



association of family
health teams of ontario

Building Together: How to become a high-performing team

FREQUENTLY ASKED QUESTIONS

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OVERVIEW

WHEN AND WHERE?

This workshop will take place twice, in different cities.

- **Ottawa | Wednesday, March 6**
 - 9:30 am – 3:30pm.
 - Holiday Inn Express Ottawa-Nepean, [2055 Robertson Road](#).
- **Toronto | Friday, March 8**
 - 9:30 am – 3:30 pm.
 - St. Paul's on Bloor, [227 Bloor Street East](#).

Please come early! Registration starts at 8:30. We'll have coffee, treats, and space to network with your peers. Please note that the venues are smoke-free. Out of courtesy to other attendees, please refrain from using perfume, cologne, or other fragrances.

WHO IS THIS FOR?

Everyone in who has an interest in being part of a great primary care team! This is an interprofessional workshop, open to everyone who is part of an AFHTO-member team, from the official and unofficial leaders to the clinicians and the clerical staff. Team-building happens from the bottom up and the top down and from all other directions as well.

IS THERE A COST?

No. This workshop is FREE to all AFHTO members.

IS TRAVEL SUPPORT PROVIDED?

In Ottawa, we have a limited number of rooms available at the [Holiday Inn Express Ottawa-Nepean](#), at 2055 Robertson Rd. (the event venue), at a discounted rate of \$149/night. Deadline to book is Tuesday, February 12.

There are two ways to access the discounted rate:

- [Book using this link](#). Make sure that the arrival date is set to March 5. The discounted rate of \$149/night will come up.
- Call the reservations desk directly at 613-690-0100 and mention the group code AFH.

In Toronto, we have a limited number of rooms available at the [Town Inn Suites](#), at 620 Church St., [a 5-minute walk from the event venue](#). Deadline to book is Thursday, February 21.

To access the discounted rate:

- [Book using this link](#). The arrival date is set to March 7. The discounted rate of \$199/night will come up.

REGISTRATION & SPECIAL NEEDS

HOW DO I REGISTER?

Please register online at the links below:

- [Registration link for Building Together – Ottawa](#)
- [Registration link for Building Together - Toronto](#)

The deadline to register is 5pm on Tuesday, February 22nd.

HOW DO I CONFIRM THAT I AM REGISTERED?

If you've received a confirmation email, then you are registered for the event. For any further inquiries, [please contact us](#).

HOW DO I CHANGE OR CANCEL MY REGISTRATION?

[Log in to Eventbrite](#) to see your tickets. This will open a list of events you're registered for. Click **BUILDING TOGETHER – OTTAWA** or **BUILDING TOGETHER – TORONTO** to view your registration or edit your information. If you run into any difficulty, [please contact us](#) for help.

CAN YOU ACCOMMODATE DIETARY RESTRICTIONS?

Please advise us on the registration form of any dietary needs we should be aware of.

Please note that we need to give the caterers two weeks' notice of special dietary needs, and that not all such needs can be accommodated. We will be sure to keep you informed in case this means you need to make special arrangements.

CAN YOU ACCOMMODATE ACCESSIBILITY NEEDS?

We can try. The location is wheelchair accessible, smoke-free, and fragrance-free. Please advise us of accessibility or other needs we should be aware of on the registration form.

PROGRAM & SCHEDULE

WHAT IS *BUILDING TOGETHER* ABOUT?

This workshop will explore answers to the question, *How can we all make our teams even better?*

At the start of the workshop, Dr. Judith Belle Brown will lead us through an exploration of the foundational elements that teams are built on. These include having a common philosophy toward teamwork, strong relationships, open communication, and a shared commitment to good patient care.

In small-group sessions throughout the day, we'll examine three of the pillars that are built on this foundation and elevate a team's performance. Last year, we conducted a series of interviews with AFHTO member teams ([the "QI Enablers Study"](#)) about how they work together and what team characteristics help them do their best. These three pillars emerged as themes in those conversations.

- **Leadership:** What are the qualities of an effective leader? What is distributed leadership, and what role does it play in strengthening a team? How does a leader support their team through conflict and change?
- **Team-building:** What tools and strategies can we use to build strong, effective teams? What can formal activities, such as quality meetings, rounds, and case conferences, contribute to team development? How can a team work together in a way that recognizes and appreciates every member's competency and scope of practice?
- **Creating place:** How do we create a sense of belonging for all team members? How can a physical space contribute to communication, relationship-building, and collaboration? What workarounds are available when a shared physical space is not an option?

We'll end the day by coming together to wrap-up, and include an interactive exercise. You'll leave with ideas and tools you can take back to your team and start using right away!

WHAT IS THE STRUCTURE OF THE WORKSHOP?

This will be an interactive workshop with multiple break-out sessions and applied exercises.

Here is a Preliminary outline of the day's events:

Morning

- **Overview** of the team characteristics that are associated with high team effectiveness.
- **Review** of the 9 dimensions of team function and the QI Enablers Study.
- **Interactive small-group discussions** about the three pillars of Leadership, Team-Building, and Creating Place. The same sessions will occur once in the morning and twice in the afternoon, allowing each attendee to participate in all three topics.

Afternoon

- **Interactive small-group discussions** about the three pillars of Leadership, Team-Building, and Creating Place. The same sessions will occur three times, allowing each attendee to participate in all three topics.
- **Interactive exercise or tool presentation** to help you start taking concrete steps in building your team.
- **Summation and commitment to action.**

8:30-9:30 Registration and Refreshments

9:30	Introduction and Welcome, Logistics
9:40	
9:40	Opening Remarks, Introduction of Topic and Keynote
10:00	
10:00	Keynote Plenary: QI Enablers Study and the 9 Dimensions of Team Function
10:40	

10:40 – 11:05 Refreshment & Networking Break

11:05	Small-Group Sessions I
12:00	

12:00 – 12:50 Lunch Buffet

12:50	Small-Group Sessions II
1:40	
1:45	Small-Group Sessions III
2:35	

2:35-2:50 Refreshment & Networking Break

2:50	Wrap-Up and Summation of the Day (including Interactive Exercise)
3:30	

Workshop adjourns at 3:30

ACCOMMODATION AND DIRECTIONS

WHERE IS THE EVENT TAKING PLACE?

In Ottawa, the workshop will take place at the Holiday Inn Express Ottawa-Nepean, [2055 Robertson Road](#).

- For those using public transit, the 88 Terry Fox bus stops one block East, at Robertson & Vanier.
- For those driving, complimentary parking is available at the hotel.

In Toronto, the workshop will take place at St. Paul's on Bloor, [227 Bloor Street East](#).

- For those using public transit, the closest subway stop is Yonge-Bloor.
- For those driving, there is paid parking available at the following nearby locations:
 - Target Park, 75 Huntley Street (underground)
 - Standard Parking, Manulife Headquarters, 225 Bloor Street East (parkade)
 - Target Park, Grace Hospital, 650 Church Street (surface)

Please note that the venues are smoke-free. Out of courtesy to other attendees, please refrain from using perfume, cologne, or other fragrances.

IS THERE A DISCOUNTED HOTEL RATE?

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OTHER QUESTIONS

If you have questions that are not answered above, [please contact us](#).

ACKNOWLEDGEMENTS

We are grateful to our research partners at the Centre for Studies in Family Medicine, Western University, through the [INSPIRE2-PHC program](#) funded by the Ontario Ministry of Health and Long-Term Care. Our partners have provided practical support for the research and funding for the workshops.

