**Trudy Beaulne**

Trudy Beaulne is the Executive Director of the Social Planning Council of Kitchener-Waterloo a non-government public benefit charity committed to social development in Waterloo Region. As an active community builder for over 40 years, Trudy’s experience includes small and large group facilitation, managing community projects and conducting social research.

She has developed and presented training on a range of topics including community information, evaluation and use of social data. Trudy is a Director of the Social Planning Network of Ontario, Past President of InformOntario and a founding Director of InformCanada.

**Faed Hendry**

Faed Hendry is a Certified Information & Referral Specialist who is Manager of Training and Outreach with Findhelp Information Services in Toronto. Faed regularly conducts training and credentialing programs related to information, assessment and referral throughout Ontario and North America.

Faed has served as the Chairperson of the Alliance of Information and Referral Systems (AIRS) Standards Committee which developed the most recent edition of the Professional Standards for Information & Referral and Quality Indicators. Faed is also the immediate past-president of AIRS and conducts regular accreditation site visits to Community Information Centres and 211 agencies throughout North America.

**Lisa Kostakis**

Lisa is the Executive Director of Albion Neighbourhood Services. She carries a degree in Psychology from York University and a degree in Social Work from Ryerson University. She has worked in the social service sector for over 27 years, beginning in Regent Park working with high risk children and youth.

As the Acting Executive Director since May 2014 and now Executive Director, Lisa has demonstrated leadership and commitment in carrying out the Mission and Vision of the agency and the clients that it serves. Key to her concern is ensuring that the agency provides effective support systems, programs, services, strong role models for children, youth and families, as well as, community capacity building.

**Tsering Thonsur**

Tsering is a Social Worker and the Manager of the Settlement Program at Parkdale Intercultural Association. She arrived in Canada as a refugee claimant in February, 2005 and started her career as a Settlement Worker with Kababayan Community Centre, Parkdale in October, 2006.

Tsering graduated from Ryerson’s School of Social Work and has diplomas in Social Service Management from George Brown College and Refugee and Migrant Issues from York University. She holds a Masters in political science from Mysore University in India.

**Theresa Polyakov**

Theresa Polyakov is a member of the team responsible for the ​overall​ content of the award winning Settlement.Org​ website,​ which is a program of OCASI funded by Citizenship & Immigration Canada and the Ontario Ministry of Citizenship, Immigration & International Trade.​

Theresa has a Master's degree from Ryerson in Immigration and Settlement Studies and she is a Certified Information and Referral Specialist through Inform Canada.​