

Habitat Canada's 2025 ReStore Conference Agenda

Monday, October 20 - Thursday, October 23

Monday, October 20

| Time | Activity | Location |
|-----------|---|-----------------------|
| 2:00 p.m. | Habitat Canada Distribution Centre tour | Distribution Centre |
| 3:00 p.m. | Shuttle to Hockley Valley Resort | Meet in parking lot |
| 4:00 p.m. | Hotel check-in | Hockley Valley Resort |
| 4:00 p.m. | Name badge pick-up | Main lobby foyer |
| 5:00 p.m. | Welcome reception and dinner *Dinner begins at 6:00 p.m. | Restaurant 85 |

Tuesday, October 21

| Time | Activity | Location |
|-----------------------|--|-----------------|
| 7:00 a.m.–8:00 a.m. | <i>Breakfast</i> | Restaurant 85 |
| 7:00 a.m.–8:00 a.m. | Name badge pick-up | Montclair foyer |
| 8:30 a.m.–9:00 a.m. | Welcome and opening ceremonies | Montclair AB |
| 9:00 a.m.–10:00 a.m. | Turning data into direction | Montclair AB |
| 10:00 a.m.–10:30 a.m. | <i>Break</i> | Montclair foyer |
| 10:30 a.m.–11:00 a.m. | Turning data into direction, continued | Montclair AB |
| 11:00 a.m.–12:00 p.m. | Powered by people: Volunteer success in the ReStore | Montclair AB |
| 12:00 p.m.–1:00 p.m. | <i>Lunch</i> | Restaurant 85 |
| 1:00 p.m.–1:30 p.m. | Powered by people, continued | Montclair AB |
| 1:30 p.m.–2:30 p.m. | Smart, simple, social: Marketing that moves inventory and builds community | Montclair AB |

| | | |
|---------------------|-----------------------|-----------------|
| 2:30 p.m.–3:00 p.m. | <i>Break</i> | Montclair foyer |
| 3:00 p.m.–5:00 p.m. | Teambuilding activity | Montclair AB |
| 5:00 p.m.–6:00 p.m. | <i>Free time</i> | |
| 6:00 p.m.–8:00 p.m. | Group dinner | Restaurant 85 |
| 8:00 p.m. | Bonfire | Babbo patio |

Wednesday, October 22

| Time | Activity | Location |
|-----------------------|---|-----------------|
| 7:00 a.m.–8:00 a.m. | <i>Breakfast</i> | Restaurant 85 |
| 8:15 a.m.–8:30 a.m. | Welcome to day 2 | Montclair AB |
| 8:30 a.m.–10:45 a.m. | Elevating employee experience through journey mapping | Montclair AB |
| 10:45 a.m.–11:00 a.m. | <i>Break</i> | Montclair foyer |
| 11:00 a.m.–12:00 p.m. | From service to experience: Transform customer service into loyalty | Montclair AB |
| 12:00 p.m.–1:00 p.m. | <i>Lunch</i> | Restaurant 85 |
| 1:00 p.m.–2:30 p.m. | From backroom to bottom line: Merchandising that moves inventory and builds community | Montclair AB |
| 2:30 p.m.–3:00 p.m. | <i>Break</i> | Montclair foyer |
| 3:00 p.m.–4:30 p.m. | Fuelling innovation: What works, what's next | Montclair AB |
| 4:30 p.m.–5:00 p.m. | Award ceremony | Montclair AB |
| 5:00 p.m.–6:00 p.m. | <i>Free time</i> | |
| 6:00 p.m.–8:00 p.m. | Group dinner | Restaurant 85 |
| 8:00 p.m. | Ghoulish gathering | Montclair AB |

Thursday, October 23

| Time | Activity | Location |
|-----------------------|--|-----------------------|
| 7:00 a.m.–8:00 a.m. | <i>Breakfast</i> | Restaurant 85 |
| 8:30 a.m.–9:00 a.m. | Welcome to day 3 | Montclair AB |
| 9:00 a.m.–10:00 a.m. | Blueprint for excellence: Inside Canada's #1 ReStore | Montclair AB |
| 10:00 a.m.–10:45 a.m. | <i>Break and check-out</i> | Montclair Foyer |
| 10:45 a.m.–12:00 p.m. | Why they say yes: Understanding donor motivation | Montclair AB |
| 12:00 p.m.–1:00 p.m. | <i>Lunch</i> | Restaurant 85 |
| 1:00 p.m.–2:00 p.m. | Moving forward with Pedro Barata | Montclair AB |
| 2:00 p.m.–3:00 p.m. | Reflections with Karen Coviello | Montclair AB |
| 3:00 p.m. | <i>Break to go</i> | Montclair foyer |
| 3:30 p.m. | Bus to go back to Toronto Pearson Airport | Meet at main entrance |