

40th Annual Conference

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A Message from the President

On behalf of the BC Care Providers Association Board of Directors, it is my pleasure to personally welcome each of you to our 40th Annual Conference and Celebration. This is truly a memorable occasion for so many of us, where we glance back and remember our humble beginnings in 1977 as BC PriCare, begun by a visionary gathering of for-profit owners that happened to include my mother-in-law. It is also a time for us to celebrate the fact that over the years we have since welcomed non-profit, home care, commercial, faith-based, and assisted living providers into the BCCPA family. By doing so, we have grown to become a vibrant, respected organization which is known today as the leading voice for B.C.'s continuing care sector.

BCCPA's service provider members care for more than 30,000 seniors living in residential care and assisted living units each day. This represents over 70 percent of all contracted residential care beds in B.C. We also serve over 20,000 seniors in home care each and every day – which represents over 50 percent of the home care sector in the province.

Joining us here in Whistler are over 500 delegates from across Canada and the U.S., and from as far away as Europe and Asia. They include owners, board members and service providers; government, health authority, academic, and organized labour representatives; commercial partners and exhibitors.

This has been a pivotal year for our sector, and for BC Care Providers Association and the seniors we serve. Working with BC Care staff, our CEO Daniel Fontaine led our board and our organization as we developed and presented our “Care Can Be There” campaign leading up to the provincial election. Two white papers, “Strengthening Seniors Care: A Made-in-BC Roadmap”, and “Sustainability and Innovation: Exploring Options for Improving BC's Continuing Care Sector” were the foundation for our discussions with government, stakeholders and the public. In March 2017, we saw an unprecedented provincial government investment for seniors' care. Many of these investments directly target priorities identified in our papers, including investing in people, innovation, infrastructure and quality of life. We believe that the work of the BC Care Providers Association with our key stakeholders truly made a difference!

I sincerely hope that you find this conference a time for renewal, learning, reconnecting with old friends and making new ones, as well as inspiring the work you do within the sector for our seniors. Thank you to the Events and Recognition Committee for your year-long planning of this event – the quality of the speakers truly speaks for itself.

See you in the fall at our Annual General Meeting, and next year in Whistler for our 41st conference!

Sincerely,

Karen L. Baillie, President
BC Care Providers Association



A Message from the Conference Committee Chair

The BC Care Providers Association is pleased to welcome you to Whistler, and this year's conference celebrating 40 years of C.A. R. E. (Collaboration, Achievement, Research and Excellence).

The 40th Annual Conference agenda is filled with outstanding workshops, exceptional speakers and other leaders in the industry. This conference would not be complete without a special evening of celebrating those that have been instrumental in shaping the association and the industry over the years.

In addition to the wonderful informational sharing between colleagues, commercial members and industry leaders, this year there will be workshops on important topics such as: Person-Centered Care through integrating a palliative approach; enhancing efficiency and best outcomes in community care; the Seniors Quality Leap Initiative and using data to drive improvements in resident quality of life; the intersection of technology and aging; workplace health and safety; enhancing & improving health outcomes of residents; coaching skills for excellence in leadership; building a dementia friendly B.C.; asking "if home is really best?"; how private home care agencies and technology can make home better; leadership at the bedside – making the change that needs to happen; how connecting organizations improves workplace safety, evidence-informed guidelines for recreation therapy programs to enhance the mobility of older adults in long-term care; a collaborative digital art network for healthy aging; moving towards action on ending violence in health care; using innovative new technologies to help seniors remain safely in their own homes; CIHI: seniors in transition between acute, home care and residential care, and many more.

We look forward to welcoming those of you who will be joining us for the first time. And for those of you who are returning delegates, don't forget to welcome our new members. Let's all work together to make sure everyone gets the full experience of the annual conference.

I'm grateful for the Conference Committee and the staff of BC Care who have worked so hard and shared their talents and expertise to put this conference together for all of us. We hope you will enjoy the programs, the people, and the extracurricular activities that will make the conference one to remember.

So, bring your smile, your energy, and your passion for C.A.R.E., and come join us. We look forward to sharing it all with you!

Sincerely,

Hendrik VanRyk
Conference Chair

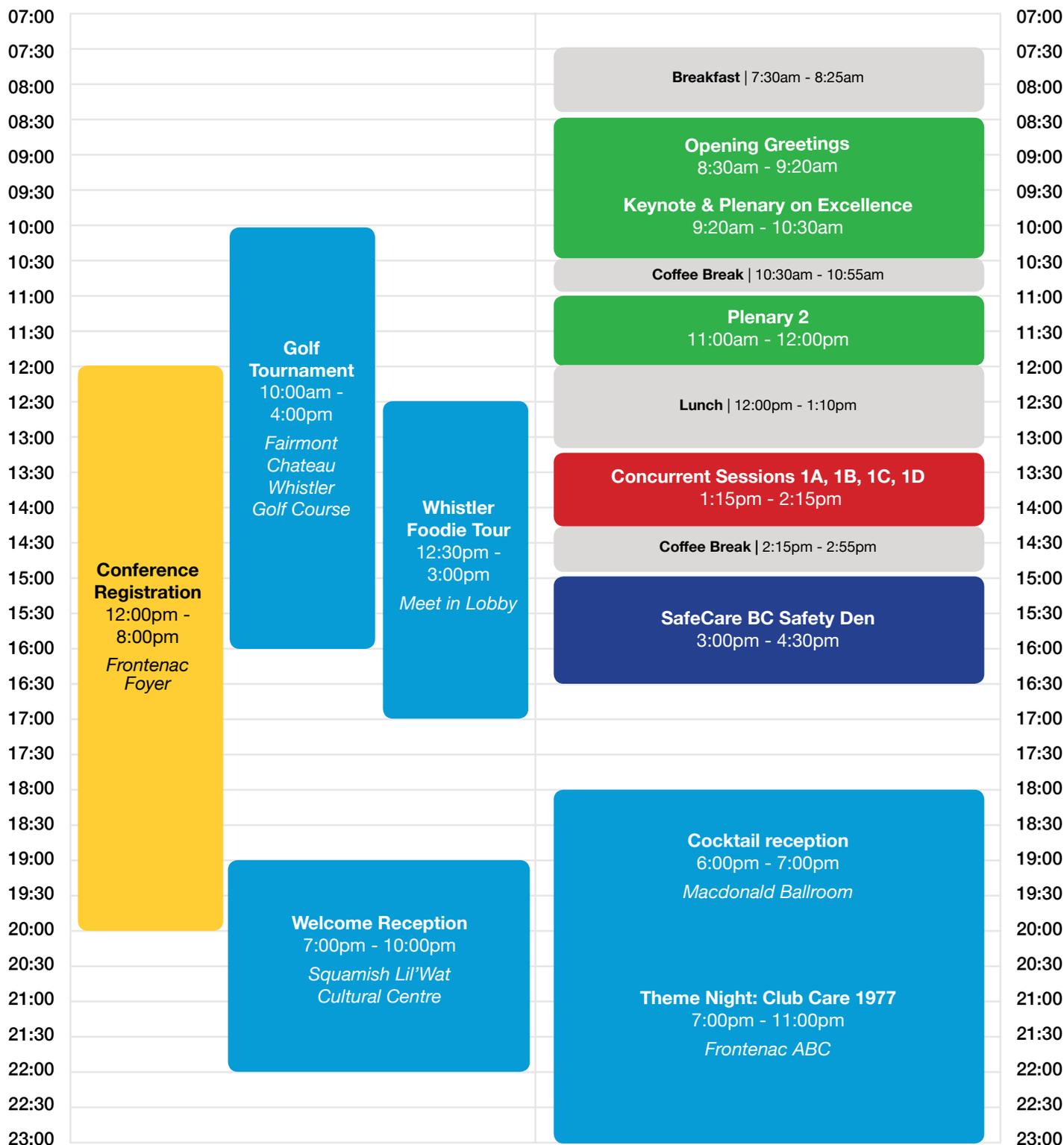
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Program at a Glance 2017

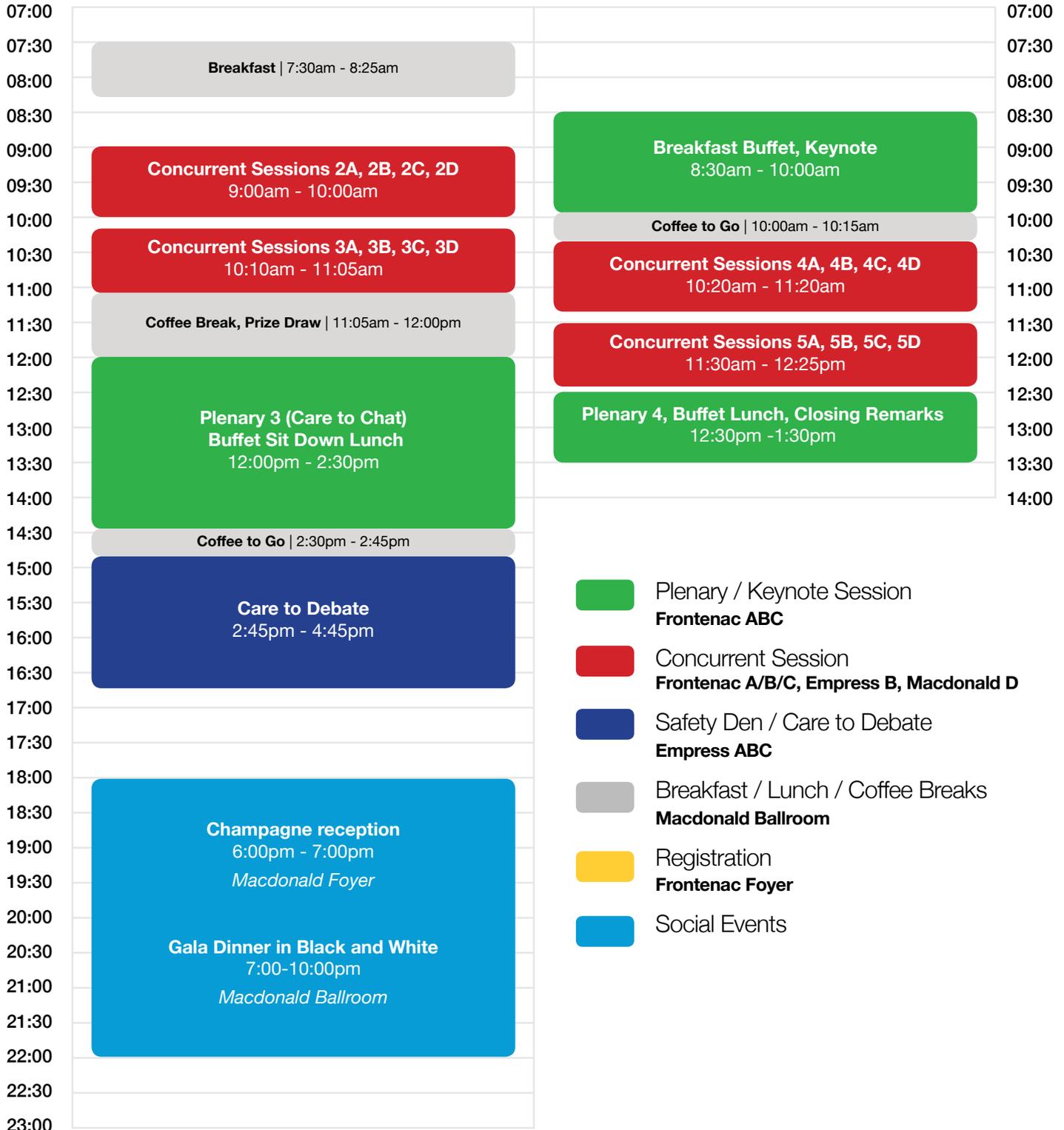
Sunday, May 28th

Monday, May 29th



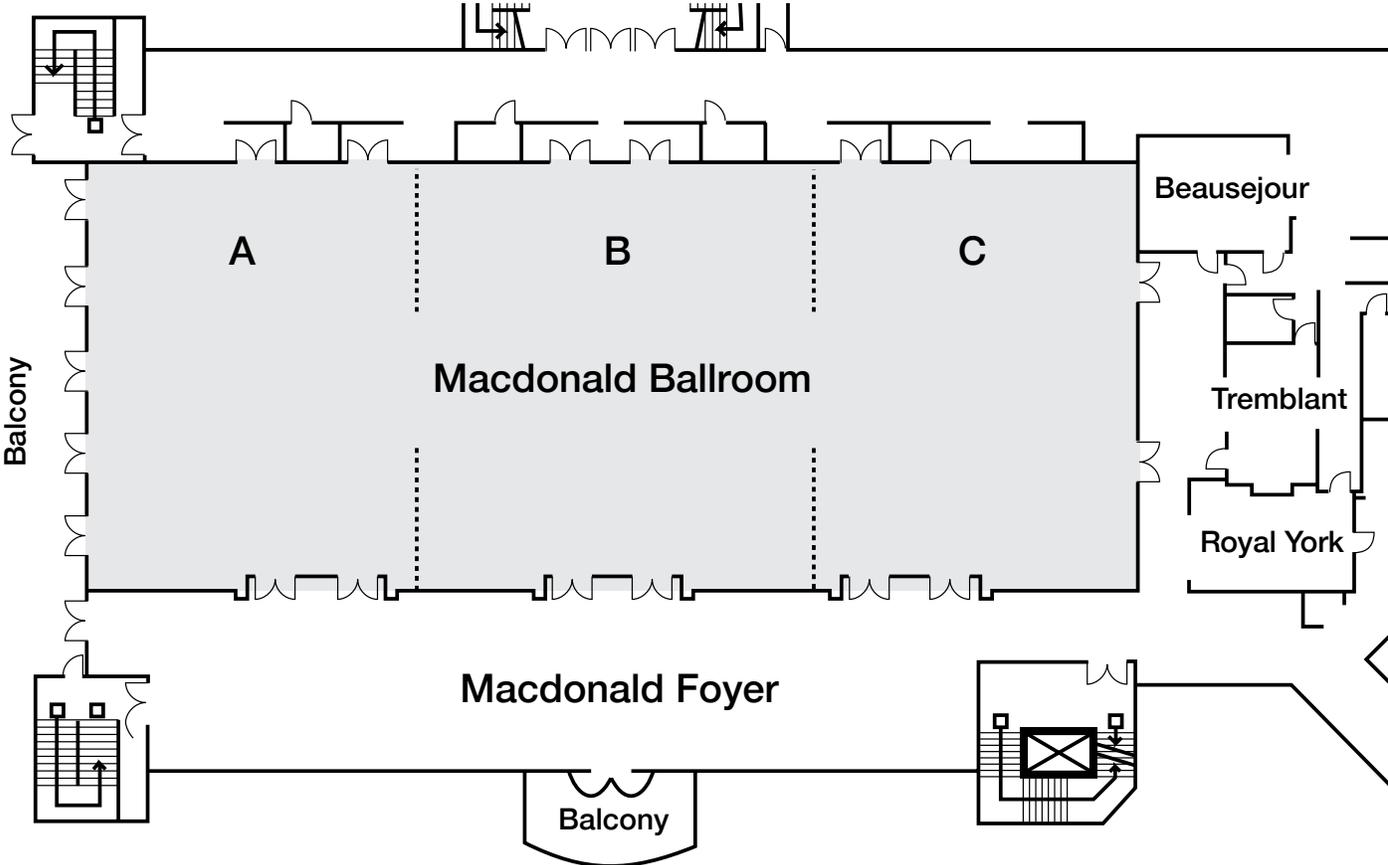
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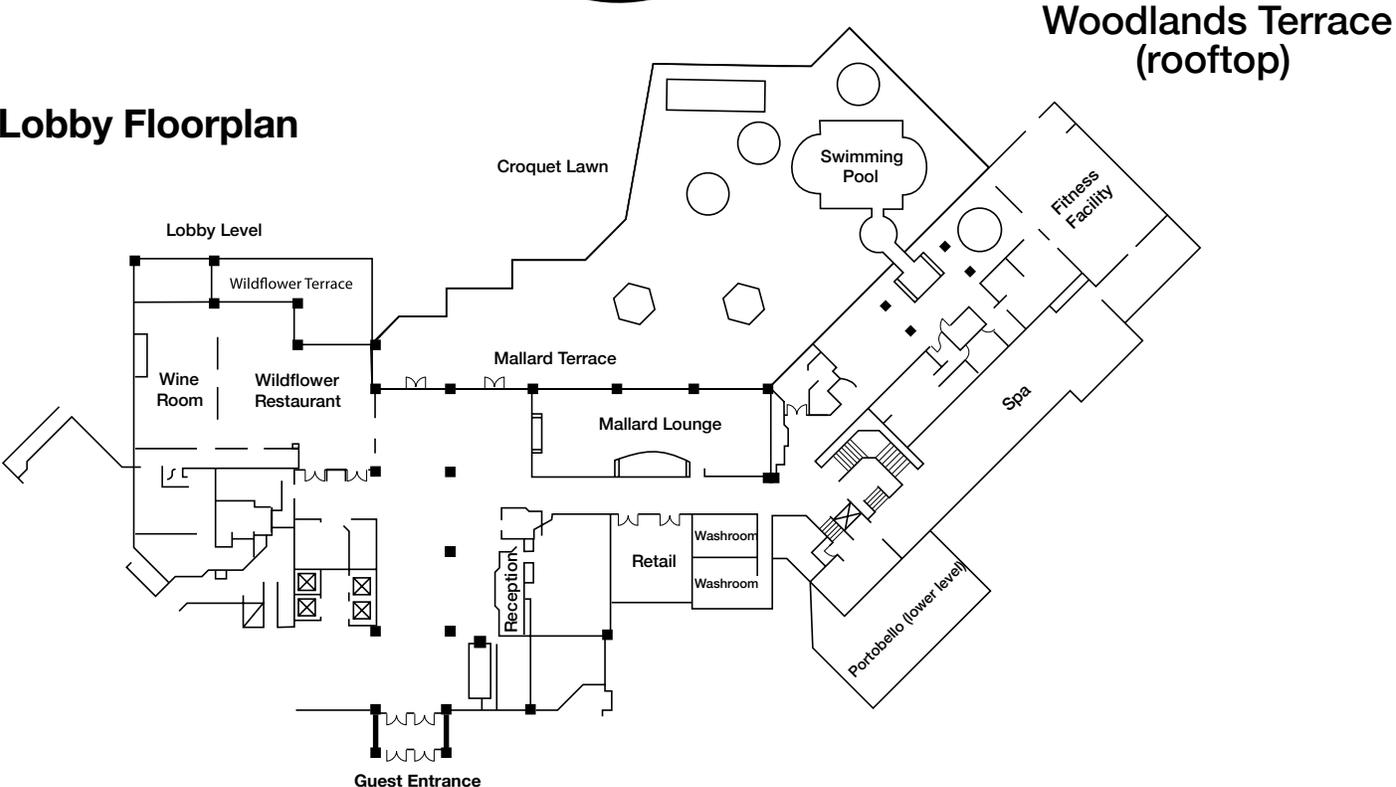


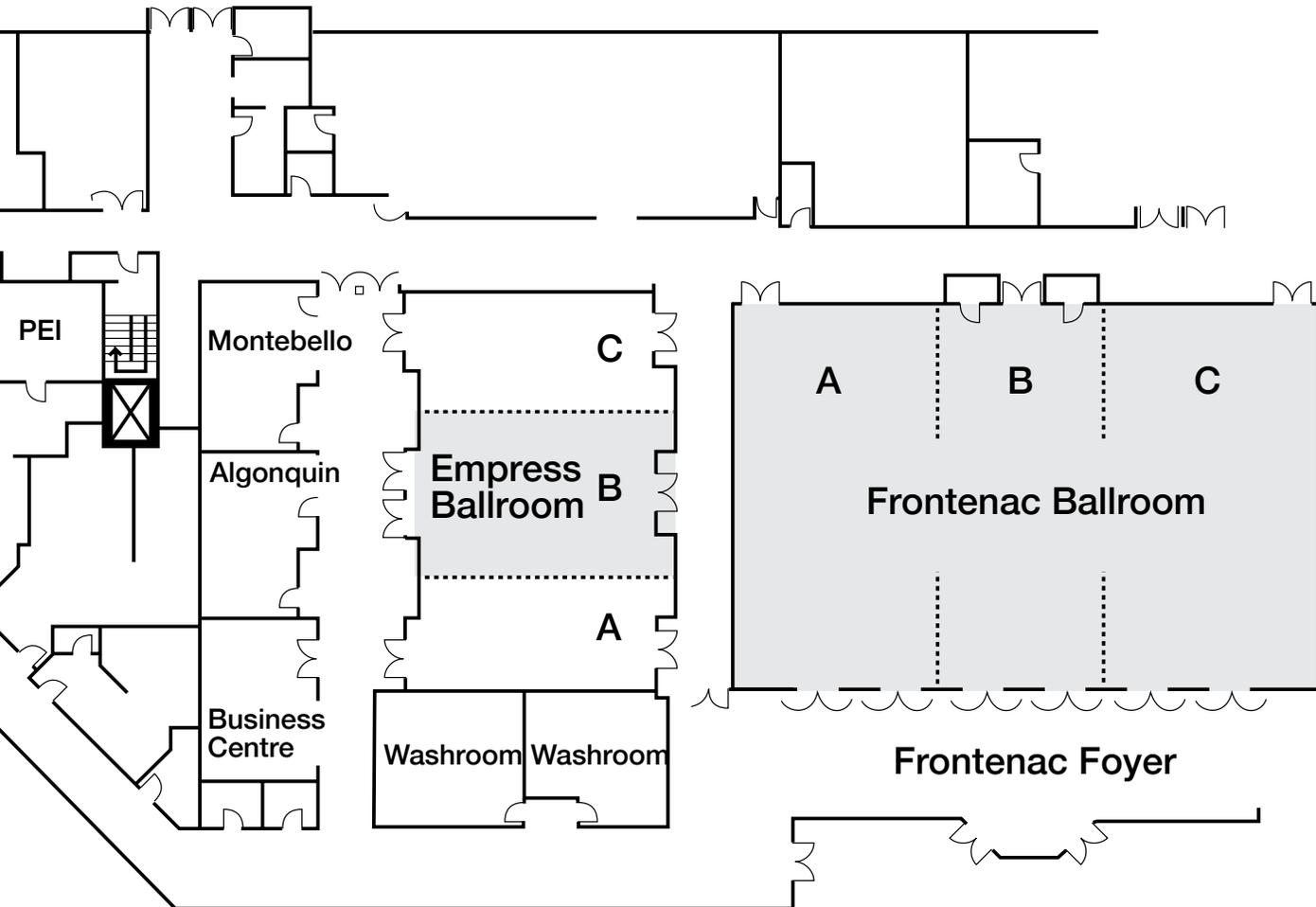
Fairmont Chateau Whistler Floorplan

Conference Rooms



Lobby Floorplan





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Here's how to download it:



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2. Click ‘Download iPhone/iPad App’ to load Apple’s App Store and download the app.



ANDROID

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2. Click ‘Download Android App’ to load the Google Play Store and download the app.



You'll be using the web version of the app.

1. Open the web browser, click the BlackBerry menu button, select ‘GO TO’ and type:
<https://crowd.cc/bccpa17>

To gain access to event content, you will be prompted to confirm your registration. A code was sent to the email you used to register for the **BCCPA 40th Annual Conference**. If you lost your password, you can re-enter your email in the app.



Play 'Click' on our Conference App and win big!



40th Annual Conference delegates have a chance to win one of five grand prizes and two consolation prizes if they play “Click” – **a photo scavenger hunt game built into the conference app!** You can win by simply visiting our popular commercial trade show, and rack up points by going to each of the vendor booths on-site. You’ll have a greater chance of winning when you earn more points. Visit bccare.ca/app for rules of the game.

On a BlackBerry and can't download the app? No problem, you can still sign up and play here: <https://playclick.com/bccpa17>



Grand Prize | You Choose!

Option 1: Vancouver Island Health Region

Ancient Cedars Spa Package -
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\$1,500 Value

Option 2: Fraser Health Region

Langley Wine, Cheese & Charcuterie
Tour – up to 8 people: **\$1,450 Value**

Option 3: Northern Health Region

Haida Gwaii Bed and Breakfast
Package at Haida House - 4 nights:
\$1,450 Value

Option 4: Vancouver Coastal Health Region

Private Dinner by Vancouver's
Chef Brandon Dac Catered at Your
Residence - Party of 8: **\$1,500 Value**

Option 5: Interior Health Region

Okanagan Wine & Relaxation in
Kelowna: **\$1,400 Value**

Prizes To be awarded at the Tuesday night Gala dinner.



2nd Place Winner

Enjoy a gift package sponsored by Fairmont Chateau Whistler two night-stay at the beautiful Chateau Fairmont Whistler Hotel including breakfast service: **\$1,179 Value**

3rd Place Winner

A complimentary registration for the 2018 Annual Conference in Whistler and a special BC Care Wear package: **\$700 value**

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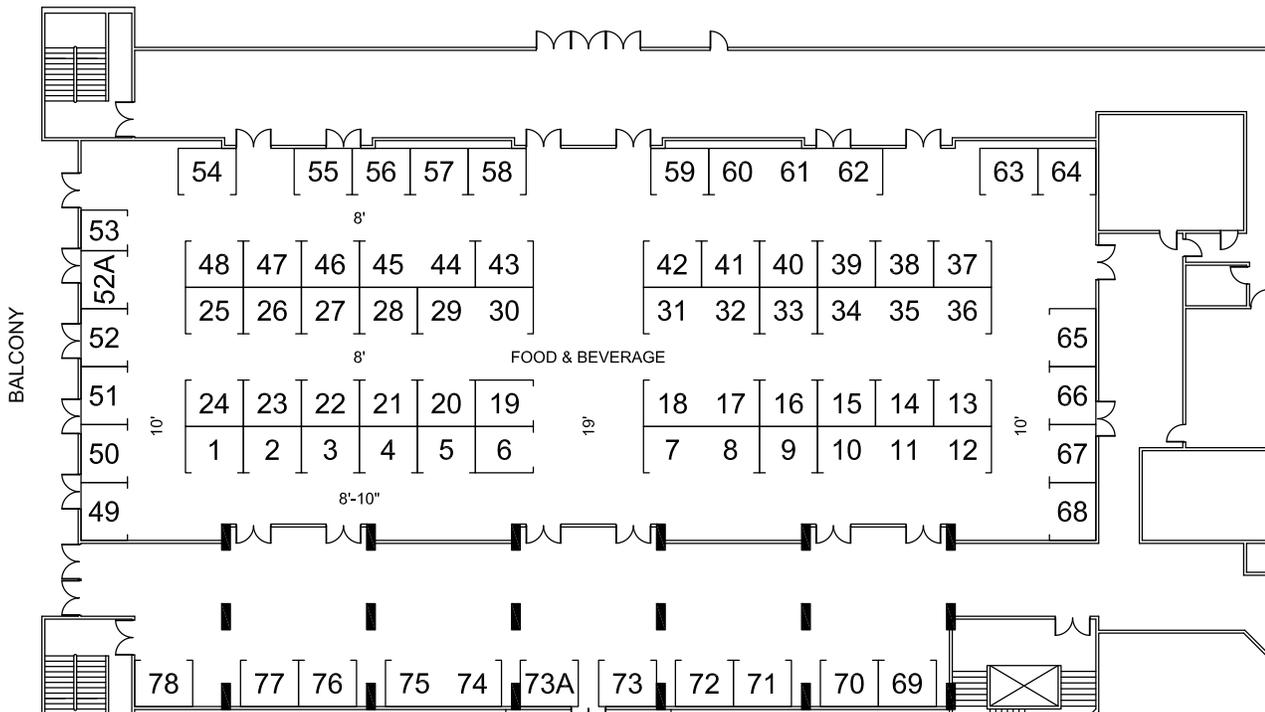
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Please visit us at Booth #14 and Monday Night at Club Care 1977!

Exhibitor Hall Floor Plan

Monday / Tuesday

Macdonald Ballroom



List of Exhibitors

- | | | |
|--|---|---|
| 1. Marsh Canada | 29. Extencicare Assist/Silver Group Purchasing (Platinum Sponsor) | 54. Forbo Flooring Systems |
| 2. Tex-Pro Western Ltd | 30. Extencicare Assist/Silver Group Purchasing (Platinum Sponsor) | 55. Bowers Medical Supplies |
| 3. Marquise Hospitality / Compass Group Canada | 31. CareRx (Gold Sponsor) | 56. Vernacare |
| 4. Sysco | 32. CareRx (Gold Sponsor) | 57. London Drugs |
| 5. Maxwell Management Group Ltd | 33. Heritage Hospitality | 58. Complete Purchasing Services |
| 6. Rexall (Gold Sponsor) | 34. Arjo Huntleigh (Gold Sponsor) | 59. Houle Electric |
| 7. Angel Accessibility (Title Sponsor) | 35. Arjo Huntleigh (Gold Sponsor) | 60. Cardinal Health (Gold Sponsor) |
| 8. Angel Accessibility (Title Sponsor) | 36. Arjo Huntleigh (Gold Sponsor) | 61. Cardinal Health (Gold Sponsor) |
| 9. Sun Glow Food Service | 37. Coldstream (Silver Sponsor) | 62. Cardinal Health (Gold Sponsor) |
| 10. Medical Mart | 38. Dude Solutions | 63. Omega Solutions Inc. |
| 11. Medical Mart | 39. Dispill | 64. CARF Canada |
| 12. Medical Mart | 40. Westsun Communications | 65. Stevens & Co |
| 13. BC Patient Safety & Quality Council (Silver Sponsor) | 41. BC Textile Innovations | 66. Care Source |
| 14. Haddon | 42. Fortis (Silver Sponsor) | 67. MIP |
| 15. Westport (Gold Sponsor) | 43. Westland | 68. Communication Connection |
| 16. Care at Home Services | 44. Quart Healthcare West/Cascadia Medical/EMP | 69. SafeCareBC |
| 17. Remedy's (Silver Sponsor) | 45. Quart Healthcare West/Cascadia Medical/EMP | 70. WorkSafeBC |
| 18. Remedy's (Silver Sponsor) | 46. TRG Group Benefits & Pensions | 71. Scout Technology Guide (Silver Sponsor) |
| 19. Rexall (Gold Sponsor) | 47. Olymel | 72. Lifemark Seniors Wellness |
| 20. CanStar Restorations | 48. Ever Care Contract Furnishings | 73. SCA |
| 21. Erv Parent Company | 49. Medical Pharmacies (Silver Sponsor) | 73a. Point Click Care |
| 22. Domtar / Attends | 50. Access Community Therapists Ltd | 74. Russell Food |
| 23. Trillium Talent Resource Group | 51. First Quality | 75. Russell Food |
| 24. Surge Learning (Silver Sponsor) | 52. Cascadia Energy | 76. MEDe-care Healthcare Solutions Inc. |
| 25. Dynamic Specialty Vehicles | 52a. Associated Health Systems | 77. Terracom Systems Ltd. |
| 26. Medisystems Pharmacy (Silver Sponsor) | 53. West Pac | 78. CanAssist |
| 27. Java Group Programs | | |
| 28. ComVida | | |



2017 BCCPA Annual Golf Tournament

Sunday May 28th, 10:00am - 4:00pm

Shuttle buses leave lobby starting at 9:00am
Texas Scramble begins at 10:00am

Fore! The **BCCPA Annual Golf Tournament** returns to the Fairmont Chateau Whistler Golf Course on Sunday, May 28th. As one of our most popular outings each year, golf pros and duffers alike love hitting the links surrounded by snowcapped mountains and natural beauty. The always colorful Steve Pollard is returning as Master of Ceremonies. It is anyone's guess what he will be wearing this time!

This "Texas Scramble" style game provides a perfect networking opportunity for conference delegates, as well as a chance to win fabulous prizes!

Thank you to our 2017 Sponsors:

- Golf Cart Lunch sponsored by Chartwell
- After Golf Reception sponsored by MIP
- Tee Sponsors Arjo Huntleigh, Dynamic Specialty Vehicle, and Maxwell Management
- Prizes sponsored by London Drugs, Bayshore Home Health, and Marsh Canada



Whistler Tasting Tour

Sunday May 28th, 12:30am - 3:00pm

Tour will leave lobby at 12:30am

It's back! The Whistler Tasting Tour returns as an optional excursion on Sunday May 28th. Spend the afternoon with your fellow foodies, and savour some of Whistler's world class culinary scene.

You will experience a multi-course lunch over the course of five stops at some of Whistler's most acclaimed food destinations.

Stops include the following fine establishments around Whistler Village:

- FireRock Lounge
- Stonesedge
- Olives on Tap
- Rogers' Chocolates
- Caramba

Sunday Night Welcome Reception

Sunday May 28, 7:00pm - 10:00pm
Squamish Lil' Wat Cultural Centre



For the first time ever, this year's 40th Anniversary Welcome Reception will be held at the beautiful Squamish Lil' Wat Cultural Centre (SLCC), located steps away from the Fairmont Chateau Whistler. The SLCC is an award winning First Nations Cultural Centre built with a modern architecture that showcases the Squamish and Lil'Wat Nation's art, history and culture.

This special evening will welcome all delegates to BCCPA's 40th Annual Conference. The dinner will feature a culinary experience with a coastal Aboriginal twist.

Proudly Sponsored by:



Monday Night Cocktail Reception & Theme Night: Club Care 1977 Edition

Monday May 29, 6:00pm - 10:00pm
Macdonald Ballroom / Frontenac ABC



At our 1977 theme night we will flash back to the days when Charlie's Angels topped the TV ratings! The evening starts with a beverage at the MacDonald Ballroom. Exhibitors will have transformed themselves and their booths with seventies style decorations to put you in the mood to boogie. While costumes are optional for those in attendance, there are sure to be platform heels and sequins in abundance.

After the cocktail reception, shuffle on down to the Frontenac ballroom and get ready to do 'the hustle', dancing along to the high energy sounds of the March Hare Band.

March Hare Band

March Hare Band is Vancouver's best corporate show band. They entertain at private parties, special events, casinos and festivals across Western Canada. They have traveled throughout the continent, and have been a feature performer at the Atlantis Casino in the Bahamas.



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Tuesday Night Champagne Reception & 'Black and White' Gala Dinner

Tuesday May 30, 6:00pm - 10:00pm
Macdonald Foyer / Ballroom



Join us for an evening in "Black and White" attire to celebrate 40 years of the BC Care Providers Association. Evening attire is requested in shades of black and white.

Before heading to the gala in the Macdonald Ballroom, take a sip of bubbly and make a toast to being a part of BCCPA's exciting 40th year milestone at the champagne reception in the Macdonald Foyer. Our presenters will regale you with stories about BCCPA's past, present and exciting future.

Concerts in Care will provide entertainment during reception and a concert at the gala.

Reception Sponsored by:



Gala Dinner Sponsored by:



SafeCare BC Safety Den

Monday May 29, 3:00pm - 4:30pm
Empress ABC



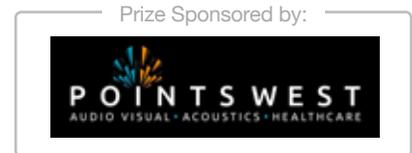
The 2nd Annual Safety Den sponsored by SafeCare BC is an exciting contest that highlights safety innovations in the continuing care sector. Following the success of last year's event, which focused on safety innovations to prevent musculoskeletal injuries (MSI) and promote safe resident handling, this year's competition is open to all ideas that re-imagine injury prevention for care workers.

Contestants will compete for prizes awarding the most innovative safety submissions that will reduce worker injury rates and/or improve the lives of seniors in care. Competitors will answer questions from our panel of judges aka safety 'dragons', our moderator, and the audience. The safety dragons will choose the winners, and success and glory will be sure to follow!

Cash prizes to be rewarded to Safety Den winners:

- **First Place:** \$1000.00
- **Second Place:** \$750.00
- **Third Place:** \$500.00

SafeCare BC Director of Communications and Member Services, Ken Donahue will be the event's moderator while the safety dragons will be comprised of Tracey Cochrane, Brenda Childs, Saleema Dhalla and David Cheperdak.



Tracey Cochrane
Owner of PointsWest

Points West has evolved from an audio visual company putting tech into classrooms to now having three growing divisions: audio visual, acoustics and healthcare. As the owner of Points West, Cochrane is leading their expanding healthcare division acquiring safety solutions for long term care facilities. Her focus is on staff safety with a location based Code White system and keeping residents safe using visual analytics which track abnormal behaviours.

Cochrane brings many years of management and marketing experience from the tourism industry which, combined with a passion for technology, makes Points West a customer focused tech company. She is building a future-focused business whose specialty is code white systems, imaging analytics, installation, training and ongoing support. Cochrane spends time with her family, volunteers and is involved in women's leadership and mentoring.



Brenda Childs
RN, Treasurer of Licensed Practical Nurses of BC (LPNABC)

After working a variety of administrative/accounting/managerial positions for 20+ years Childs found herself unemployed in an area where jobs are not abundant and with three teenagers to support. She decided to take a leap and do what she had always dreamed of...becoming a nurse! In 2005, when her children were in junior high, she jumped in to the program. Childs was offered a number of positions when she finished and so began her second phase of life-long learning. She took a part-time position in long term care and worked casually in two hospitals and an extended care facility. It didn't take her long to realize that her best fit is with the elderly. She now works full time in a Complex Care building in a rehabilitation unit with clients recovering from injury or stroke.

Mentoring and teamwork are most important to Childs, as she feels that it is vital to being a good nurse. She often works with students and consider the ability to work well with Care Assistants vital to her ability to provide good care.

Advocating for LPNs not only in our workplace but globally has become a very important part of her role. She feels that she is able to do this through her involvement with LPNABC. She continues to be more excited about this profession every day thanks to those who are passionately involved.



Saleema Dhalla
Workplace Health and Safety Programs Director

Saleema Dhalla completed her Masters of Occupational and Environmental Hygiene in 2010 at UBC. She began her career in the geochemical industry, implementing a safety program to account for a diverse range of occupational exposures and improve worker safety. In her most recent role, Dhalla designed and executed systems at the provincial and national level to reduce workplace injuries and improve employee well-being. She also lead the development and execution of a province wide initiative that standardized and improved the safety program at 300 locations across BC, gaining COR certification and thus providing significant cost savings.

Dhalla has also acted as a consultant to a wide array of businesses in many sectors, including healthcare, finance, and heavy industry.



David Cheperdak
CEO for Broadmead Care

David Cheperdak (MPA, CHE) is the CEO for Broadmead Care, a not for profit society located in Saanich, B.C., and a former board president of BC Care Providers Association. David brings significant experience and expertise in health care leadership and administration, and non-profit and health sector governance. A values-based leader known for integrity, David's experience includes leading residential complex care programs for the frail elderly with dementia, hospice palliative care programs, geriatric day programs, and services for adults with disabilities.

David has 28 years of experience in working for community-based, social service and health service organizations. Currently he is the Chief Executive Officer of Broadmead Care Society (BCS) in Victoria, BC that owns and operates 335 residential care beds on four sites for seniors and adults with disabilities. Two of these sites also deliver adult day programs that provide support for frail seniors still living in their own homes. BCS is the primary service provider for Veterans on Vancouver Island for Residential Care and Adult Day Programs. BCS also operates the Better at Home Program that provides non-health services to support seniors to live safely in their own homes.

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ACCREDITATION CANADA
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Best wishes to the BC Care Providers Association as you celebrate your 40th anniversary.



1977 40 2017



**WE'RE NOT THE ONLY ONES
CELEBRATING OUR 40TH THIS YEAR!**



CONGRATULATIONS TO THE BCCPA!

COME CELEBRATE WITH US AT BOOTH #67

www.mipinc.com

Care to Debate

Tuesday May 30, 2:45pm - 4:45pm

Empress ABC



The inaugural BCCPA Care to Debate event takes place on May 30th. This interactive event will give the opportunity for contenders to make their case directly to conference delegates as to why their motion on how to improve seniors care in B.C. or Canada should be the winning motion.

Numerous submissions from care providers, students and non-government associations, proposing specific strategies for improving the continuing care sector were received by the BCCPA. On April 11th, five motions were selected from the submissions and moved forward to the second part of the selection process. A special online voting link was sent to BCCPA members & delegates to cast their ballot for the top three motions they wish to be presented on the main stage.

The three finalists will outline their motion at Care to Debate in front of all conference delegates, a moderator and a panel of judges. The winning motion chosen at Care to Debate will help shape the advocacy and policy of BCCPA in the continuing care sector in the upcoming years.

Read the full motions that will be debated on page 66.

Proudly Sponsored by:

PointClickCare

Daniel Fontaine, BCCPA CEO will be the event's moderator, while Sue Emmons and Gavin McIntosh of the BCCPA Emerging Issues & Policy Committee will make up the debate's panel of judges.



Sue Emmons

Executive Director, Northcrest Care Centre Chair, Chair of the Emerging Issues & Policy Committee

Sue Emmons has been the Executive Director of Northcrest Care Centre for the past eleven years and prior to that held various administrative, financial and information management roles with the Vancouver Coastal Health Authority and Hamilton Health Sciences.

During a career entirely in health care, Emmons has worked on many health care related boards and committees. Most recently these include the BCCPA Board and the inaugural SafeCareBC Board. Currently, she is chairing the Emerging Issues and Policy Committee at BCCPA and the Finance Committee at SafeCareBC, and promises to be 'a fiery dragon'.



Gavin McIntosh

Director of Corporate Development and Administration at TCG Care Group, Member of the Emerging Issues and Policy Committee

Gavin McIntosh is the Director of Administration and Development at The Care Group. He works closely with TCG's care teams to support the delivery of excellent care to residents.

McIntosh has a passion for quality care and developing great care providers. He has strong relationships with his colleagues in the local Health Authorities and works to build partnerships in care. He currently sits on the Emerging Issues Committee of the BCCPA, is a past Board Member of the Health Employers Association of BC (HEABC) and past Board Chair of Downsview Services for Seniors in Toronto. Prior to joining The Care Group he worked as a Director with PricewaterhouseCoopers LLP in Toronto and Vancouver.



Would like to thank its many clients for their support over these past years!

- Celebrating 25 years of membership in B.C. Care Providers Association -





Opening Greetings



Karen Baillie

CEO Menno Place and President of BC Care Providers Association

Karen Baillie is the Chief Executive Officer of Menno Place, a faith-based campus of care that serves more than 700 seniors with a staff of 600. She has over 35 years' experience in geriatric care working in for-profit, non-profit, VGH, and Providence Health Care residential care homes.

She is BCCPA's board President. In 2015, Baillie was awarded for Distinguished Service by the Canadian College of Health Leaders, BC Lower Mainland Chapter. She was also recognized with the prestigious Surrey Woman in Business Award in the Professional Category in 2011.

She holds a Masters of Health Administration; a Fellow in Health Administration (with distinction); a Certified Health Executive designation (CCHL) and is a Registered Nurse with a Bachelor of Science in Nursing.



Hendrik VanRyk

COO, H&H Total Services Inc. and Conference Committee Chair BC Care Providers Association

Hendrik Van Ryk is an active member of many boards and committees, including the Surrey Hospice Society, on the BCCPA executive, as a member of the Residential Care Leadership Council in Fraser Health Authority, and as an advisory board member to the Assisted Living Centre of Excellence (ALCE).

Hendrik has provided labour relations leadership through the bargaining of multiple collective agreements, and in addition he has developed and implemented company-wide human resource policy and procedures.

For over 2 decades, Van Ryk's provided operational and executive involvement and support for expansion to current sites, and the development and opening of several new sites.

Welcome Address



Daniel Fontaine

CEO, BC Care Providers Association

Daniel Fontaine is the Chief Executive Officer for the BC Care Providers Association. Over the course of his career he has worked for government, and private and not-for-profit organizations.

Fontaine was born in St. Boniface, MB, and is a graduate of the University of Manitoba, earning a Bachelor of Arts degree in political science. He has lived in B.C. since 1989.

For three years, Daniel served as chief of staff for Vancouver Mayor Sam Sullivan. He is also former newspaper columnist and frequent commentator on radio and TV on matters of public interest. He helped found and participated as a panelist on a weekly civic affairs panel for the top-rated Bill Good Show on CKNW radio.

In 2015, Fontaine was appointed to the Board of Directors for SafeCare BC with a mandate to reduce workplace injuries in the long-term care sector. In addition, Fontaine has served on the Board of Directors for Douglas College, and the BC College of Psychologists from 2004-2010.

Daniel is a recipient of the Queen's Diamond Jubilee Medal for public service. He is a volunteer organizer with the New Westminster Minor Hockey Association, where he was recognized with a Volunteer of the Year award in 2016.



Randeep Sarai
Member of Parliament for Surrey–Centre

Randeep Sarai, MP for Surrey-Centre and the Pacific Caucus Chair for the governing Liberal Party of Canada, brings greetings from the Hon. Jane Philpott, Minister of Health. Born in Vancouver and raised in South Burnaby, Randeep graduated from UBC with a Bachelor of Arts and went on to complete his Bachelor of Laws at Queen’s University. Randeep has been engaged in community work from a very young age, much of it learned through the examples set by his late Father, and directed at anti-violence and anti-gang programs in the Fraser Valley. He supported his Father to raise funds to fight against Polio thru the local Rotary Club, build their local temple, and organize food drives. His mother worked in long term care homes, where he frequently visited her in his youth.

Keynote Speakers

Conference Opening Keynote

Monday May 29, 9:20am
Fontenac ABC 



Dr. Danielle Martin
Vice-President Medical Affairs & Health System Solutions

Dr. Danielle Martin is an acclaimed physician and health care expert who sees the cracks and challenges in our health care system every day. A family doctor and national media commentator on the health issues that hit closest to home for Canadians, Dr. Martin speaks with passion on our national health-care system, defending and defining the ways we can make it even more worthy of our immense national pride.

Her debate on the merits of the Canadian vs. American health systems in a U.S. Senate Subcommittee hearing in Washington, with Senator Richard Burr and Bernie Sanders, the video of her testimony went viral and has since achieved over 1.3 million views.

Currently, Dr. Martin practices in the Family Practice Health Centre at Women’s College Hospital, where she is also the Vice-President of Medical Affairs and Health System Solutions.

In 2006, her first year of practice, Dr. Martin helped launch Canadian Doctors for Medicare, representing Canadian physicians who believe in a high quality, equitable, and sustainable health system, and chaired its board until 2013. She went on to help found the WCH Institute for Health System Solutions and Virtual Care – a hub of innovation dedicated to solving the health gaps in our system.

In 2015, Dr. Martin was named Canada’s 8th most powerful doctor by The Medical Post, and in 2013 was named one of The Toronto Star’s top “13 People to Watch”. In the media, she is a regular contributor to CBC TV’s The National, and writes a monthly column for Chatelaine magazine.

Wednesday Breakfast Keynote

Wednesday May 31, 8:30am
Macdonald ABC 



Dr. Romayne Gallagher, MD, CCFP(PC), FCFP
Head, Division of Palliative Care Department of Family and Community Medicine Providence Health Care Clinical Professor, Division of Palliative Care, UBC

Romayne Gallagher trained as a family physician, receiving her MD from the University of British Columbia and her certification from the College of Family Physicians of Canada. Her clinical experience includes being a family physician for 12 years and a consultant in palliative care for over 17 years.

Dr. Gallagher was the founding director of the Division of Palliative Care at the University of British Columbia from 1997 to 2003. She helped establish undergraduate, postgraduate and interprofessional teaching in palliative care at the University. Dr. Gallagher also established a public forum on death and dying, the first of its kind. It ran for over five years and has replicated by others in North America and Europe.

Dr. Gallagher is currently the Head of the Division of Palliative Care in the Department of Family and Community Medicine at Providence Health Care.



The Path Forward: Achieving Excellence and Highlighting Best Practices in End-of-Life and Residential Care

As Canada's population ages, the number of people dying each year is projected to increase to 330,000 by 2026, with each death on average affecting the well-being of five other people, including family and friends. As the incidence of chronic disease and co-morbidities increase, the provision of high-quality palliative and end-of-life care will be even more important. The issue of Medical Assistance in Dying (MAiD) also continues to be a sensitive, complex issue, with many care providers unclear of their role or obligations.

Building on the BCCPA paper released in 2016 on end of life, this panel will look at ways to improve access and quality of care as well as highlight best practices at end life. Building on the expertise of the panel, best practices to be discussed could include programs outlined in Dr. Danielle Martin's book *Better Now* as well as initiatives such as the Acute Care for Elders (ACE) Strategy to improve seniors care as well as avoid unnecessary hospitalizations.

The panelists will also discuss challenges around the provision of MAiD, including how to strike the right balance between personal autonomy and the protection for vulnerable seniors.

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Daniel Fontaine (Moderator)
CEO, BC Care Providers Association

Daniel Fontaine is the Chief Executive Officer for the BC Care Providers Association. Over the course of his career he has worked for government, and private and not-for-profit organizations.

Fontaine was born in St. Boniface, MB, and is a graduate of the University of Manitoba, earning a Bachelor of Arts degree in political science. He has lived in B.C. since 1989.

See full writeup on page 16.



Dr. Danielle Martin
Vice-President Medical Affairs & Health System Solutions

Dr. Danielle Martin is an acclaimed physician and health care expert who sees the cracks and challenges in our health care system every day. A family doctor and national media commentator on the health issues that hit closest to home for Canadians, Dr. Martin speaks with passion on our national health-care system, defending and defining the ways we can make it even more worthy of our immense national pride.

See full writeup on page 17.



Dr. Jennifer Baumbusch
Associate Professor, University of British Columbia (UBC) School of Nursing

Dr. Jennifer Baumbusch is Associate Professor of Nursing at the University of British Columbia. She leads a research program aimed at improving the inclusion of families in long-term residential care. She teaches in the Master of Health Leadership & Policy Program: Seniors Care at UBC and has over 20 years of experience in the long-term care sector as a clinician, educator, administrator and researcher.



Dr. Samir Sinha, MD, DPhil, FRCPC

Director of Geriatrics at Mount Sinai and the UHN Hospitals, Provincial Lead, Ontario's Seniors Strategy

Dr. Samir Sinha is a passionate and respected advocate for the needs of older adults. He currently serves as the Director of Geriatrics at Mount Sinai and the University Health Network Hospitals in Toronto and as an Assistant Professor of Medicine at the University of Toronto and the Johns Hopkins University School of Medicine.

A Rhodes scholar, Dr. Sinha's breadth of international training and expertise in health policy and the delivery of services related to the care of the elderly have made him a highly-regarded expert in the care of older adults. In 2012, he was also appointed by the Government of Ontario to serve as the expert lead of Ontario's Seniors Strategy. He has further consulted and advised hospitals and health authorities in Britain, Canada, Iceland, the United States and China.

In 2014, Toronto Life named him one of Toronto's Best Doctors while Maclean's proclaimed him to be one of Canada's 50 most influential people and its most compelling voice for the elderly.



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The 3Rs – Research, Recruitment and Retention: Exploring the Role of Post-Secondary Institutions in BC's Continuing Care Sector

Post-secondary institutions play a critical role in the training and education of health care providers across all sectors of the system. To better deal with issues around the recruitment and retention of health care providers for seniors care there must be a coordinated role between the continuing care sector, Ministry of Health and Health Authorities working collaboratively with colleges and universities. Not only is there a clear role for colleges and universities in educating and training appropriate numbers of such health providers but also in ensuring that such training is relevant and practical.

This panel will focus on how post-secondary research is improving the continuing care sector, and how academia can play a role in shaping the future of seniors' care. Our panelists will highlight best and emerging practices from their areas of expertise, as well as discuss effective strategies for knowledge translation, the challenges and prospects of pilot projects, and the future promise of technology. The panel will also discuss ways in which post-secondary institutions can work with the continuing care sector to meet the needs of aging population as well as provide practical evidence-based research.

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Jennifer Lyle (Moderator)
Executive Director, SafeCare BC

Jennifer Lyle is the executive director of the provincial long term care health and safety association, SafeCare BC. Prior to coming on board with SafeCare BC, Jennifer worked in a dual role as a healthcare practitioner and the Director of Operations for a Burnaby-based rehabilitation organization after graduating from Simon Fraser University with a Bachelor of Science degree. She later obtained her Master of Health Administration at the University of British Columbia.

In addition to her studies, Jennifer has collaborated on research initiatives exploring the impact of care environments on elderly patients and care providers. She also sits on the board of directors for the British Columbia Association of Kinesiologists.

Jennifer is a strong advocate of a holistic approach to healthcare, and believes that creating positive, healthy environments for both providers and clients is key to effective, quality care. Out of the office, you can find Jennifer hiking and mountaineering in the backcountry.



Dr. Kelli Stajduhar
Professor, Institute on Aging and Lifelong Health and School of Nursing, University of Victoria

Kelli Stajduhar has worked in oncology, palliative care, and gerontology for almost 30 years as a staff nurse, nurse clinician, clinical nurse specialist, educator, and researcher. Her clinical work and research has focused on health service needs for those at the end-of-life and their families and on the needs of marginalized and vulnerable populations.

Dr. Stajduhar is Principal Investigator of iPANEL (www.ipanel.ca) a nursing health services research initiative on integrating a palliative approach to care across the health care continuum. She currently leads an international research collaborative on family caregiving involving researchers from the United Kingdom and Australia.

She is the recipient of several awards: 2010 Anselm Strauss Award from the U.S. National Council on Family Relations in recognition of her outstanding contribution to family research, 2014 Excellence in Nursing Research award from the College of Registered Nurses of BC, 2015 Craigdarroch Award for Excellence in Knowledge Mobilization from the University of Victoria, and 2016 Award of Excellence in Nursing Research from the Canadian Association of Schools of Nursing. She has held career scientist awards from CIHR and MSFHR (2005-2010) and in 2017 was honored with CAFA-BC Distinguished Academic Award.



Dr. Andrew Sixsmith

Professor and Director of the Gerontology Research Centre, Simon Fraser University (SFU)

Dr. Andrew Sixsmith is Professor and Director of the STAR Institute at Simon Fraser University in Vancouver, BC, and is Scientific Director of AGE-WELL Network of Centres of Excellence. He has been researching in the field of technology and aging since the 1990s in Europe and Canada. The federally-funded AGE-WELL NCE Inc., (www.agewell-nce.ca) aims to harness the potential of information and communication technologies to benefit seniors.

Dr. Sixsmith's role is to exploit research outcomes and drive innovation, build capacity within the research and commercial communities and to make Canada a world leader in the technology and aging sector. He was President of the International Society of Gerontechnology 2014-2016.



Dr. Carole Estabrooks

Professor, Faculty of Nursing, at the University of Alberta, Principal investigator (PI) of Translating Research in Elder Care (TREC)

Dr. Carole Estabrooks has been a member of the faculty and principal investigator of the Knowledge Utilization Studies Program since 1997. She holds a Tier I Canada Research Chair (2005-2018) in Knowledge Translation. She is cross appointed in the School of Public Health.

Dr. Estabrooks supervises undergraduate and graduate students and postdoctoral fellows and teaches in the areas of knowledge translation and research design. She has been the recipient of several awards which includes: the Betty Havens Prize for Knowledge Translation in Aging (2014), the CAFA Distinguished Academic Award (2010), the Alumni Award of Distinction, University of New Brunswick (2007), the Alumni Horizon Award (2002), and career scientist awards from CIHR/MRC (Health Scholar, 2000-2005) and AHFMR (Population Health Investigator, 2000-2003). In 2007, Dr. Estabrooks was elected to Fellowship in the Canadian Academy of Health Sciences. In 2011, she was inducted as a Fellow into the American Academy of Nurses. She is a past member and Vice-Chair of the CIHR Institute of Aging.

Dr. Estabrooks' research focuses on knowledge translation interventions, the role of organizational context in facilitating knowledge translation, the effect of knowledge translation on resident/patient and provider outcomes. She conducts her studies in several settings including acute care, home care and pediatrics but much of her research is conducted in residential long term care settings. In addition to the active grants listed below, Dr. Estabrooks is affiliated with KT Canada. She has developed the Alberta Context Tool®, currently being used in eight countries and six languages with active translation projects ongoing.



Dr. Judith Lynam

Director of the Masters of Health Leadership and Policy in Seniors Care at University of British Columbia (UBC)

Dr. Judith Lynam has an overriding interest in understanding the conditions that contribute to inequities in health and in exploring ways these can be addressed through practice and education. Over the past two decades she has worked in partnership with community-based organizations and health professionals in an effort to make health care more responsive to the needs of different groups within communities.

Most recently, she has been instrumental in introducing social pediatrics as a solution to meet the health needs of Vancouver's most vulnerable children. She has worked in partnership with community groups and colleagues in medicine, nursing and health care administration to research the RICHER practice initiative. Insights on system transformation from this research have been drawn upon to inform the design of the new MHLP degree in Seniors Care. Dr. Lynam has held a number of leadership positions in national and provincial organizations concerned with professional education and practice.

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Plenary 3: Collaboration

Tuesday May 30, 12:00pm
Fontenac ABC



Care to Chat: A Made in BC Road-Map for improving Collaboration and Quality of Seniors Care



Following the release of the BCCPA's 2017 paper Strengthening Seniors Care: A Made-in-BC which included over 30 recommendations to foster innovation and improve the quality of seniors' care, this diverse panel of health care leaders will focus on the importance of quality and collaboration in the continuing care sector.

Our panelists will discuss how care providers, government, health authorities, non-government agencies, family caregivers, and others can work together to deliver the best possible care for BC's aging population such as increasing access to life-enhancing therapies, improving choice, providing culturally appropriate care, reducing anti-psychotics and polypharmacy, increasing resources, reducing workplace injury rates, and ensuring continuing care workers have the appropriate levels of education and training.

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Ann Marie Leijen (Moderator)

Chair of the BCCPA's Quality Improvement Committee, CEO of Cheam Village and Glenwood

Ann Marie Leijen is the Chief Executive Officer of Cheam Village and Glenwood located in Agassiz, BC. She has 20 years of leadership experience and is a strong advocate for quality and innovation in seniors care. She is passionate about dementia care and her team has reduced and sustained the rate of antipsychotic use to 5% at Cheam and Glenwood. Leijen works as a coach for the Sauder School of Business, Physician Leadership Program, and participated as a faculty member with BCPSQC CLeAR initiative.

Leijen's education includes an executive MBA in healthcare from the UBC Sauder School of Business and a BSN from the University of the Fraser Valley. She serves on the Board of Governors for the University of the Fraser Valley and the Board of Directors of the BC Care Provider's Association where she is Chair of the Quality Improvement Committee.



Rowena Rizzotti

VP Healthcare & Innovations, Health Tech Connex

Rowena Rizzotti has been a highly successful healthcare leader with more than 30 years experience, in senior and executive-level leadership roles in multi-site, complex health and business environments.

Rizzotti holds two Masters Degrees in Management and Business Administration (MBA) and also holds an undergraduate degree in Psychology and Biochemistry from UBC. She is clinically trained as both a nurse and a paramedic.

Rizzotti served as VP Operations for BC largest private senior care operator and also served as a Chief Operating Officer for BC's Northern Health Authority among many other healthcare leadership roles. She earned wide acclaim for senior leadership of Fraser Health's Surrey Memorial Hospital (SMH) and for overseeing the over \$500M SMH campus redevelopment, which included SMH's Critical Care tower expansion and was a founding member of Innovation Boulevard and the Health & Technology District in Surrey, BC.



Isobel Mackenzie
BC Office of the Senior's Advocate

Isobel Mackenzie has over 20 years' experience working with seniors in home care, licensed care, community services and volunteer services. Isobel led B.C.'s largest not-for-profit agency, serving over 6,000 seniors annually. In this work, Isobel led the implementation of a new model of dementia care that has become a national best practice, and led the first safety accreditation for homecare workers, among many other accomplishments. Mackenzie has been widely recognized for her work and was named B.C. CEO of the Year for the not-for-profit sector and nominated as a Provincial Health Care Hero.

Prior to her appointment as the Seniors Advocate, she served on several national and provincial boards and commissions, including the BC Medical Services Commission, the Canadian Homecare Association, BC Care Providers, BC Care Aide and Community Health Worker Registry, and the Capital Regional District Housing Corporation. Mackenzie currently serves on the University of Victoria's Board of Governors.

She received both her undergraduate and graduate degrees from the University of Victoria and has a Certificate in Health Care Leadership from the University of Toronto.



Michael Marchbank
CEO Fraser Health Authority

Michael Marchbank joined Fraser Health as President and CEO on January 2, 2015. Prior to that, Marchbank was the President and CEO of Health Employers Association of B.C. He has an extensive breadth of knowledge and experience gained through increasingly senior positions in health care. He has held the position of Chief Operating Officer for the Provincial Health Services Authority which he assumed after serving as the Executive Vice-President of Provincial Health Services Authority. Prior to the consolidation and establishment of the six provincial health authorities, Marchbank held the position of Chief Human Resources Officer, and subsequently served as President and CEO of the Fraser Valley Health Region. From 1992 to 1997, he was Vice-President, Corporate Services for Royal Inland Hospital in Kamloops.

Marchbank has held a number of appointments in a wide range of health-related institutes, commissions and advisory committees including the B.C. Forensic Commission, the Child and Family Research Institute, the Women's Health Research Institute and the Physician Strategic Services Advisory Committee. He has co-chaired, with the Assistant Deputy Minister of Health, the provincial Clinical Care Management Committee, a major standardized care initiative in B.C. In 2001/2002, Marchbank was appointed by the Ministry of Health to the Canadian Nurse Advisory Committee to review nursing issues in Canada.



Gordon Daman
President of Red River Group

Gordon Daman has served for over 10 years as senior administrator in the non-profit sector prior to entering the appraisal industry. In 1998 Gordon was elected to Niverville Town Council, and in 2002 he was acclaimed Mayor. His experience in council politics provided him with a strong background in understanding rural/urban development issues.

Daman served as President of Heritage Holdings Inc., a non-profit Centre in Niverville until 2008. He helped found the \$10 million integrated facility at Niverville which provides assisted living/supportive care senior housing, medical facilities, large banquet and meeting space, and over 40,000 square feet of commercial space.

Gordon currently serves as Past President of the Appraisal Institute of Canada - Manitoba Provincial Council. He is a member of the Heritage Holdings Board, and is Board President of St. Adolphe Personal Care Home. Gordon also serves as a member of the Manitoba Municipal Board and Canadian Mennonite University.

Plenary 4: Achievement

Wednesday May 31, 12:30pm
Macdonald ABC

Back to the Future: Celebrating 40 Years of C.A.R.E (Collaboration, Achievement, Research and Excellence)

The continuing care sector has changed significantly over the past four decades with the establishment of assisted living and the increased emphasis placed on home support. Throughout these changes, care providers have been at the forefront by providing excellent quality care to seniors. The advent of the information age has coincided with a rapidly changing seniors population facing increasing levels of acuity including chronic conditions and dementia.

The Association has changed as well, rebranding from “BC PriCare,” expanding our membership to include non-profit organizations and the home support sector, as well as increasing our events, advocacy and policy work to reflect the increasing importance of the seniors and the continuing care sector. This panel will highlight the achievements of the association over the past 40 years and celebrate the work of our members who care for seniors every day as well as discussing significant challenges, innovative solutions, and the importance of effective collaboration with stakeholders across the continuing care sector. The panelists will also look to the future including what might be in store for the continuing care sector and seniors care in the coming years.



Mike Klassen (Moderator)
VP, Communications and Stakeholder Relations BCCPA

Mike Klassen is Vice President, Communications and Stakeholder Relations at BC Care Providers Association.

Mike is also President of the board of trustees for PAL Vancouver, a non-market housing development for members of the arts community. Other board positions held by Mike include as a director on the B.C. Small Business Roundtable, and as Vice-Chair of the Vancouver City Planning Commission.

As the Executive Director of the BC Wine Appellation Task Group, Mike was credited with leading a comprehensive industry-wide consultation that resulted in the largest and most successful plebiscite to adopt regulatory reforms in the B.C. wine sector’s history.

Mike was recognized by Vancouver Sun business columnist Don Cayo for excellence in advocacy, citing his ‘clear and credible’ campaign leading a nine-member business coalition challenging costly ‘producer pay’ regulations. Mike later received a Terry Biggar Award for his leadership on this campaign.

He is a dedicated community volunteer, husband, and parent of a teenage daughter.

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Colleen Tracy Torrison
Former BCCPA Board President

Colleen Torrison has retired from health care facilities development, ownership and management. She graduated from UBC and taught elementary school. Studied at BCIT and taught computer programming.

While a student, Torrison managed a care home called Pearl Lodge. She then later on helped manage Braddan Private Hospital. After that she bought Napier Lodge.

Torrison joined Pricare in the 1980s and she was Chair from 1990 to 1992 and continued on the Board until 1995. In 1993, Torrison was appointed to the interim Board to represent the private sector. When HEABC was launched she served as Vice-Chair and served as the private sector representative until 1997.

During this time she built and opened Renfrew Care Centre in 1996. She was appointed the Executive Director of BC Retirement Communities Association and the success of their efforts is evident today.

Colleen is an active volunteer. She has been on several health care related Boards. Currently she is involved with Providence Health Care's renewal and reorganization plans.



Daniel Fontaine
CEO, BC Care Providers Association

Daniel Fontaine is the Chief Executive Officer for the BC Care Providers Association. Over the course of his career he has worked for government, and private and not-for-profit organizations.

See full writeup on page 16.



Karen Baillie
CEO Menno Place and President of BC Care Providers Association

Karen Baillie is the Chief Executive Officer of Menno Place, a faith-based campus of care that serves more than 700 seniors with a staff of 600. Karen has more than 35 years experience in geriatric care working in for-profit, non-profit, VGH, and Providence Health Care residential care homes.

See full writeup on page 16.



Al Jina, Founder
President and CEO of Park Place Seniors Living

Al Jina is a lawyer and health service executive. Since 1993 he has been President/CEO of Park Place Seniors Living, which provides seniors care and housing at 22 residences in B.C. and Alberta. His commitment to quality health services is demonstrated by the successful Accreditation Canada audits at all Park Place care homes.

Additional achievements include:

- Recent election as Chair of Safe Care BC to improve occupational health/safety in continuing care;
- A 2010 appointment by the B.C. Law Institute as an advisor for a three-year review and an October 2013 report on seniors assisted living legislation; and
- Selection as the Member of the Year by the BC Care Providers Association.

Jina currently serves on the Board of Jubilee Multi-Generational Housing Society. He has previously served on the Boards of the Alberta Continuing Care Association, BC Care Providers Association, and the Health Employers Association of B.C.

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CELEBRATING 40 YEARS *of* C.A.R.E.

It was 1977 when a small group of private residential care home operators came together to form BC Pricare. Those were the days of discotheques, gas guzzlers, big hairdos, platform boots, and of course, no internet access. Just as we would hardly recognize the world of the late seventies today, nor could our founders have imagined today's modern BC Care Providers Association. Our role has expanded beyond private, for-profit residential care to include non-profit operators, assisted living providers, home care and home support companies. After 40 years we have evolved to become British Columbia's leading voice for seniors care.

For our members, all of them agree they value having a "seat at the table", helping us to shape public policy, and joining our call for critical investments to improve seniors care. We were never more pleased than when the BC government recently promised \$500 million in additional health spending on our seniors.

By allowing us to be your champion, you are making a positive difference in the lives of BC's elderly citizens and their loved ones. Thank you for supporting us for forty years. We know the best is yet to come!

Daniel Fontaine
CEO, BC Care Providers Association



**Thanks for 40 Years –
The Best is Yet to Come!**



Celebrating 40 Years | 1977 – 2017



HEABC 101

The Health Employers Association of BC (HEABC) provides a broad range of services to member organizations. This talk will outline a number of the programs and services provided. Topics touched on will include collective bargaining, joint benefit trusts, health human resource planning and knowledge management. Time for questions from the audience will also be available.



Michael McMillan

President & CEO, Health Employers Association of BC (HEABC)

McMillan brings extensive health care operational experience and knowledge of the BC health care system to his leadership role at HEABC, gained through increasingly senior health care administration roles.

Most recently, he was Chief Operating Officer, Northern Interior Health Service Delivery Area (NIHSDA) for Northern Health, where he was responsible for the delivery of high-quality health care services in Northern Health's most populous health service delivery area, including the city of Prince George, and the region's largest hospital, the University Hospital of Northern BC (UHNBC), as well as pharmacy services for all of Northern Health.

McMillan is also active in leadership roles at the provincial level as co-chair of the BC Health Technology Assessment Committee and a member of the BC Ministry of Health Standing Committee of Co-chairs.

He has a B.Sc. in pharmaceutical sciences and an MBA, both from the University of BC.

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Person Centered Care through Integrating a Palliative Approach: Lessons from Initiatives around BC

Aging adults are entering residential care facilities with more advanced disease than in the past and their length of stay is shorter. Most health care providers in these facilities do not receive targeted education and training in palliative care, nor are they confident to have crucial conversations about goals of care and end of life challenges with residents and their families. Due to limited capacity to manage predictable symptoms related to end of life and insufficient planning, many residents are transferred to hospital in crisis and die in the Emergency Department or acute care wards.

This presentation will showcase some of the initiatives by identifying common themes, unique features of each and strategies for success. Opportunity will be given for delegates to ask questions and brainstorm how lessons learned from these initiatives could inform the care provided at their own facility.



Jane Webley

RN LLB Regional lead, End of Life, Vancouver Coastal Health (EPAIRS and the Daisy project)

Webley has been involved in end of life care since the start of her nursing career in 1982, working in pediatric palliative care, adult oncology and geriatrics.

As a student, Webley was fortunate to attend a lecture by Dame Cecily Saunders, igniting her passion for palliative care. Ethical and legal implications at end of life created a need for better understanding, and in 2007 she graduated with a post graduate degree in Law from the University of London. Webley moved to Canada with her family in 2008 as manager for palliative care, oncology and Hospice on the NS, before transferring to Kiwanis Care Centre in 2012 to develop a project to embed a palliative approach in residential care.



Dr. Christine Jones

Island Health (SSC project: Improving end of life outcomes in residential care facilities: A palliative approach to care)

Christine works with the Victoria Hospice Society providing palliative care consultations to patients in their homes and in hospital. She completed her Family Medicine residency at St. Paul's Hospital in 1995 and after providing full service family practice for many years, decided to dedicate herself exclusively to palliative care. She completed a year of added competency in palliative medicine in 2002 through the University of British Columbia.

She attended the Harvard Palliative Care Education and Practice program in 2014 which focused her interest in bedside therapeutic communication.

Christine is a contributing author to the Victoria Hospice Medical Care of the Dying and The Handbook of Palliative Care, focusing on Respiratory Symptoms. She is a regular lecturer and facilitator with the many Victoria Hospice interdisciplinary conferences and recently has been teaching the Pallium curriculum for Long Term Care.

She is grateful to be included in Dr. Leash MacDonald's quality improvement project: Improving Outcomes in Residential Care through a Palliative Approach.



Kathleen Yue

RN, BSN, MN, CHPCN (c) Education Coordinator, BC Center for Palliative Care

Kathleen has worked in various roles supporting people with serious illness in many care settings. She has been a home care nurse, home support supervisor, educator and manager. She has focused her career on improving quality of care in each setting as well as facilitating stronger

connections between settings and health disciplines. In her current role as Education Coordinator at the BC Centre for Palliative Care, she continues to facilitate connection on a provincial scale. Kathleen is bringing together expert clinicians and leaders to work on symptom guidelines, a competency framework, delivery of education for primary care, supporting nurses in First Nations communities and integration of a palliative approach in residential care.

Concurrent 1C

Monday May 29, 1:15pm
Frontenac C



Enhancing efficiency and best outcomes in community care: CBI's Transitional & Residential Care model in British Columbia

Each day in Canada, 9,100 hospital beds are occupied by individuals who no longer need to remain in hospital due to the lack of transitional options and/or long-term placements. In October 2016, CBI opened its first transitional and residential care in Burnaby, BC. Led by a multidisciplinary team that includes nurses, physiotherapists, occupational therapists, social workers, speech therapists, dieticians, behavioural interventionists and personal support workers, the facility provides specialized health care to support patients leaving hospital who are not yet able to return to their own home. This unique service also decreases hospital length-of-stay, admission and readmission to the hospital and wait times in emergency rooms. Join us and learn more about how our Transitional Care model helped patients, hospitals and funders to achieve excellent health and financial outcomes.



Poonam Jassi
Director of Operations BC, CBI Health Group

Poonam Jassi is the Director of Operations for We Care Home Health Services- part of CBI Health Group across BC. Poonam and her team developed the transitional model in 2016 in response to the needs of funders and the community.

Concurrent 1D

Monday May 29, 1:15pm
Empress B



Seniors Quality Leap Initiative: Using Data to Drive Improvements in Resident Quality of Life

The Seniors Quality Leap Initiative (SQLI) is collaborative of 12 nursing homes across Canada and US whose vision is to become North Americas leading provider consortium for benchmarking clinical quality standards. The presentation will share the methods used (both the key success factors and challenges) to administer the survey to residents in long term care and how the results are being used within each SQLI organization to drive improvements



Jo-Ann Tait
Program Director, Elder Care and Palliative Services, Providence Health Care

She has held extensive leadership positions working in seniors care across continuums from point of care nurse, nurse clinician, clinical nurse specialist to site operations leader supporting complex residential care and tertiary mental health. She currently supports a diverse population of people requiring services in palliative care, rehab, ambulatory clinics, geriatric acute care, residential care, assisted living, hospice and tertiary mental health.

Tait is an adjunct professor at UBC in the School of Nursing and is a Board Member for the Catholic Health Association of BC. She is a strong visionary in leading systems changes in healthcare and passionate about leading organizational change through people engagement to create a better health care system supporting vulnerable populations.



Niverville in BC Context: Looking to the Future of Continuing Care

This panel presentation will inspire delegates to look at the future of continuing care campuses and hubs in British Columbia by learning from the experiences of the Niverville Heritage Centre in Manitoba. As a social enterprise, the Niverville model incorporates a full range of seniors' care housing with innovative revenue streams by offering non-traditional services, as well as offering additional medical services. Our panelists will explore the role and development of continuing care hubs by fostering community engagement, and will address a range of issues by highlighting the case of Niverville, as well as other care campuses in BC.



Daniel Fontaine
CEO, BCCPA

Daniel Fontaine works as the Chief Executive Officer for the BC Care Providers Association. Over the course of his career he has worked in the private and not-for-profit sectors and the government.

See full writeup on page 16.



Gordon Daman
President of Red River Group

Gordon Daman has served over 10 years as senior administrator in the non-profit sector prior to entering the appraisal industry. He entered the appraisal field in 1998 and has been President of the Red River Group since 2000.

See full writeup on page 29.



Joe McQuaid
Executive Director, ACCCS – Alberni Clayoquot Continuing Care Society

Joe McQuaid is the Executive Director of Alberni-Clayoquot Continuing Care Society (ACCCS) on Vancouver Island. Leading the management for Echo Village and Fir Park Village, Joseph works with Board of Directors including community stakeholders from the City of Port Alberni, Alberni-Clayoquot Regional District, Alberni Valley Senior Citizens Housing Society and the Alberni Valley Assisted Living Society. The ACCCS is a non-profit registered charity that was established in 1976 as the owners of Fir Park Village and Echo Village. The Homes offer residents the means to grow old in the community they've known as the 'hidden gem' of the Island – Alberni Valley and the West Coast of Vancouver Island.

Prior to this role, McQuaid worked for Extendicare Ltd. in Edmonton as a health care administrator and a member of the National Quality Council. He is originally from Prince Edward Island where he served 10 years as a representative on the Community Care Facilities and Nursing Homes Licensing Board and he played a key role in that province's review of the long-term care sector.

McQuaid graduated from the University of Prince Edward Island with a BBA. He is also a graduate of the Human Resource program at the University of Alberta and the Long-Term Care & Organizational Management program from the Canadian Hospital Association at the University of Ottawa. Joseph is currently a Director of the BC Care Providers Association's Board and a Director of the Health Employers Association of British Columbia (HEABC) Board of Directors.



Ron Pike

Executive Director, Elim Village - Surrey BC, Elim Village Garrison Crossing - Chilliwack BC

Ron has worked in continuing care for the past nine years providing leadership to the growing community of Elim Village. Elim Village, located on 20+ acres in Surrey, is a Campus of Care (250 Independent Living units, 109 Assisted Living Units and 193 Residential Care beds) that is home to just over 600 older adults. In 2014, Elim Village purchased 8 acres of land in the Garrison Crossing area of Chilliwack BC for the development of Elim's second community, Elim Village Garrison Crossing. In addition to the rental building currently operating onsite, further development of the Garrison property continues to accelerate with the construction of the first Independent Living building anticipated to be complete by the end of the year 2017.

During Ron's tenure at Elim he has been involved in operations, facility construction, property development and organizational strategy and planning. In 2012, Ron moved into the role of Executive Director of Elim. Currently, he serves as a Director on the BC Care Providers Board of Directors.

Ron graduated from Trinity Western University with a Bachelor's Degree in Business and his Master's Degree in Administrative Leadership in Business. Prior to coming to Elim, Ron was involved in high performance sport through the Canadian Inter-university Sport League, leading TWU Men's Volleyball club to national prominence culminating in the winning of the National Championship in 2006. His strong leadership skills, business acumen and strengths in communication, have contributed greatly towards improving Elim's organizational efficiency within the not-for-profit sector.

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In a recent BC Care Providers forum, "Care to Chat", the panelists expressed their deep concern with the serious shortage of healthcare workers. Further straining the system is employers' struggle to recruit and retain staff. The panelists believed that the retention issue was even greater than the recruitment issue. And, poor working environments and injuries were leading to low retention rates.

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Moving Towards Action on Ending Violence in Health Care

This workshop will present findings on a series of related projects conducted in partnership with Fraser and Island Health, WorkSafeBC and BC Nurses and Hospital Employees Unions. These projects seek to deal with issues around violence prevention including identifying causes and minimizing risk. Presentation will provide results from key informant interviews and focus groups. It will also discuss current and proposed approaches to better measure both the risk of violence but actions to reduce risk of violence. It will also examine whether and how violence as a source of injury makes it more difficult for workers to return to work after work injury.



Dr. Christopher McLeod

Co-director, Partnership for Work, Health and Safety School of Population and Public Health, University of British Columbia (UBC)

Dr. Chris McLeod is assistant professor and co-director of the Partnership for Work, Health and Safety at the School of Population and Public Health at the University of British Columbia (UBC), and a scientist at the Institute for Work & Health in Toronto. His research focuses on the program and policy evaluation of occupational health policies and practices and on the causes and consequences of work-related injury and disease. Current research includes an evaluation of workplace violence prevention programs in the healthcare sector; an assessment of the effectiveness of occupational health and safety management systems; and national and international comparative work on return-to-work after work injury.

Dr. McLeod holds a PhD in population and public health from UBC and a MA in economics from McMaster University and is supported through a Canadian Institutes of Health Research New Investigator Award and a Michael Smith Foundation for Health Research Scholar Award.



Kelvin Choi

MSc Graduate Student, School of Population and Public Health, University of British Columbia (UBC)

Kelvin Choi is pursuing his MSc in Occupational and Environmental Hygiene in the UBC School of Population and Public Health. His thesis work examines how workplace violence plays a role in affecting return-to-work outcomes. He is also currently working with the Partnership on a project exploring leading and lagging indicators of risk of workplace violence, where he focuses on narrative literature review and engages with stakeholders to research both academic and real-world knowledge on the effects of workplace violence. He holds a BSc in General Science from UBC. Choi is funded through a WorkSafeBC Graduate Trainee Award.

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The Future's So Bright: The Intersection of Technology and Aging

As gerontechnology becomes ubiquitous, an increasing number of senior living organizations in Canada and US are making person-centred technologies focusing on the needs and preference of older adults, an integral part of person centred initiatives with transformative results. Learn how a number of Canadian seniors living providers have made the connection between technology and improved quality of life and quality care. Along with best practices the session and will look at the technological transformation taking place in society at large and how it will impact aging.



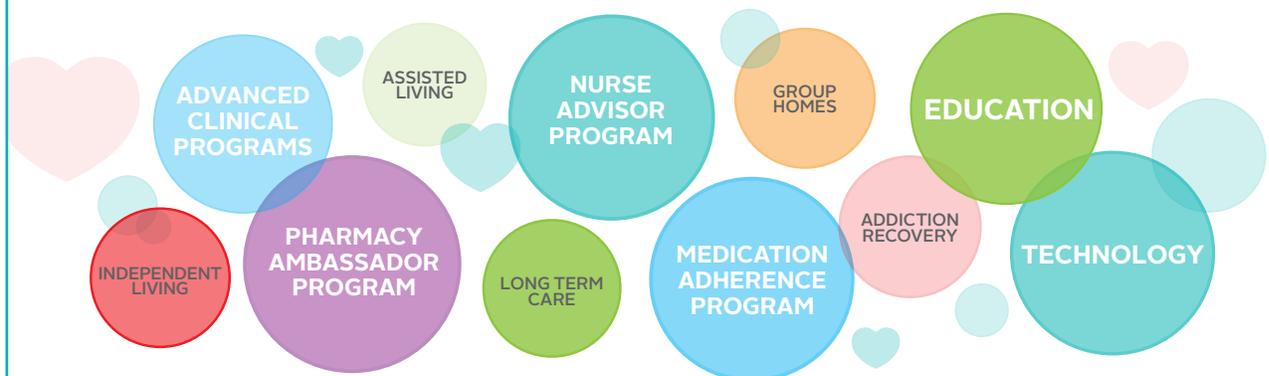
Jack York
President and Co-founder, It's Never 2 Late

Jack York is the co-founder and president of it's Never 2 late (iN2L), a company dedicated to helping older adults realize the full benefits of adaptive technology. Having spent 14 years in the Silicon Valley, he saw a vast potential, but conventional technology was too difficult for virtually all of the residents to use in a meaningful way. As a result, in 1999, Jack decided that it was time to retire as vice president of strategic sales for Vishay Intertechnology and to start what has become a successful gerontechnology company. He is a sought after national and international speaker on technology as a means to create personalized experiences that engage and connect senior living community residents to their loved ones and the world at large. He is a regular contributor to the McKnight's, Provider, and Senior Housing Forum blogs.

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Workplace Health and Safety: Tips, Traps and Trends in Health Care

This interactive workshop will address key health and safety topics relevant to health care employers, and provide participants with a better understanding of their responsibilities under the WCB Act. This workshop will look at WorkSafeBC's new dual model of investigation protocols, new enforcement options, and employers legal obligations to respond to WorkSafeBC's order and enforcement proceedings. The workshop will also address discriminatory action complaints, and address what is and is not considered bullying and harassment.



J. Najeeb Hassan

Partner, Roper Greyell LLP

Najeeb Hassan is a partner at Roper Greyell where he advises employers in all areas of labour and employment law, including human rights and workplace health and safety.

Hassan has over 25 years of extensive experience representing employers in the BC health sector – from hospitals to home care and assisted living. He specializes in certification, collective bargaining, managing strikes and essential service disputes, unfair labour practice complaints and other matters arising under the Labour Relations Code. Najeeb also provides exceptional representation in the area of disability management, worker's compensation, human rights and wrongful dismissal claims. Prior to joining Roper Greyell, he held several senior positions with the Health Employers Association of British Columbia (HEABC) where he provided hands-on labour relations advice.



Alissa Demerse

Partner, Roper Greyell LLP

Alissa Demerse is a partner at Roper Greyell where she provides practical and strategic advice to employers in all areas of employment and labour law, including human rights law and workplace safety matters.

Demerse has extensive experience assisting clients with workplace investigations including bullying and harassment complaints and investigations, discipline investigations, and WorkSafeBC serious injury and fatality investigations. She regularly advises employers on collective agreement interpretation and grievances, drafting employment contracts and workplace policies, employee discipline and termination decisions, managing medical leaves and accommodation requests, occupational health and safety prevention matters and appeals, and critical incident management. She is known to provide empathic leadership in times of crisis and is focused on keeping her clients informed, organization and prepared to avoid unnecessary litigation and disputes.

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Enhancing & Improving Health Outcomes of Your Residents: A Collaborative Approach to Support Quality Care

This panel presentation will take a closer look at three key areas of seniors health in residential care (falls, pressure sores, and meaningful engagement in everyday activities) and how collaborating with occupational therapy can lead to reducing injury, hospitalization and associated costs in residential care. Presentation will share best practices for mobility assessment and prescription, pressure sore management and prevention. It will also share experience of a BC residential care providers and OT provider to highlight a successful collaboration in action to improve health & well-being of residents/staff.



Michelle Whitehouse
Director of Care, Zion Park Manor

As director of care, Whitehouse's mission is to provide complex care services "in a Christian atmosphere, nurturing a happy, active and independent celebration of life." By using a holistic approach in caring for spiritual and emotional needs as well as physical and mental needs, our elders experience a better quality of life.

Whitehouse is committed to providing the highest quality of service with a passionate, dedicated, skilled and well-trained team. Staff all work together towards the common goal of serving elders in their home. Personnel hired at Zion Park Manor must be helpful, energetic, positive and respectful. People like to work in our elders' home because we are a family, not just for the elders, but for staff as well.

We use the Eden alternative as our philosophy of care. Our elders direct us in their care and we provide a home-like atmosphere for them.



Amit Kumar
Occupational Therapist and Director, Life Skills Therapy

Amit Kumar is the founder director of Life Skills Therapy, a community occupational therapy services provider. Besides being a passionate occupational therapist, he is a speaker and a mentor. His goal is to make a significant contribution to occupational therapy profession in various ways, including mentoring newly qualified and student OTs. He contributes to emerging therapeutic practices in neuro rehabilitation and assisting in development of OT profession in BC by getting involved with the provincial and national OT organization.

Amit has been an occupational therapist for almost 20 years and his company is the proud winner of a Surrey Business Excellence Award (2013).



Giovanna Boniface
Occupational Therapist, National Director of Professional Affairs, Canadian Association of Occupational Therapists

Giovanna Boniface is an occupational therapist with 20 years of experience practicing her entire career in BC. She has worked for the national professional association that represents 16,000 occupational therapists in Canada and 2400 therapists in BC. Under her leadership, the first provincial chapter of CAOT was established 5 years ago. In her current role, she is the senior OT advisor for the association and is responsible for professional affairs at the national level.

Boniface is a clinical instructor at the UBC, Faculty of Medicine, Department of Occupational Science & Occupational Therapy and is completing her Masters of Rehabilitation Science, researching the development of a new occupational therapy assessment tool. She is also the outgoing president of the International Association of Rehabilitation Professionals- Canada Chapter, and a current director for the Canadian Society of Association Executives (BC)



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Coaching Skills for Excellence in Leadership

Coaching skills can help people maximize their strengths and increase responsibility, accountability, creativity and resourcefulness to overcome challenges and achieve results. The primary coaching skills presented in this interactive presentation will focus on the principles of a coaching conversation, listening, the art of asking curious questions, leading cultural change, and how to promote responsibility and accountability to support people to elicit their own solutions and strategies and take action to implement these solutions.

Participants will have the opportunity to discuss and practice some of these skills in the interactive presentation. We will observe a coaching demonstration, and engage in small group and pair conversations about situations where coaching can be practiced.



Callie Bland

Executive Coach, RN and CEO Coach Callie Consulting Inc.

Callie Bland is an Executive Coach and Registered Nurse with 15 years experience in both public and private healthcare systems in Canada and the US. Callie partners with clients to support them in a variety of areas including leadership development, workplace relationships, communication, career transition, workplace wellness, and work/life satisfaction. Callie has created and facilitated leadership development workshops for physicians, allied healthcare professionals and managers at all levels. She specializes in partnering with healthcare leaders to promote an organizational culture that harnesses the potential of individuals and teams to optimize performance.

She holds a BSc from the University of Victoria, BSN from the University of British Columbia School of Nursing, and earned a Certified Professional Co-Active Coach (CPCC) certificate from The Coaches Training Institute. Callie holds a Professional Certified Coach (PCC) designation with the International Coach Federation and is a Registered Nurse of BC. She served as a Vancouver Chapter Board Member for the International Coach Federation from 2009-2011.

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Before There is a Cure, There's Care: Building a Dementia-Friendly British Columbia

BC continuing care sector has a role to play in building a dementia friendly society because before there is a cure, there's care. Through this workshop participants will learn more about the Society's vision, including how they can join the movement toward a more dementia friendly BC. They will also hear about how the Society can be a partner in the care they provide through First Link, education for health providers and other resources throughout the province.



Maria Howard, MBA
CEO, Alzheimer's Society of B.C.

Maria Howard is the CEO of the Alzheimer Society of B.C. Since joining the Society in 2014, the five-year strategic plan she has set for the Society is well underway. The strategy includes ambitious goals to expand the First Link® program across the province, implement Dementia Friendly Communities and augment funds for research.

Howard is a dynamic and strategic thinker with both provincial and national board governance experience. Her decades of leadership in the health-care sector and her commitment to operational excellence fit with the Society's ambitious strategy. She holds a Master's degree in Psychiatric Rehabilitation from Washington University and an MBA from Athabasca University.

She lives in Vancouver with her husband and two children and enjoys biking, swimming and spending time with her many pets.

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Elim Village – Harrison 1 & 2 Buildings, Surrey 193 Beds – Residential Care



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Is Home Really Best? Private Home Care Agencies and Technology Can Make Home Better

This presentation is about how technology can increase family involvement in person-centred care planning in home care. The Conference will be the first time the results from this UBC Masters Research project will be presented. In a 2017 UBC survey of home care agencies in greater Vancouver the study aimed to determine:

1. What are these home care agencies challenges in providing quality person centred care to their clients
2. Home care agencies perceived benefits and barriers in using health information technologies.

Survey findings will help both public and private care providers understand how to better collaborate in caring for aging seniors.



Christina Chiu
CEO, CareCrew

Christina graduated from SFU with a Bachelor of Science (First Class Honours) in Health Sciences and is in her final year of the Master of Health Administration Program at UBC. Christina worked as an administrative consultant for start-ups, care facilities, and private corporations including the Vancouver Coastal Administrators Council (VCAC) from 2012-2016. She served on the World Health Organization – Global Initiative in Emergency and Essential Surgical Care governance committee. She was also in Liberia working with local hospitals during the beginnings of the Ebola crisis in 2014. Christina was also a teen scientist and she worked in laboratories across Canada in genomics, diabetes, and cancer research. Her passions are combining health administration & technology and seniors care. Currently, she runs an award-winning start-up that is creating an app that empowers families to keep aging loved ones at home by reducing caregiver burnout.

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Leadership at the Bedside – Making the Change that Needs to Happen

This panel presentation looks at the role of LPNs and HCAs within the context of the continuing care system. Along with changes to the regulation of LPNs, HCA education has changed including skills to work in both acute, residential and community setting with higher complexity of residents / client. Despite this there is little support for the transition for care needs. The HCA is the unrecognized leaders that support RN/LPN teams and have taken on many roles and responsibilities. The problem that has plagued the LPN and HCA working relationship has been the absence of role clarity for both professions and enhancing value for both working together collaboratively. The presentation will look at a LPN/HCA model that could better serve the health system.



Anita Dickson, LPN
President, LPNABC

As an LPN and manager, Anita Dickson appreciates the lens of operations of organizations, but her true vocation is to help people. She went back to school as an adult learner starting her health care career as an RCA, for five years working in special care units and extended care. Dickson has worked as an LPN since 2001 in all areas of practice that were possible in Residential, Hospice and Acute Care (ER, Cardia Step Down, Palliative Tertiary, Ortho, Neuro and Med/ Surg). She has advanced her skills through further education, becoming an Instructor for both classroom, clinical and advanced palliative teaching in the new practical nursing program. Dickson has found it to be exciting to be able to be part of policy writing and to provide consultations to help support LPN professional practice across a large health authority.



Brenda Childs
RN, Treasurer of Licensed Practical Nurses of BC (LPNABC)

After working a variety of administrative/accounting/managerial positions for 20+ years Childs found herself unemployed in an area where jobs are not abundant and with three teenagers to support. She decided to take a leap and do what she had always dreamed of...becoming a nurse! I

See full writeup on page 16.



Are you looking for care for yourself or a loved one?

MyCareFinder is BCCPA's interactive microsite. This website serves as a unique and easy way to locate for seniors across BC. The Google Maps database provides users with information regarding various seniors care services in the area. Visit the site at www.mycarefinder.ca.



Promoting Exchange, Enhancing Resources: How Connecting Organizations Improves Workplace Safety

Improving workplace safety in continuing care often means undertaking significant culture change. Organizations often find themselves re-creating the same programs as neighbouring organizations, with similar outcomes. The PEER Resource Network was initiated by SafeCare BC to address two key issues raised by the continuing care sector:

1. Managers lack the resources to support the development of a safety culture within their organizations;
2. Continuing care organizations largely face the same root workplace safety issues

In this workshop, participants will:

1. Learn about PEER's innovative model and the preliminary results of the initiative (both quantitative and qualitative data).
2. Understand how PEER's structure contributes to collaborative learning – and how this supports organizational excellence in workplace safety.
3. Engage with fellow participants in PEER-like exercises to glean insight into solutions for their organization's own safety challenges.
4. Develop new connections to support the implementation of those solutions.



Jennifer Lyle
Executive Director, SafeCare BC

Jennifer Lyle is the first Executive Director for SafeCare BC. As both a practising Kinesiologist and a published author, Lyle brings with her a rich background in health care and a wealth of experience.

See full writeup on page 17.



Saleema Dhalla
Workplace Health and Safety Programs Director

Saleema Dhalla completed her Masters of Occupational and Environmental Hygiene in 2010 at UBC. She began her career in the geochemical industry, implementing a safety program to account for a diverse range of occupational exposures and improve worker safety.

See full writeup on page 24.

Did you know?

In 2016, the **BCCPA website** generated over 100,000 page views, attracted over 46,000 unique visitors and 31,000 first time visitors. Since January 1, 2017 web traffic has grown by 20 percent!





Health Care Consent, Aging and Dementia: Mapping Law and Practice in BC

In October 2016, the Canadian Centre for Elder Law working with ASBC started a 16 month project on the law and practice around health care consent in BC with a focus on older adults and adults with dementia. This project will address issues around health care consent with a focus on older adults and adults with dementia. Along with addressing the legal framework surrounding health care consent it will highlight related issues such as polypharmacy, etc.



Krista James

National Director, Canadian Centre for Elder Law

Krista James is the National Director of the Canadian Centre for Elder Law and a staff lawyer with the British Columbia Law Institute. Her work is focused on the legal and policy issues that impact us as we age. Her practice includes legal research, policy analysis and public legal education, involving stakeholders from sectors such as healthcare, labour, finance and justice.

James has written on topics such as abuse and neglect of older adults, mental capacity and caregiving policy. Increasingly her work centres on intersections between aging, gender and the law and strives to shift narratives on aging from characterizing older people primarily as recipients of care to recognizing older adults in our communities as caregivers and rights-bearing subjects. Before joining the CCEL James practiced labour law with a focus on human rights and disability issues.



Alison Leaney

Provincial Coordinator, Vulnerable Adults Community Response, Public Guardian and Trustee

Alison Leaney is a Registered Social Worker and the Provincial Coordinator, Vulnerable Adults Community Response in Services to Adults at the Public Guardian and Trustee of BC where she has spent 21 years in implementation of BC's adult guardianship legislation - including health care consent law.

Leaney currently chairs the BC Association of Social Workers Seniors Community of Practice. She is a former chair of the Canadian Network for the Prevention of Elder Abuse and former Executive Director of the BC Association of Community Response Networks. Her practice as a front line social worker has been in the medical, corrections, domestic violence, hospice, bereavement support and pastoral care fields.

Leaney was recently awarded the Queens Diamond Jubilee Medal for her work to create a coordinated response to adult abuse and neglect in BC and Canada and was a finalist for the Premier's Legacy Award for the same work in 2010.



Barbara Lindsay

Director, Advocacy & Education, Alzheimer Society of BC

Barbara Lindsay has been with the Alzheimer Society of B.C. since 1997 and is currently the Society's Director of Advocacy & Education and Marketing & Communications. Lindsay's work with the Society involves planning, implementing and evaluating public policy and advocacy, as well as liaising with government agencies and regional health authorities. Her department is excited about their education initiatives: providing comprehensive and evidence-based education curricula for people with dementia, families and caregivers; an education program for health care providers and the introduction of a Dementia-Friendly Communities program.



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Evidence-Informed Guidelines for Recreation Therapy Programs to Enhance the Mobility of Older Adults in Long-Term Care

Recreation therapy (RT) plays an essential role in enhancing physical, social, and mental health among older adults in long-term care (LTC). RT programs may contribute to improved mobility and a reduction of falls and fall-related injuries, but there is a lack of clarity about the range of RT programs currently offered and their effectiveness.

Through a comprehensive review of scientific literature, we identified 64 journal articles assessing the effectiveness of RT programs in LTC. We also complemented the systematic review with an e-survey among 437 RT professionals to probe their experience. During the session, results of this study will be presented and discussed with professionals from the BC Therapeutic Recreation Association. The session is expected to support health care professionals in selecting feasible and effective programs for their clients.



Dr. Kim van Schooten

Michael Smith Foundation for Health Research and AGE-WELL NCE Postdoctoral fellow Dept. of Biomedical Physiology and Kinesiology, Simon Fraser University Centre for Hip Health and Mobility, University of British Columbia

Kim van Schooten is a postdoctoral fellow in the department of Biomedical Physiology and Kinesiology, Simon Fraser University and the Centre for Hip Health and Mobility, University of British Columbia. She obtained her Ph.D. from the faculty of Human Movement Sciences, Vrije Universiteit Amsterdam (the Netherlands). Her research focuses on balance control and fall risk in seniors. She is particularly interested in the underlying mechanisms of balance impairments, and methodologies for ambulatory monitoring of mobility using wearable sensors. Through a combination of experimental and epidemiological studies, she studies how people maintain and recover balance during daily-life activities, to improve our understanding of why falls occur and to reveal targets for the prevention of mobility impairments and falls.



Yijian Yang

Postdoctoral Fellow, Centre for Hip Health and Mobility

Yijian Yang is a postdoctoral fellow in the department of Family Practice and the Centre for Hip Health and Mobility, UBC. His research focuses on injury prevention and mobility enhancement in older adults. Previously, he completed his Ph.D. in the Department of Biomedical Physiology and Kinesiology at Simon Fraser University, and his doctoral research sought to understand the circumstances of falls and factors associated with risk for fall-related injuries.

His current postdoctoral research involves the evaluation of (1) effects of modified physical activity programs on mobility among older adults in assisted living, and (2) compliance and effectiveness of a novel stick-on hip protector on hip fracture prevention in geriatrics acute care. Ultimately, he aims to improve older adults' health and mobility so that they can live independently, with high quality of life.



Brenda Kinch

President of BC Therapeutic Recreation Association

Brenda Kinch is a certified therapeutic recreation specialist educated with a diploma in Therapeutic Recreation (TR) (1985) and a bachelor's degree in Therapeutic Recreation (2012) both from Douglas College.

She is president of the BC Therapeutic Recreation Association (BCTRA). She is employed as the regional recreation therapist for Fraser Health Day Programs for Older Adults. In this role she provides TR practice support to therapeutic recreation staff and RN program coordinators at six sites.



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A Collaborative Digital Art Network for Healthy Aging

Presentation summarizes the efficacy of a network for collaborative art established at the Elim Campus of Care to facilitate continuum of therapeutic care to its residents. Utilizing a suite of rich and interactive media applications seniors can engage in self-directed collaborative artwork for therapeutic purposes. Through experimentation and trials the study provides evidence based evaluation of the role of digital media and the impact of virtualization in art therapy groups.



Marian Heemsker
Director of Community Care, Elim Christian Care Society

Marian Heemsker began working at Elim in 2004 and was directly involved in the development of the Emerald Assisted Living. Her role is to oversee the operations of assisted living, as well as, the provision of community health and wellness initiatives within independent living.

The expansion of the Elim community is attributed by the business partnerships and educational institutions connections Marian has established. Heemsker has also assisted the growth of the people around her by providing practicum opportunities for students and actively expanding knowledge bases for staff. Marian's leadership extends beyond the office by sitting on the Board of Directors for British Columbia Seniors Living Association (BCSLA).

Aside from her LPN license and specialization in gerontology, Heemsker's educational background includes numerous certificates related to nursing, a masters in Leadership in Health Specialities, and receiving her Certified Health Executive (CHE) designation.



Tejinder S. Randhawa
CEO, Mobile NewMedia Ltd.

Tejinder Randhawa has worked in the high-tech industry for over 25 years. At Mobile NewMedia Ltd, a high-tech start-up, located in Surrey, BC, he is currently leading the R&D of VITALX eCare - a platform for establishing a network of collaborative care to support communication, monitoring and scheduling needs of care. Prior to this, he worked with companies such as Dyaptive Systems (Now JDS-Uniphase), CRC (Communication Research Center), NewMIC, Acterna/MPR-Teltech (now JDS-Uniphase), MDA, and Atomic Energy of Canada Ltd.

He has co-authored a book, 30 peer-reviewed technical papers and patent applications detailing his R&D work in communication systems, information security, sensor systems and health monitoring. He is also a faculty members at BCIT for over past 20 years and an adjunct professor at SFU for about 15 years where he has developed and taught graduate and senior undergraduate courses in mobile systems, database systems and distributed systems.

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Park Place Seniors Living: Our Journey to Operationalize Strength Based Leadership

This panel presentation is focused on the Park Place experience and our exploration with the many ways the theory of strength-based leadership can be applied within our organization. We will provide a corporate perspective and the experiences of three Park Place sites leaders in implementing a strength based leadership approach and through their individual lenses share the work they have done to support their teams at the local level.



Lynda Foley, RN MN GNC (c)

Vice President, Quality Assurance, Park Place

Lynda Foley is the current VP for Quality Assurance for Park Place Seniors Living. She has 30 years of progressive management experience in residential care, assisted living, palliative care, home health and acute care.

Foley has a Masters of Nursing from the University of Calgary, where her graduate work focused on leadership development. She remains keenly interested in promoting research in the area of leadership within complex healthcare systems.

She has also held the position of adjunct professor with the University of Calgary, Faculty of Nursing. Her clinical interests lie in working with older adults experiencing chronic illness and their ability for self management. She holds the Canadian Nurses Association, Certification in Gerontological Nursing.



Elaine Macdonald

Site Administrator, New Horizons Care Centre, Campbell River, Park Place Seniors Living

Elaine Macdonald is the Site Leader and Director of Care at New Horizons in Campbell River, BC. She has forty years of progressive management and leadership experience from her UK nursing roots in critical, acute and palliative care to assisted living and residential care here in BC.

Macdonald has degrees in both Arts and Sciences and has undertaken graduate study in aspects of leadership, conflict resolution, risk management and quality improvement. Appreciative of the complex and often messy environment that health care can present, she has always been passionate about supporting partners – be they colleagues, families and residents – to use their strengths in order to realize their potential and always brings humour, kindness and a win/win mindset.



Margot Hagarty

Site Administrator, Newport Harbour Care Centre, Calgary

Margot Hagarty is the Administrator at Newport Harbour Care Centre in Calgary, Alberta. She has over 30 years of experience working in a variety of leadership positions in both Alberta's housing and healthcare industries. Her roles have been wide-ranging from site management to senior strategic positions within private for profit and not for profit environments.

Hagarty is a graduate of the University of Saskatchewan with a Bachelor of Arts degree in Sociology and a Bachelor of Commerce degree in Health Care Administration. With a strong business acumen, and extensive operational experience she continues to work on enhancing the long-term care experience and she remains passionate about working with and serving seniors.





Jody Edwards
Site Administrator, Spring Valley Care Centre, Kelowna

Jody Edwards is the Site Leader at Spring Valley Care Centre in Kelowna, BC. She has over 25 years of nursing experience in acute and residential care, with the last 10 years being in management and leadership roles.

Edwards has a strong desire to develop and mentor staff through the increasing demands and challenges of healthcare. This is done by providing opportunities and fostering a safe and supportive environment for potential leaders to learn and grow. She has completed and facilitated several leadership workshops and most recently received her certification as a GPA coach.

Concurrent 5C

Wednesday May 31, 11:30am
Frontenac C 

Using Innovative New Technologies to Help Seniors Remain Safely in their Own Homes

Target audience will be informal and formal caregivers who support seniors living at home in various stages of physical and cognitive decline. The presentation will look at new assistive technologies to address issues such as reduced independence and safety. The presentation will review role of CanAssist in development of new assistive technologies and examples of relevant new technologies to support seniors to remain safely in own homes.



Robin Syme
Executive Director, CanAssist, University of Victoria

As Executive Director, Robin Syme is responsible for leading CanAssist from both a strategic and operational perspective. She is accountable for achieving CanAssist's goals, strengthening existing partnerships and securing new collaborations to support individuals with disabilities in improving their independence and quality of life through innovative technologies and programs. To meet these goals, Syme engages with faculty, students, external clients, volunteers, donors and other funding partners, as well as with many stakeholders at the University of Victoria, in the disability community and beyond.

Prior to CanAssist, she has held a number of senior social policy positions with the provincial government. Syme has considerable experience in establishing innovative partnerships, in addition to providing policy and program development leadership.



Paul Green
Product Manager, CanAssist, University of Victoria

As CanAssist's Product Manager, Paul Green understands the needs of the marketplace and assessing and articulating the value of technology projects undertaken to key stakeholders. He brings considerable expertise to this role given his extensive background in engineering, product development and client relations.

In particular, Green completed his diploma in electronics engineering at Camosun College in 2008 before transferring to the University of Victoria and receiving his B.Eng in electrical engineering. His prior work experience was in the field of power electronics research and development. Paul first joined CanAssist in the fall of 2010 as a work-study student and had the opportunity to work on a variety of rewarding projects. After completing two co-op terms with CanAssist, Paul joined the engineering team full time in 2011.



Improving Sustainability of BC's Home and Community Care System

In the face of unprecedented growth in the seniors population, health systems across Canada are challenged to ensure sustainability while addressing consumer expectations and respecting the wishes of individuals to remain independent as long as possible. Waitlists for access to continuing care services, and the high numbers of seniors that remain in hospital while no longer requiring acute care, demonstrate potential mismatches between supply and demand. As the population of seniors continues to grow, this disparity will continue to increase, unless practices within health systems change.

The Canadian Institute for Health Information presents a recent study on the use of the continuing care system by the seniors' population, Island Health will share its experiences supporting seniors to live independently, and the Ministry presents on its strategic work supporting BC's home and community care system to meet the needs of the seniors' population in a responsive and sustainable way.



Steve Atkinson

Manager of Analysis and Research at CIHI's Western office

Steve Atkinson joined Canadian Institute for Health Information (CIHI) in 2015 as Manager, Analytics and Special Projects for the Western Office in Victoria, BC. He came to CIHI after 14 years with Island Health (formerly known as Vancouver Island Health Authority), where he held successive analytic roles in the planning portfolio. Most recently, as Director, Operations Research and Advanced Analytics, he led the development of actionable information products, and was responsible for projects to inform operations and strategy which includes predictive modelling, capacity planning, resource allocation and forecasting.

Atkinson holds a Master's degree in Public Administration from the University of Victoria.



Sharon Stewart

Executive Director of Seniors Services, Ministry of Health

Sharon Stewart has over 20 years in the BC Public Service in progressively challenging strategic management roles. She started with the Ministry of Health in 2007 and has managed the health human resources file (nursing and allied health), as well as client relations and issues management within the Primary and Community Care Policy division.

In November 2015, Stewart was appointed Executive Director of Seniors' Services and is responsible for leading the Ministry of Health's strategic priority of improving patient health outcomes, care experience, and reducing hospital use by older adults with moderate to complex medical conditions and/or frailty (including dementia) through the effective delivery of primary care, community services (including home and community care, assisted living and residential care) and other specialized services.



Phil Lawrence

Director of Community Health and Care, Island Health Authority

Phil Lawrence has over 20 years of diverse health care leadership experience. He joined Island Health in 2013 and is leading work that supports the establishment of primary care homes, strengthens community health services and the linkages across the Community Health & Care system. Before moving to the Island, worked at both Providence Health Care and VCH – most recently as Director for Seniors, Palliative Care & Oncology with VCH Coastal. Phil holds an MBA and is a Physiotherapist.

BC Care Providers Association: Year at a Glance

BC Care Awards

Every day care providers across BC engage in challenging and inspiring work on behalf of our seniors. The BC Care Providers Association celebrates this dedication, innovation and excellence within continuing care sector across at our annual BC Care Awards ceremony in Victoria, BC.

Award Categories are as follows: Ed Helfrich Long-Service Excellence Award, BC Care Provider of the Year (Home Care and Residential Care) and Innovation of the Year.



Care to Chat

Care to Chat events are hosted by BC Care Providers Association four times a year and feature a wide range of compelling topics of concern to the continuing care sector. The events bring forward expert panels from the seniors care sector, the Ministry of Health, the Health Authorities, or other representatives to stimulate conversations and bring forward innovative ideas on how to improve care. Title Sponsor: Rexall Health Solutions.



Annual Conference

The BC Care Providers Association Annual Conference is western Canada's largest conference focused on the continuing care sector. The conference helps to facilitate networking and relationships within the sector that help to improve the delivery of seniors care in B.C. and across Canada. The event attracts over 500 Canadian and international delegates. Title Sponsor: Angel Accessibility



Continuing Care Collaborative Network

The BC Care Providers Association hosted the inaugural BC Continuing Care Collaborative at the SFU Morris J. Wosk Centre for Dialogue on September 20, 2016. The BCCPA, in partnership with the BC Ministry of Health, brought together over 140 stakeholders from across the continuing care sector to turn ideas into action. This diverse group of stakeholders included care providers, health authority representatives, labour unions, NGOs, research institutions, caregivers, the BC Senior's Advocate, and seniors themselves, all dialoguing and building consensus around key issues pertaining to the future of senior's care in BC.



BCCPA is currently planning to host another Collaborative with a new format and targeted focus on health human resources in the fall of 2017.

Workshops

The BCCPA provide its members with free access to exclusive training workshops focused on presenting new and innovative tools and solutions to the continuing care sector. If you would like to deliver a workshop for BCCPA members, please visit our website for information on how to apply.



Annual Holiday Open House

We host an annual open house for our valued members and stakeholders before the holiday season at the end of the calendar year. It is a chance to drop by and visit BCCPA's office as well as mingle and network with BCCPA staff and colleagues.



Regional Roundtables

The BC Care Providers Association kicked off our province-wide Listening Tour in April 2017, allowing our organization to hear directly from those who provide seniors care, as well as from leaders in their respective communities. It helps us to better appreciate their unique challenges and aspirations relating to home and community care. BCCPA will continue to reach out in future regional roundtables each year.



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// Daniel Fontaine, CEO BCCPA

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Celebrating 40 Years | 1977 – 2017

Thanks to our Members

The BCCPA wishes to recognize our long-serving members and welcome the 29 new members that have joined since the last conference in May, 2016:

Service Provider Members (New members in red)

- Always Best Care
- Arbutus Care Centre
- Augustine House
- Bayshore Home Health
- Beacon Community Services
- Beacon Hill Villa
- Belvedere Care Centre
- Beulah Gardens
- **Birchview Residences**
- Braddan Private Hospital
- Brandt's Creek Mews
- Broadmead Lodge
- Brocklehurst Gemstone Care Centre
- Brookside Lodge
- **Canadian Health Care Professionals**
- Capilano Care Centre
- Care at Home
- Carlton Gardens Care Residence
- Cartier House
- Cascade Lodge
- Castleview Care Centre
- Castletown Village
- Cerwydden Care Centre LLP
- Chartwell Malaspina Gardens Care Residence
- Cheam Village
- Cherington Place
- Christenson Village
- Columbia Garden Village
- Comfort Keepers
- Comox Valley Seniors Village
- Casa Loma
- Connect Communities
- Courtyard Terrace
- Creekside Landing
- Crescent Gardens
- Crestview Village
- Delta View Habilitation Centre Inc.
- Dover House
- Dufferin Care Centre
- Echo Village
- Eden Care Centre
- Evergreen Baptist Campus of Care
- Evergreen Hamlets at Fleetwood
- Evergreen Seniors Home
- Finnish Home
- Fir Park Village
- First Call Health and Home Care
- Fleetwood Place
- Fort Langley Seniors
- Foyer Maillard
- Fraserview Intermediate Care
- Garden View Village
- Gardens at Qualicum Beach
- George Derby Centre
- German Canadian Care Home
- Glenwarren Lodge
- Glenwood Care Center
- Greater Vancouver Community Services Society
- Guildford Seniors Village
- Hamlets at Penticton
- Hamlets at Westsyde
- Harrison at Elm Village
- Haven Hill Retirement Centre
- Hawthorne Seniors Care Community
- Heritage Square
- Heron Grove
- Hillside Village
- Hilton Villa Care Centre
- Holyrood Manor
- **Home Instead Senior Care Vancouver**
- **House Calls Health & Wellness**
- Inglewood Care Centre
- Jackman Manor
- James Bay Care Centre
- Joseph Creek Village
- Kamloops Seniors Village
- KinVillage Association
- Kinsmen Lodge
- Kiwanis Care Centre
- Kiwanis Manor-West Vancouver
- Kiwanis Village
- Lake Country Lodge and Manor
- Lakeshore Care Centre
- Lakeview Care Centre
- Lakeview Lodge
- Lakeview Village
- Langley Gardens
- Langley Lodge
- Langley Seniors Village
- Laurel Place
- **Live your Life Home Care Ltd.**
- Lodge on 4th
- Logan Manor
- Luther Court Society
- Madison Care Centre
- Maeford Place
- **Magnolia Gardens**
- Manoah Manor
- Maple Ridge Seniors Village
- Maplewood Seniors Care Society
- Mariposa Gardens
- Menno Place
- Monashee Mews
- Morgan Place
- Mount Ida Mews
- Mountain Lake
- Mountainview Village
- Nanaimo Seniors Village
- New Horizons
- New Vista Society
- Nicola Lodge
- Normanna
- Northcrest Care Centre
- **Nurse Next Door**
- Paramed Home Health Care
- Peace Portal Lodge
- **Peachtacular International**
- Piccadilly Care Centre
- Pine Acres Home
- Pine Grove Care Centre
- Pioneer Lodge
- Pioneer Square
- Point Grey Private Hospital
- **Prairie Valley Lodge**
- **Progressive Intercultural Community Services (PICS) Society**
- Proof Of Care
- **Qualicum Manor**
- Renfrew Care Centre
- Residence at Clayton Heights
- Residence at Morgan Heights
- Rest Haven Lodge
- Retire at Home Services - Victoria
- Retire at Home Services- North Vancouver
- Ridgeview Lodge
- Rocky Mountain Village
- Rose Wood Village
- Rosemary Heights Seniors Village
- Royal Ascot Care
- Royal City Manor
- Saint Elizabeth Home Health Care
- Sandringham Care Centre
- Selkirk Seniors Village
- Seton Villa Retirement Centre
- Shaughnessy Care Home
- Sidney All Care Residence
- Sidney Care Home
- Silver Kettle Village
- Simon Fraser Lodge
- Spring Valley Care Centre
- Stanford Seniors Village
- Strive Community Living
- Summerland Seniors Village
- Suncreek Village
- Sunridge Place
- Sunrise Living of Lynn Valley
- Sunrise Living of Vancouver
- Sunrise Living of Victoria
- Terrace on 7th
- **The Gridge Centre for the Family**
- **The Gateway**
- The Mayfair Senior Living
- **The Oxford Senior Care**
- **The Waterford**
- Three Links Care Society
- Valley Haven Retirement Community
- Victoria Heights
- Villa Carital
- Village by the Station
- Waverly Seniors Village
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- Westminster House
- Wexford Creek Seniors Community Partnership
- White Rock Seniors Village
- Williams Lake Seniors Village
- Willingdon Care Centre
- Willow Seniors Living Residence
- Zion Park Manor

Commercial members (New members in red)

- 3m Healthcare
- 4th Utility Inc.
- Access Community Therapists Ltd.
- Accreditation Canada
- Advocate Health Services
- **Allergan**
- Alzheimer Society of B.C.
- Alzheimer Society of B.C.
- Angel Accessibility Solutions Ltd.
- ArjoHuntleigh Canada Inc.
- Associated Health Systems
- Association for Choices in Support and Independent Living
- Ballistic Arts
- BC Textile Innovations
- Bell Mobility
- BFF Foam Corp/ Essential Medical Products
- BFL Canada Insurance Services Inc
- Boehringer Ingelheim Corporation
- Borden Ladner Gervais LLP
- Bowers Medical
- Britco
- Brylu Staffing
- Canadian Association of Occupational Therapists
- Canadian Society of Nutrition Management
- CanASSIST
- Canstar Restorations
- Capital West Mortgage Inc
- Cardinal Health Care
- Care Corp Seniors Services
- Care Planning Partners
- Carewest Real Estate Services
- CARF Canada
- **Cascadia Energy**
- CB Diets (TNS Desktop Inc.)
- Centric Health
- Classic Care Pharmacy
- Coldstream Commerical Sales Inc
- Communication Connection (BC) Inc.
- Compass Canada
- Complete Purchasing Services
- ComVida Corporation
- De Jager Volkenant & Company
- Discovery Community College
- Dispill/Richards Packaging
- Domtar Personal Care
- Drake Medox Health Services
- Dynamic Specialty Vehicles Ltd.
- Ecclesiastical Insurance
- ERV Parent Group
- Evacuscape
- Ever-Care Contract Sales
- Extencicare Assist
- Field & Marten Associates
- First Quality Products
- **Forbo Flooring NA**
- Fortis BC
- Gordon Food Services
- Grant Thornton LLP
- Graphite Public Affairs
- Groupsource
- Haddon Equipment & Supplies
- Health Arts Society
- Heritage Health Care
- **Home Medical Equipment Dealers Association**
- Hospitality Network
- Houle Electric Limited
- HoweGroup
- IC Funding Financial Corporation
- ICBA Benefit Services
- **Intranet Connections**
- **Island Savings- A Division of First West Credit Union**
- Java Care Programs Inc
- **Jones Healthcare**
- Justice Institute of BC
- **Konica Minolta Business Solutions**
- KPMPG
- Licensed Practical Nurses Association of BC
- Lifemark Elder Care
- LifeMark Seniors Wellness
- London Drugs
- Marsh Canada
- Maxwell Management Group
- McKesson Canada
- Med Cart Canada Inc
- Mede-Care Healthcare Solutions Inc
- Medical Mart
- Medical Pharmacies Group Limited
- Medisystem Pharmacy Ltd.
- MIP, Inc.
- MNP
- MS Society of Canada
- Olymel Foods
- Omega Communications Ltd.
- Overwaitea Food Group (Save-On-Foods Pharmacy)
- PointClickCare
- **Points West Audio Visual - Healthcare Division**
- **posAbilities Association of British Columbia**
- Pro Vita Care Management
- Quart Healthcare West, Inc.
- RBC Royal Bank
- Remedy'sRx Specialty Pharmacy
- Rexall Health Solutions
- Russell Food Equipment
- S & R Enterprises O/A Excelcare Nursing Services Inc
- Salvation Army Rotary
- SCA Personal Care
- Scout Technology Gude
- Select Sound & Communications Ltd
- Seniors First BC
- Silver Group Purchasing
- Sing For Your Life Foundation
- Sobey's National Pharmacy Group
- **Span Medical Products Canada, Inc**
- Stenberg College
- Stevens Company Ltd
- **Stevens Virgin**
- Stonebridge Financial Corporation
- Sun Glow Food Service
- Surge Learning
- Synergy Wellness Services
- Sysco Vancouver
- Terracom Systems
- Tex-Pro Western
- Torrison HR Management Solutions Ltd
- TRG Group Benefits
- Trillium Talent Resource Group
- **Vernacare Canada Inc., Vernacare Inc.**
- West Sun Communications Ltd.
- Westbridge Group Valuation Partner
- Westcana Services Inc.
- Westland Insurance
- Westpac Paper
- Westport Manufacturing
- **Williams Engineering**

Care to Debate Motions

See page 19 for the Care to Debate event description and participant bios.

Topic: Facilitating Public-Private Partnerships to Reduce Caregiver Burden



Motion:

Resolved that, a major city municipality create a management level position, entitled the Chief Policy Officer, to facilitate public private partnerships (PPP's) that would be focused on reducing caregiver burden with the creation of Carers' Policy within the workplace, or as a law at a city level.

Submitted by Daniel Wanis-Ruiz

Masters of Health Leadership Candidate

Topic: Workplace Health and Safety as Core Competencies for Health Care Workers



Motion:

Resolved that, clinical continuing care staff and operational leaders' core competencies and knowledge in workplace health and safety be considered an integral part of their training, education, and evaluation as it pertains to their role in the continuing care sector.

Submitted by Jennifer Lyle

Executive Director of SafeCare BC

Topic: Expanding Responsibility for Quality of Life Programming in Seniors Care



Motion:

Be it resolved that quality of life programming for BC seniors accessing publicly funded residential care or home care should not be the sole responsibility of the Ministry of Health; Be it further resolved that the BCCPA should advocate that other BC Ministries become actively engaged in funding quality of life programs.

Submitted by Ann Marie Leijen

Chair of BCCPA Quality Improvement Committee

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