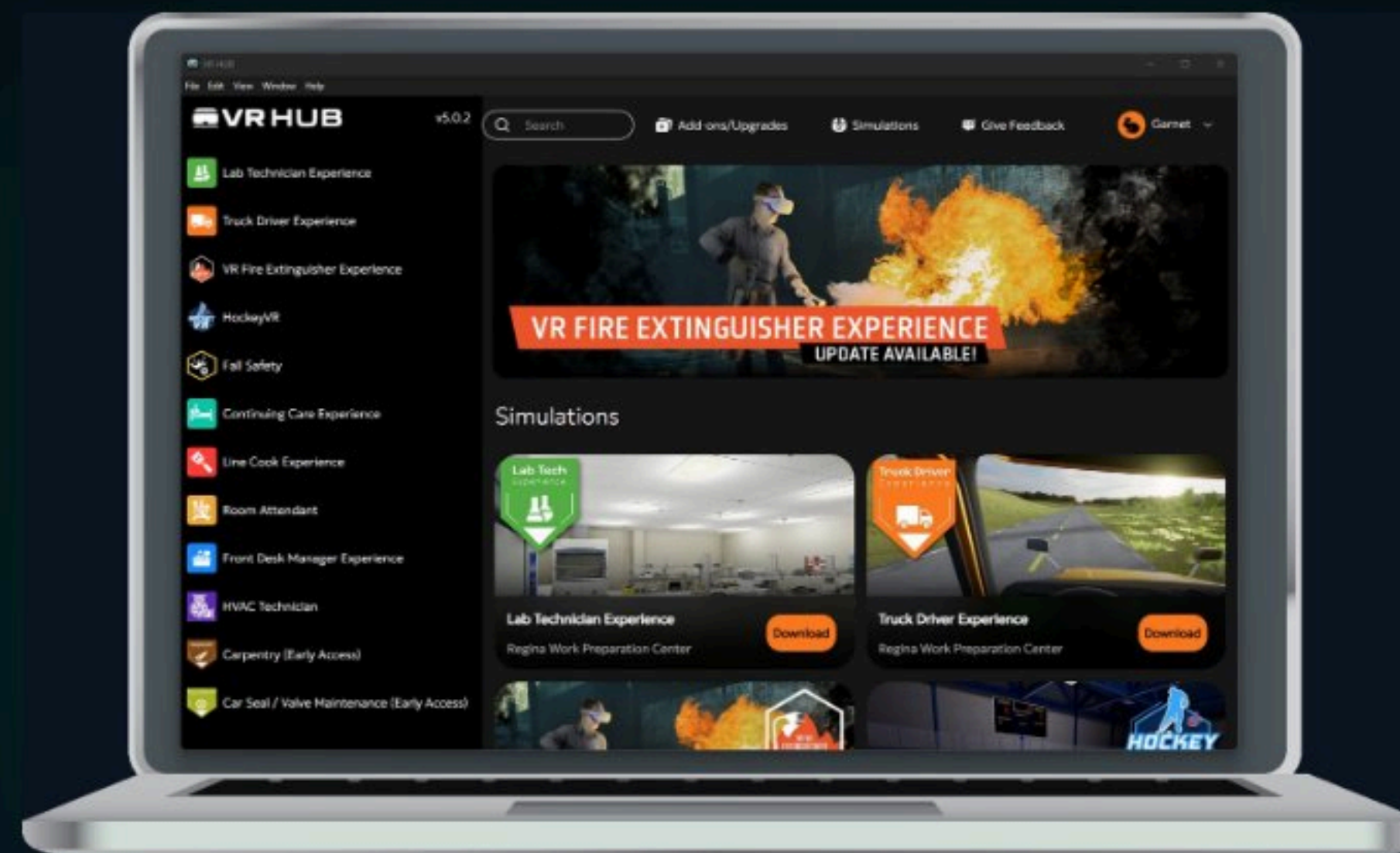
SUBSCRIBING AGENCIES

3

COUNTRIES (CA · US · PL)

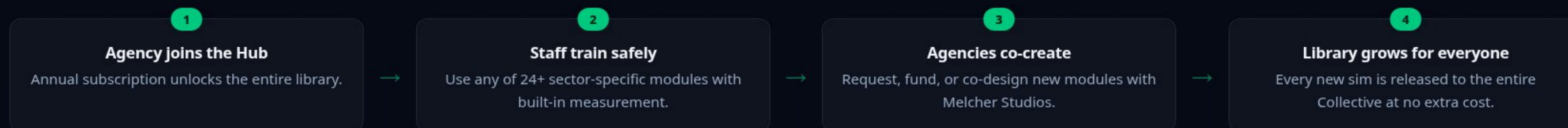
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CANCELLATIONS TO DATE



A collaborative flywheel, not a catalog

When one agency commissions a module, every member of the Collective gets it. When another agency suggests an improvement, it ships to all of them. Shared cost, shared benefit, sector-wide scale.



OPTIONAL ADD-ONS — SUPERCHARGE YOUR VR TRAINING DEPLOYMENT

+ SPECIALTY PERIPHERALS

A few simulations come alive with physical props (e.g. a real tape measure, lift sling, or controller mount).

Optional — most modules run on the headset alone.

+ CUSTOM MODULES

Co-design a simulation built for your agency's specific policies, scenarios, or community contexts — then share it with the Collective.

Your base subscription is fully transparent — no surprise costs. These extras are opt-in only, and we'll always quote them up front.

One platform **connecting the sector**

Agencies feed the Hub. The Hub grows the library. The library produces measurable outcomes on the floor — and every new agency makes the system stronger for everyone.



Every new agency makes the library more valuable for everyone

● SEE IT IN ACTION

30 seconds inside **the VR Hub**



Click play — full library overview, real headset footage. 30 seconds.

● FEATURED SIMULATIONS — CLICK ANY CARD

Four modules built **with** the sector, **for** the sector



Medication Administration

Navigate the 7 Rights. Manage distraction. Prevent the error before it happens.



Sling & Lift Use

Mechanical precision plus dignified communication — the two halves of a safe transfer.



Meal Assistance

Texture-modified diets and real-time choking prevention, practiced until it's instinct.



Transportation Safety

Fleet Circle Checks to piloting an accessible mini-bus — behind-the-wheel, zero risk.

Practicing the **7 Rights** under real-world pressure

The simulation injects realistic distractions — a phone ringing, a roommate calling for help, a near-expiry label — while the trainee works through each of the 7 Rights in real time.

1

RIGHT
PERSON

2

RIGHT
MEDICATION

3

RIGHT
DOSE

4

RIGHT
ROUTE

5

RIGHT
TIME

6

RIGHT
REASON

7

RIGHT
DOC.

What we measure: time-to-verify, distraction recovery, near-miss events, and confidence self-rating before and after.



Real capture from the LCDS Medication Prep simulation — click play.

// Touch the stove in VR. **Learn the lesson.** Skip the burn.

VR lets staff make their mistakes in a simulation, so they show up confident in real life. The person being supported never has to be the practice round.

— THE VR HUB DESIGN PRINCIPLE



● PROOF

Already trusted across 3 countries

The Collective grew through word of mouth between agency leaders — not through sales pitches. Every agency joined because another agency recommended it.

- **24+ simulations** — co-built with subject-matter experts; sector-vetted before release
- **20 active subscribers** — adoption momentum across the Collective; 30+ leads in pipeline
- **3 countries** — exportable training model proven beyond Ontario
- **0 cancellations** since launch
- **Regina Work Preparation Centre** — formal MOU partner since April 2025
- **The Collective (LCDS & Brantwood)** — formal MOU partner since December 2025



WHY THE COLLECTIVE IS DIFFERENT

It's **shared infrastructure**, not a vendor relationship.

Every agency that joins makes the library more valuable for everyone already in it. New modules ship to the whole Collective at no extra cost. Unlimited use as we grow!

No vendor lock-in. No per-seat fees. Built with the sector, for the sector.

• FLAGSHIP CASE STUDY



What measurable VR-training outcomes **look like**

Outside the DS sector — retail — but built on the **same methodology** now powering the VR Hub.

12 → 1

Robberies in the year following training rollout

The 1 incident occurred at a **new store** where staff had not yet been trained.

01

THE PROGRAM

VR immersive experience for retail employees — robbery prevention & response practiced in a controlled, repeatable environment, building a **proactive security culture**.

02

THE FOLLOW-ON

Outcome was strong enough that Rogers commissioned a **second program** — Kiosk Robbery Training — currently in development.

03

WHY THIS MATTERS FOR DS

The same co-design, immersion & measurement framework is now being applied — module by module — to developmental services. **DS-specific outcome data is being collected as the Collective scales.**

Build a simulation, **unlock the whole library**

1

You commission a simulation

Co-designed with Melcher and the Collective. Built to your agency's real-world need — the next module the sector doesn't have yet.



2

You get the whole library

Immediate access to all 24+ simulations in the Hub — and every future module the Collective ships, for as long as you're in.

24+

Simulations available day one

∞

Future modules included as the library grows

1

Simulation you build · the whole sector benefits



SCAN TO TAKE THE SURVEY

WHAT'S NEXT

Tell us if a subscription model would be a fit for your agency. Your input shapes how the Collective grows after the founding year.

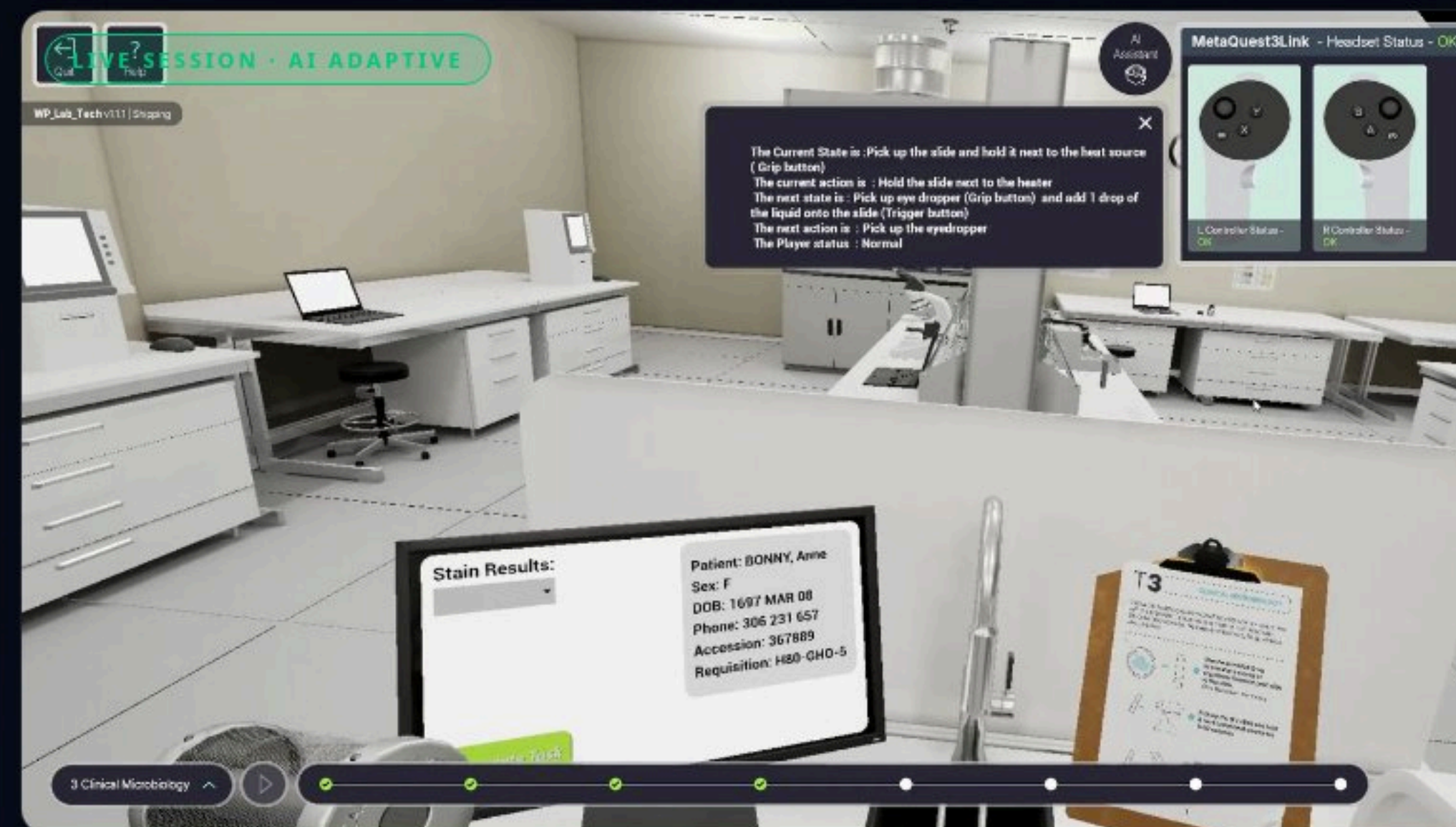
lambtoncountydevelopmentalservices.formstack.com/forms/vr_collaborative_tell_us_more

Or visit us at our booth — we'd love to chat through it in person.

Every session, tuned to the trainee

Our **AI-powered Facilitator Tool** runs alongside every VR Hub session — watching, adapting, and capturing data in real time. Your human facilitator focuses on people; the AI handles the technology.

- **Adapts in real time** — adjusts difficulty and pacing based on each trainee's confidence and performance
- **Personalized feedback** — every trainee gets a session report tied to their specific decisions, not a generic summary
- **Group sessions, individual experiences** — manages multiple headsets at once, each tuned to its user
- **Captures every decision** — clean analytics for facilitators, supervisors, and accreditation reporting



Why it matters for DS: trainees come with a wide range of comfort levels. The Facilitator Tool meets each person where they are — and gives your team the data to prove training outcomes.

The library keeps **growing**

SHIPPED · 2025-26

- ✓ Medication Administration
- ✓ Sling & Lift
- ✓ Meal Assistance
- ✓ Lift Equipped Bus Inspection
- ✓ Fall Safety
- ✓ Slips, Trips & Falls

IN PRODUCTION · RELEASING Q3/Q4 2026

- Supporting People in the Community
- Glucose Reading / Insulin Injection
- Nursing
- Behavioural De-escalation
- Heavy Mechanic Technician
- Heavy Equipment Operator

SHAPED BY THE COLLECTIVE

The roadmap isn't decided in a boardroom — it's shaped by the agencies in the Hub. Members suggest, vote on, and co-fund what comes next.

Have an idea for a module your sector needs? Bring it to the next quarterly call — if there's appetite, we build it.

YOUR VOICE. YOUR LIBRARY.

PLATFORM UPGRADES · RELEASING 2026

Multi-language support

Starting with **French**, followed by the top six other agency-requested languages.

Upgraded Facilitator Tool

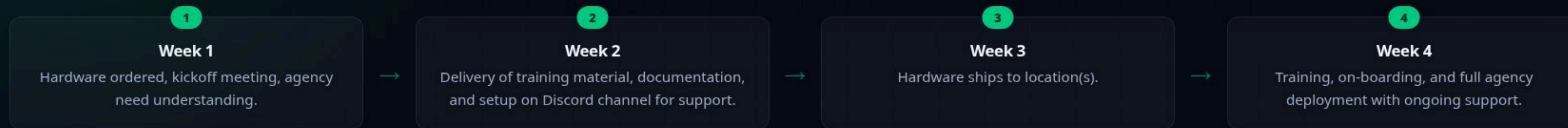
Smarter real-time adaptation, richer analytics, and deeper personalization for every trainee.

Additional integrated support

More direct human support channels and tighter integration with your existing training systems.

• GETTING STARTED

Up and running in **under 30 days**



SCOPE 30 days covers the hardware kit and access to the current library — what you can use right away while we co-design your simulation. **Simulation development runs on its own timeline**, scoped to the module you commission.

We work with your IT team or team members as a full circle solution. No servers to maintain. Cloud-synced infrastructure, 15-day offline access mode for remote locations, and human support from our team every step.

Our VR Hub hardware comes as a **turnkey solution ready to go**. You're also welcome to supply your own hardware and headsets — we're happy to work with you based on your agency's needs.



Building immersive experiences since 2009

Melcher Studios is a Canadian VR, AR, and Mixed Reality studio that creates interactive resources designed to **entertain, educate, and influence**. We work alongside our clients from concept to deployment — turning complex projects into clear, immersive solutions.

- **Team of 25** highly skilled interactive experts
- Clients from **small businesses to industry leaders**
- Enterprise **training, recruitment, and entertainment**
- Industry-leading immersive solutions that consistently surpass client expectations



VR · AR · MR

Enterprise training, recruitment, and entertainment

MELCHER.CA

16 years of **immersive work**



VR · AR · Mixed Reality across enterprise training, recruitment, and entertainment.

Inclusive communities, innovative leaders

Lambton County Developmental Services (LCDS) is a non-profit serving Sarnia-Lambton since 1955. Founded by a group of parents who dreamed of a future without limitations for their children, LCDS has grown into one of Ontario's most innovative DS agencies.

- **70+ years** empowering people with developmental disabilities
- ~250 staff supporting **~200 people** across Lambton County
- **First Ontario agency** accredited through CARF International
- **One of the founding members of OASIS** — Ontario Agencies Supporting Individuals with Special Needs
- Received **\$179,400 in provincial Skills Development Funds** (2023) to pioneer VR training in the sector



MISSION

Empowering people with developmental disabilities

VISION

Inclusive Communities ~ Innovative Leaders

PHILOSOPHY

"One person at a time."

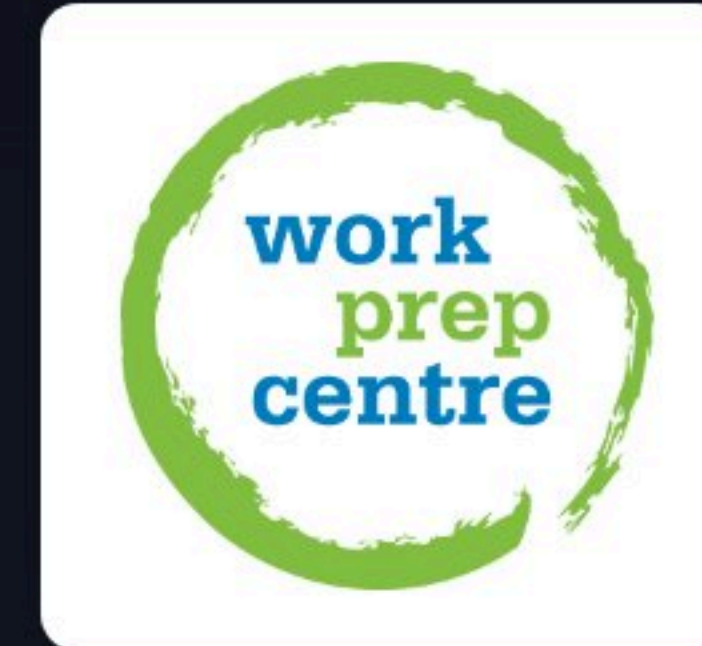
PETROLIA, ON · LCDSPETROLIA.CA

Built with people **in the trenches**

Regina Work Preparation Centre (RWPC) is a Saskatchewan non-profit that has helped people prepare for, find, and keep employment since 1973 — and it is the operational co-builder of the VR Hub alongside Melcher Studios.

- **50+ years** of frontline employment-readiness experience
- **20,000+ individuals served** across Regina and surrounding areas
- Originally founded in **1973** as the vocational rehabilitation arm of Regina Social Services
- Amalgamates two pioneering programs — **REAP** (employment placement) and **CWP** (Contemporary Women's Program)
- Provides the **practitioner lens** for every Hub module — every simulation is reviewed by people who do this work every day

Why this matters for Ontario DS: the Hub isn't built by a software vendor guessing at frontline needs. It's built with the people running employment-readiness services right now.



TAGLINE

Building Saskatchewan's workforce, one person at a time

MISSION

Empowering people through employment

ROLE IN THE HUB

Operational co-builder & practitioner voice

REGINA, SK · WORKPREP.CA

Three ways to get started **today**



01

Visit our booth

Try a module in a headset. 10 minutes, zero commitment — just come find us in the main ballroom.

02

Book a Demo

We're happy to book a demo so you can try out the VR Hub and chat through your needs to see where we can help your agency.

03

Join the Collective

Build a simulation and get **immediate access to all 24+ simulations** and every future module we ship.



SCAN TO VISIT
MELCHER.CA/HUB

Or reach out directly:

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● DISCUSSION

Your turn — what would you build?

If your agency could commission one new simulation for the Collective this year, what would it be?



Thank you.

To Julie, Jason, and the Community Living Essex County team — thank you for hosting a space where the DS sector can innovate together.

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VR HUB

melcher.ca/hub
24+ simulations and counting
Come say hi at the booth

● WANT THE FULL EXPERIENCE?

Walk through the **interactive deck** — with videos, sim demos, and the VR Hub flythrough.

Slides in this PDF are a snapshot. The live version includes the 30-second VR Hub promo, the Medication Administration capture, our Melcher Studios reel, and the click-through Featured Simulations gallery.

vrhub.app

MELCHER STUDIOS · LCDS · REGINA WORK PREP CENTRE