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ASSOCIATION

Best Practice Better Care



37TH ANNUAL CONFERENCE

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A MESSAGE FROM THE PREMIER

As Premier of the Province of British Columbia, it is my pleasure to send greetings to everyone attending the BC Care Providers Association's 37th Annual Conference, held here in Whistler.

I understand the theme for this year's Conference is *Best Practice, Better Care*, and the focus has been divided into three streams: residential care, workplace health and safety, and home care. With such a variety of speakers addressing a great range of issues, I have no doubt this will be an informative and extremely productive event for all the delegates.

I would like to commend the BC Care Providers Association for the proactive and collaborative work being done in the continuing care sector. By bringing frontline care providers, employers, companies providing products and services, and government together for open discussion and information sharing, the Association does so much in the effort to continue to strengthen our health care system for all British Columbians.

Please accept my best wishes for an interesting and productive 37th Annual Conference. I look forward to hearing about your deliberations.

Sincerely,

A handwritten signature in blue ink that reads "Christy Clark".

Christy Clark
Premier



SafeCare BC

Supporting Quality Care Through Safer Workplaces

The incorporation of SafeCare BC in January marked the culmination of years of hard work and the involvement of diverse stakeholders. Our incorporation also marks the start of a vital initiative for the long term care sector.

SafeCare BC is a member-funded health and safety association. Our membership is comprised of non-Health Authority long term care employers belonging to the WorkSafeBC classification unit 766011. Our mandate at SafeCareBC is simple: We strive to ensure injury-free safe working conditions for long term care workers through preventative training, education, and resources throughout all of B.C.

Despite its simplicity, it is a bold statement. Within the health care sector, long term care has one of the highest rates of workplace injury claims. The human and financial cost of this reality is significant. Long term care employers pay a WorkSafeBC base rate that is triple that of the health care sector average. Every year, over 2600 workers require time off work due to

a work-related injury. This has far-reaching implications, affecting staff retention, facility costs, staff quality of life, and quality of patient care.

We have our work cut out for us. However, I am confident that together we can make a difference. To that end, I strongly encourage you to engage and make your voice heard. SafeCare BC is your health and safety organization. The research conducted to-date on behalf of SafeCare BC has gone a long way to identifying needs and priorities – but engagement doesn't stop there. We want your input. We want to hear about what works, what doesn't, and what you need to make your workplace safer.

Thank-you to everyone who has been involved thus far. I look forward to working with you as we endeavour to create safer workplaces for long term care workers. Together, we can make a change for the better.

Jennifer Lyle
Executive Director, SafeCare BC

Come and See Us at Booth **# 61**

www.SafeCareBC.ca

SUNDAY NIGHT DINNER RECEPTION

Sunday Reception with Chef Matthew Stowe

We are pleased to announce the Food Network's Top Chef Canada Winner and Product Development Chef for Cactus Club, Chef Matthew Stowe, will be our special guest and an active participant at the reception.

Chef Stowe will lead a team of care home chefs to design an array of exquisite, and cost effective, dishes that could be produced in care homes. These featured dishes will then be intermixed among the Fairmont catered dishes for your tasting enjoyment, but it doesn't end there. We will be challenging all guests to determine which dishes are the Fairmont's catered dishes and which are the cost effective Chef Stowe inspired dishes. We assure you this will not be an easy task! Delegates who are able to correctly guess the dishes will then be entered into the prize draw at the end of the evening. This will be an event you won't want to miss!

Team of Chefs:

Retirement Concepts - Chef David Smith
Marquis - Chef Leon Wang
Gordon Food Services - Chef Simon Manvell
Sysco Foods - Executive Chef Tyler Schwarz



About Chef Matthew Stowe

As Executive Chef of Sonora Resort in B.C. from 2004-2010, Matthew played an integral role in the resort achieving the coveted Relais & Châteaux designation in 2009. That same year, Matthew also wrote his first cookbook, *The Tastes of Sonora Resort* which highlighted his signature dishes from his time at the coastal resort. Chef Stowe plans on opening up his own restaurant

in the future. Currently he is excited to continue working with Cactus Club owner, Richard Jaffray, as Product Development Chef on continuous menu development and Cactus' aggressive, nationwide, growth plan. Matthew is a passionate and focused Chef who prides his style on refined Canadian cuisine with modern techniques.

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Go to the link and download the App for your device visit:
<https://events.quickmobile.mobi>

Enter Event ID

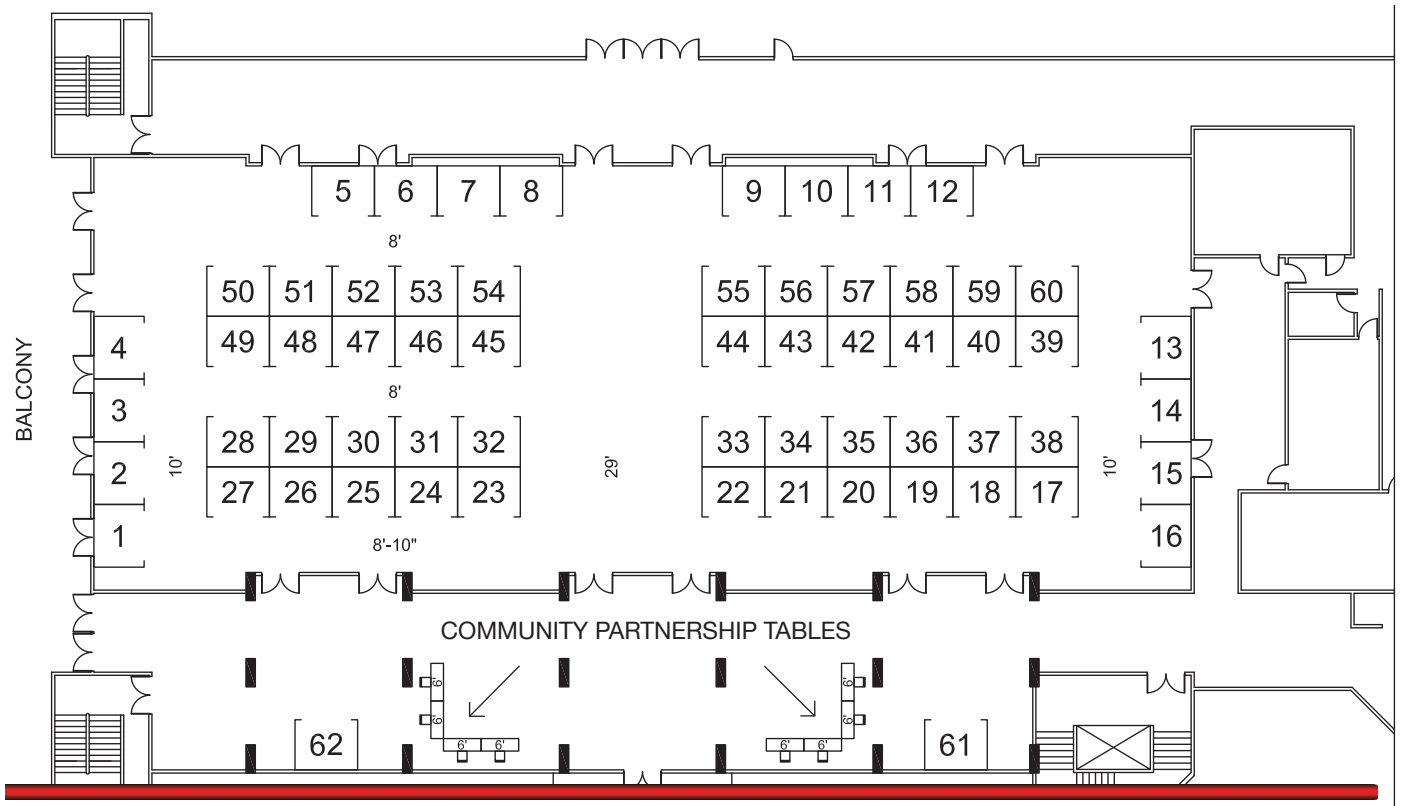
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Download Event App

Once download is completed
Use the provided login:
Username: firstname.lastname
Password: BCCare2014

EXHIBITOR HALL FLOOR PLAN

Fairmont Chateau Whistler - MacDonald Ballroom



LIST OF EXHIBITORS:

1	Maxwell Management Group	31	ArjoHuntleigh	61	SafeCare BC
2	ERV Parent	32	Westland Insurance	62	Westsun Communications
3	Ecclesiastical Insurance	33	Heritage Healthcare Furniture		
4	4th Utility Inc.	34	Heritage Healthcare Furniture		
5	Medical Mart	35	MIP, Inc.		
6	Medical Mart	36	Surge Learning		
7	Medical Mart	37	Select Sound		
8	Extencicare	38	Houle Electric Co.		
9	Rexall Pharmacy	39	TRG Group		
10	GFS (Gordon Food Services) Ltd.	40	London Drugs		
11	Invacare	41	Tandus Flooring		
12	Omega Communications Inc.	42	Marquise		
13	Span MC Healthcare	43	Medical Pharmacies Ltd.		
14	Ever-Care Contract	44	Medical Pharmacies Ltd.		
15	Communication Connection	45	Remedy's Pharmacy		
16	Bowers Medical Supply	46	Remedy's Pharmacy		
17	Haddon Equipment	47	Silver Dental Group		
18	Trillium Talent Group	48	Mede-Care Healthcare Solutions		
19	Medline Canada	49	Sysco		
20	Medline Canada	50	Angel Accessibility		
21	Worksafe BC	51	Honeywell		
22	Complete Purchasing Services	52	Fortis BC		
23	SCA North America	53	First Quality		
24	Mirloin	54	Silver Group Purchasing		
25	Sunglow Foods	55	Marsh Canada		
26	Cardinal Health	56	Stevens Company		
27	Dynamic Specialty	57	Canada Safeway		
				58	Planet Clean Inc.
				59	Centric Health

COMMUNITY PARTNER TABLES

- Canadian Association of Occupational Therapists – BC Chapter
- Alzheimer Society of B.C.
- Parkinson Society British Columbia
- Licensed Practical Nurses Association of BC
- Concerts in Care
- Sing for Your Life Foundation BC
- The Canadian Continence Foundation
- It's Urgent

A MESSAGE FROM THE PRESIDENT



On behalf of the Board of Directors I would like to welcome you to the 37th Annual BC Care Providers Association Conference. There has been a tremendous response to the Conference this year - in fact we anticipate our largest Conference ever with almost 400 delegates attending. The past year has been very exciting for the Association as we have been renewing our focus on the issues that impact the quality of and access to the services that British Columbia's seniors need to enjoy the highest quality of life possible.

The Conference will continue to build on this focus with the theme "Best Practice, Better Care". In addition to our traditional focus on issues related to Residential Care, you will also discover an increased focus on issues related to Home Care. This emphasis reflects the Association's growing membership of organizations that provide home care and the growing recognition of the essential role that home care plays in ensuring seniors receive the right care at the right place.

The Conference this year will also focus on the critical issue of worker safety. BC Care Providers has been working in close collaboration with WorkSafeBC for the past three years to launch a new Safety Association specifically focused on the safety issues facing health workers in residential and home care. You will hear more about the new Association, SafeCareBC, during the next few days.

We hope you enjoy the Conference and find that it is a professionally and personally rejuvenating experience that will support you and your organization in our common goal of providing excellence in care for BC's seniors.

David Cheperdak

President



A MESSAGE FROM THE CONFERENCE COMMITTEE CHAIR

I extend my most sincere welcome to all attendees of this year's 2014 BC Care Provider's Annual Conference hosted at the Chateau Whistler conference Centre in Whistler BC.

This conference will include a diversity of topics and expanded number of sessions presented by persons from many different institutions, hence will bring a plurality of interests and perspectives to a single location. In addition to the main themed sessions, the conference organizing committee has created concurrent sessions that will focus on the three streams of homecare, residential care, and workplace safety. I hope you

are able to take advantage of this opportunity and contribute through discussion and interaction, to the development of new ideas and new directions in safe quality care service delivery.

Not only is this year's conference a testament to the sense of renewal for the association as it has experienced more than 60% more service providers delegates in attendance. It is also a year of firsts. First year to have a mobile app that will allow all delegates to access the over all conference program and the concurrent sessions chosen upon registration in real time. First to do live polling during the conference. First year to be sell out both the commercial and delegate registrations. And first to have commercial members on the conference committee.

I hope you find the conference, including the keynote speakers, the concurrent sessions and other program events informative and interesting. My thanks go out to all the speakers who have agreed to be apart of what I anticipate to be a successful conference. I'd like to extend a special thanks to the industry sponsors, the BC Care staff and other organizing committee members (Jeff Nider, Andrew Crombie, Michael Aikins, and Isobel Mackenzie) who have taken time out of their busy schedules to help organize this year's conference.

Sincerely,

Conference Chair
Hendrik Van Ryk

PROGRAM AT A GLANCE

Day 1

Sunday, May 25, 2014

- 12:00 pm – 9:00 pm **Registration** (Frontenac Foyer)
- 10:00 am – 3:00 pm Golf Tournament
Sponsored by Sysco Canada
- 12:30 pm – 3:00 pm Whistler Village Lunch Tour
- 6:30 pm – 10:00 pm Welcome Reception
Sponsored by Rexall Specialty Pharmacy

Special Guest: Chef Matthew Stowe, Food Network's Top Chef Canada Winner and Product Development Chef for Cactus Club

Day 2

Monday, May 26, 2014

- 7:30 am – 8:30 am **Registration + Networking Breakfast**
- 8:30 am – 8:35 am **Opening Greeting** (Exhibit Hall)
Dave Cheperdak, President,
BC Care Providers Association
- 8:35 am – 8:50 am **Welcome Address**
Linda Larson, MLA, Parliamentary Secretary
to the Minister of Health
for Seniors
- 8:50 am – 9:15 am **Supporting a Strategic Vision for
the BCCPA: An Update from the CEO**
Daniel Fontaine, CEO, BC Care Providers
Association
- 9:15 am – 10:15 am **Plenary A
National Dementia Strategy:
What Are We Waiting For?**

Dr. Diane Finegood, President & CEO, Michael Smith Foundation for Health Research
Claude Gravelle, Member of Parliament (Nickel Belt)

Mimi Lowi-Young, CEO, Alzheimer Society of Canada

Dr. Chris Simpson, President-Elect, Canadian Medical Association

Moderator: Kevin Falcon, former Deputy Premier and Minister of Health

- 10:15 am – 11:00 am **Networking & Coffee Break**
(Exhibit Hall)

Sponsored by Stonebridge Financial Corporation

11:00 am – 11:45 am Concurrent 1A

BC's Residential Care Funding Model – Lessons From Alberta

Bruce Belsher, Director of Business & Client Services (Finance),
Fraser Health Authority

Glen Copping, Chief Financial Officer and Vice President, Systems Development & Performance, Vancouver Coastal Health

Rizwan Gehlen, Vice President, Finance, Park Place Seniors Living Inc.

Kim Kerrone, Vice President & Chief Financial Officer, Island Health

Moderator: Colin Hansen, former Deputy Premier and Minister of Health

Concurrent 1B

The Costs of Not Being Safe

John Lam, Industry Specialist, WorkSafeBC

Concurrent 1C

**Transformative Integration: Next Generation Home Care
through e-Health**

Elissa Kraus Gamble, Director of Regional Development, Bayshore Home Health

11:50 am – 12:35 pm Concurrent 2A

RC Innovation Centre for Healthy Aging

Rowena Rizzotti, Vice President of Operations, Retirement Concepts

Concurrent 2B

**Health and safety training for long-term care: needs through
the eyes of front line staff and employers – SafeCare BC**

Wynona Giannasi, Partner, howegroup

Concurrent 2C

**The Use of Technology in Delivering Home Support
Services**

Margaret Kun, Vice President, Home Support, Beacon Community Services

12:35 pm – 2:00 pm Lunch (Exhibit Hall)

Sponsored by Marsh Canada Ltd.

2:00 pm – 2:45 pm Concurrent 3A

Effective Interviewing of Residents after a Critical Incident

Dr. Barry Cooper, Ph.D., R. Psych., Director of Research and Development, The Forensic Alliance

Concurrent 3B

A Collaborative Approach to Improving Workplace Safety

Maria Howard, CEO, Alzheimer Society of B.C.

Debbie Yule, Vice President, Industry Training, go2

Moderator: Jennifer Lyle, Executive Director, SafeCare BC

PROGRAM AT A GLANCE

Concurrent 3C

Become a Scheduling Genius with Procura

Susan Gains, Senior Sales Executive, Procura

2:45 pm – 3:30 pm Networking & Coffee Break (Exhibit Hall)

3:30 pm – 4:30 pm **Concurrent 4A**

Care Aide Registry Models: Around the World in 60 Minutes

Sara Telfer, Deputy Registrar and Director of Regulatory Services,
Licensed Practical Nurses Association of BC

Deborah Simon, CEO, Ontario Community Support Association
Nicole Sweeney, PhD student, University of Glasgow

Anita Dickson, Representative of Licensed Practical Nurses
Association of BC

Moderator: Ron Pike, Executive Director, Elim Village

Concurrent 4B

SafeCare BC – A Dialogue with the New Executive Director

Jennifer Lyle, Executive Director, SafeCare BC

Concurrent 4C

Addressing the Needs of Canadian Seniors: Early Experiences with Planning and Operationalizing an Innovative Needs-Based Home Care Agency in BC

Susan Scott Gabe, Managing Director, Care at Home Services

4:30 pm – 5:00 pm **BCCPA AGM**

6:30 pm – 7:30 pm **Reception** (Frontenac Foyer)
Sponsored by Westland Insurance Group Ltd.

7:30 pm + Dinner (Frontenac Ballroom)

Keynote: Bob Robertson (Dress: Business Attire)

Day 3

Tuesday, May 27, 2014

7:30 am – 8:30 am **Registration and Breakfast**

8:30 am – 9:25 am **Concurrent 5A**

Pain Management in Seniors

Kim Knight, Clinical Pharmacist, Victoria General Hospital

Neemet McDowell, Clinical Care Pharmacist, Safeway Operations;
President-Elect, Canadian Society of Consultant Pharmacists

Alvin Singh, Clinical Lead Pharmacist B.C., Medical Pharmacies
Group Ltd.

Concurrent 5B

A Fine Balance – Fostering Independence and Involvement in Decision Making with Adults in Need of Service from the PGT

Leanne Dospital, Regional Manager, Public Guardian and Trustee
of BC Alison Leaney, Provincial Coordinator, Vulnerable Adults
Community Response, Public

Guardian and Trustee of BC

Concurrent 5C

Silver Alert: Local & First Responders' Perspectives Chief Superintendent Bill Fordy, Surrey RCMP

Kathy Kennedy, Director of Programs & Services, Alzheimer Society
of B.C.

Sean Magnusson, Safety Officer, Surrey Search & Rescue; Provincial
Electronic Search Specialist Instructor, Project Lifesaver

Glen Redden, Vice President, Search & Rescue Society of BC;
Provincial Electronic Search Specialist and Air Instructor, Project
Lifesaver

James Stuart, President, B.C. Association of Broadcasters

9:30 am – 10:30 am **Concurrent 6A**

Labour Relations Update: Whipsawing Across B.C.

Najeeb Hassan, Lawyer, Roper Greyell LLP

Peter Kafka, Peter Kafka Consulting Ltd.

Michael Marchbank, President & CEO, Health Employers
Association of BC

Moderator: Al Jina, President, Park Place Seniors Living

Are You A Tweeter?

*Over the past year we have increased
our twitter following from less than
100 followers to over 750! See what all
the talk is about and follow us
@BCCareProviders.*

OPENING GREETING (8:30-8:35AM)



Dave Cheperdak, President, BC Care Providers Association

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 in Victoria, BC that owns and operates The Lodge at Broadmead (residential care), the Veterans Health Centre (Adult Day Program for Veterans) and Nigel Program for Adults with Disabilities which provides residential care and group home services on two sites for adults with physical disabilities. Broadmead Care Society is the primary service provider for Veterans on Vancouver Island for Residential Care and Adult Day Programs.

David is very active in the Continuing Health Services sector in British Columbia and has been involved in numerous initiatives to advance issues currently facing the sector. He is also involved as a non-profit sector leader and Board member with other non profit organizations that are committed to advancing the leadership, governance and operational capacity of the non profit sector in improving the lives of British Columbians. Currently David is the President of the Board of the BC Care Providers Association.

David has a Bachelor of Science degree in Physical Education, a Bachelor of Arts degree in Social Development, and a Master's degree in Public Administration. He has also completed the Certified Health Executive (CHE) professional designation from the Canadian College of Health Leaders.

WELCOME ADDRESS (8:35-8:50AM)



Linda Larson, MLA, Parliamentary Secretary to the Minister of Health for Seniors

Linda Larson was elected MLA for Boundary-Similkameen on May 14, 2013.

Linda is the Parliamentary Secretary to the Minister of Health for Seniors, and a member of the Cabinet Committee on Secure Tomorrow. She is also a member of the Select Standing Committees on Health and Legislative Initiatives.

Previous to being elected as an MLA, Linda sat on the Oliver Council and served as Mayor from 1997 to 2005.

Growing up in Comox, Linda moved to Oliver in 1989 with her husband Larry. She owned three businesses in Oliver between 1989 and 2002 (Eastside Grocery, Stedmans V/S and Ruffled Edges) and served on the BC Small Business Roundtable between 2005 and 2011.

Linda is the past chair of the Provincial Board at Community Futures representing the South Okanagan, and has sat on the boards of Junior Achievement of British Columbia (JABC) (2006-2011) and the Desert Sun Counselling and Resource Centre (2004-2008).

She has also volunteered with provincial, regional and local organizations such as the Sunnybank Ladies Auxiliary and W.O.W. (former Soroptimist Club of Oliver).

Linda and her husband Larry have three daughters and four grandchildren.

SUPPORTING A STRATEGIC VISION FOR THE BCCPA: AN UPDATE FROM THE CEO (8:50-9:15AM)



Daniel Fontaine, CEO, BC Care Providers Association

The BCCPA hired Daniel Fontaine as its new Chief Executive Officer in January 2013. Since then, the Association has undergone many changes as part of its renewal strategy and ongoing emphasis to provide quality care.

Whether it's the new *Care to Chat* speaker series or a unique approach to government and media relations, Fontaine will talk about a busy year in the continuing care sector – and what lies ahead.

Increasing cost pressures and burdensome red tape remain key areas of concern to not only those receiving care, but to their families as well. By reducing unnecessary and costly red tape, management and front-line staff also see this as an opportunity to redirect scarce resources back to client care.

Fontaine will provide delegates with a sneak peak of our *Seniors Care for a Change* red tape reduction report scheduled to be released later this spring. In addition, he will highlight how the BCCPA plans to work with government to improve the effectiveness of the BC Care Aide Registry.

National Dementia Strategy: What Are We Waiting For?

Abstract:

The statistics are rather dramatic. It is estimated there are just over 500,000 Canadians living with some form of dementia today and the cost to provide them with care is \$15B. Within a generation, that number is expected to climb to over 1.1 million people and the cost of care will skyrocket to over \$153 billion.

Moderated by Kevin Falcon, BC's former Deputy Premier and Minister of Health, our panel will discuss the merits of Canada developing a more formalized national dementia strategy. It will look into what role the federal government could and should be playing when it comes to dementia research and providing front-line services.

Which countries are getting it right and is there anything we can learn from other jurisdictions? Join our diverse set of panelists for what is expected to be a lively and thought-provoking discussion.



Dr. Diane Finegood, President & CEO, Michael Smith Foundation for Health Research

Diane Finegood is CEO for the province's Michael Smith Foundation for Health Research (MSFHR). The Foundation's recent initiatives include engaging with stakeholders to spur creation of a new \$7.5 million partnership award for Alzheimer's research in BC, the province's first health-research strategy, and a provincial support unit for patient-oriented research.

An internationally-recognized health scientist, innovator and communicator, Diane was named one of Canada's 100 Most Powerful Women by the Women's Executive Network and recognized with the Frederick G. Banting Award from the Canadian Diabetes Association. From 2000 to 2008, she served as the inaugural scientific director of the Canadian Institutes of Health Research's Institute of Nutrition, Metabolism and Diabetes.

Diane made seminal contributions to our understanding of the pathogenesis of diabetes through use of mathematical modeling. She obtained her doctoral degree in Physiology & Biophysics from the University of Southern California, master's degree in Biomedical Engineering from Northwestern University. She is a professor (on leave) in the Department of Biomedical Physiology & Kinesiology at Simon Fraser University.



Claude Gravelle, Member of Parliament (Nickel Belt)

Claude is the NDP Mining Critic and a member of the Parliamentary Health Committee. Since being elected in 2008, Claude has:

- Brought in legislation to protect our communities from foreign takeovers that rob us of jobs and economic benefits;
- Fought for our own independent economic development agency that's free from the Conservatives' political interference;
- Developed the first National Mining Strategy that would ensure we benefit from future mining opportunities such as those in the Ring of Fire; and Introduced legislation for a National Dementia Strategy to deal with Alzheimer's and other dementia-related challenges facing our loved ones.
- Introduced legislation to give grandparents raising their grandchildren 5 and under the same EI and Income Tax benefits parents receive

Claude worked for 34 years at Inco and brought up his family in Nickel Belt. He is married to Marie-Claire, and has two adult children and a grand-daughter.

**Are You A Member? Have you signed up to become a member with the BCCPA?
There are many reasons to join today!**

For more information please contact Hart Dashevsky, Director of Membership Services and Sponsorships, or search him out here at the conference!

Hart Dashevsky | Director of Membership Services and Sponsorships | Hart@bccare.ca | (604) 736.4233 ext. 231

PLENARY A

National Dementia Strategy: What Are We Waiting For? (con't)



Mimi Lowi-Young, CEO, Alzheimer Society of Canada

Mimi has more than 30 years' experience as a Senior Health Care Leader, with expertise spanning the acute care sector, complex continuing care, rehabilitation, long-term care and community health.

Mimi joined the Alzheimer Society of Canada in December 2012 as Chief Executive Officer.

She was the Inaugural CEO of the Central West Local Health Integration Network.

Mimi has extensive knowledge and experience as a Board Member on many health care Boards.

Mimi is a recipient of the 'Tony Graham Award' for Excellence in Board Service and the Dean's Philos Award, presented by the University of Ottawa. She is a recipient of the Chairman's Award for Distinguished Services from the Canadian College of Health Leaders and the Regent-At-Large Award and the Regent's Award from the American College of Health Executives.

Mimi holds a B.Sc. in Physical Therapy from McGill University, a Masters in Health Administration and a Diploma in Business Administration from the University of Ottawa. She has published many articles on health care.



Dr. Chris Simpson, President-Elect, Canadian Medical Association

Dr. Chris Simpson is President-Elect for the Canadian Medical Association. He is currently professor of medicine and chief of cardiology at Queen's University, as well as medical director of the Cardiac Program at Kingston General Hospital/Hotel Dieu Hospital. Dr. Simpson's primary non-clinical professional interest is health policy—particularly access to care and wait times. He serves as the chair of the Wait Time Alliance (WTA) — a federation of 14 medical specialty societies

and the CMA — and as chair of the Canadian Cardiovascular Society's (CCS) Standing Committee on Health Policy and Advocacy. He is the lead for the Southeast (Ontario) Local Health Integration Network Cardiovascular Roadmap Project, which developed a regional model of integrated cardiovascular care for southeastern Ontario. He serves on the executive of the CCS (member-at-large) and on the Cardiac Care Network of Ontario board of directors, and is an American College of Cardiology governor.

Did You Know?

In 2013 the BCCPA successfully launched the 'Care to Chat' speaker series. Two of the sessions were sold out with over 350 attendees participating in the dialogue.



Moderator: Kevin Falcon, former Deputy Premier and Minister of Health

Mr. Falcon served for 12 years in various senior cabinet positions in the BC government prior to his decision to retire in August, 2012. As Minister of State for Deregulation, Falcon led the BC government's successful effort to reduce unnecessary red tape by more than 40% in government's first mandate. He further served for 6 years as Minister of Transportation and Infrastructure, overseeing the largest transportation capital program in BC history, including the Sea to Sky Highway upgrade, Canada Line, William Bennett Bridge and the Port Mann Bridge, to name but a few. As Minister of Health he led initiatives to improve productivity in the public health care system, such as Patient Focused Funding, supply chain consolidation amongst Health Authorities and support for population based lifestyle and dietary changes. While Minister of Finance Kevin led a substantial capital markets outreach effort to promote British Columbia's financial strengths amidst great global uncertainty. His financial stewardship received broad financial market support and a re-affirmation of the Province's AAA credit rating. Falcon's leadership has earned him recognition several times in Vancouver Magazine's annual ranking of the City's 50 most influential leaders. Falcon is a recipient of the Queen's Diamond Jubilee medal for his significant contributions to British Columbia and Canada. Prior to his public career, Falcon was Vice President of Northwest Investment Properties and received his Bachelor of Arts degree from Simon Fraser University and his real estate education from the University of British Columbia.

CONCURRENT SESSIONS MONDAY MAY 26TH

Concurrent 1A: BC's Residential Care Funding Model – Lessons From Alberta

Abstract:

A tale of two provinces and how they approach funding seniors care. That's what our panelists will be discussing as they provide an in-depth comparison of the funding model used in Alberta as compared to British Columbia. The panel will be moderated by Colin Hansen, BC's former Deputy Premier and Minister of Health.

Does Alberta's model of fixed resident co-payments have appeal in BC? How would the introduction of asset testing change the dynamic of care delivery as it currently exists? Would Alberta's more centralized "one-size-fits-all" approach have any appeal this side of the Rockies?

Our panel comprised of senior Health Authority and Healthcare Executives will explore these questions as well as engage participants in a topic that will leave our delegates with some great food-for-thought.

Bruce Belsher, Director of Business & Client Services (Finance), Fraser Health Authority

Bruce has just recently been appointed as the General Manager of Abbotsford Regional Hospital and Cancer Centre, BC's first full P3 hospital site. Prior to the appointment he was the Director of Business and Client Services of the Fraser Health Authority for 12 years leading a team of 25 Finance professionals supporting the \$3 billion organization. During his tenure he led the development and implementation of the Fraser Health Residential Funding Model. Other recent major projects included being the Finance Lead on the Lower Mainland Consolidation which saw the four Health Entities of the area consolidate \$1 Billion of Clinical and Corporate Support departments. Prior to the inception of Fraser Health Bruce held various senior finance positions with its predecessor organizations. (Con't page 13)

In With The New

You may have noticed we have retired the Care Quarterly newsletter. You can now find the latest news and updates on our website!



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or seniorswellness@centrichealth.ca

(Con't from page 11) He holds a MHSc from the University of Toronto, is a Chartered Professional Accountant, and is a Fellow of the Society of Management Accountants of BC.

He and his wife of 25 years, Adriana, are still raising their two sets of twins paying university bills, picking-up kids at midnight from part-time jobs, and cheering wildly at rugby games.



Glen Copping, Chief Financial Officer and Vice President, Systems Development & Performance, Vancouver Coastal Health

Glen is responsible for Financial Services, General Counsel and Legal Services, Facilities, Business Initiatives and Support Services (BISS), Patient Flow Improvement, Internal Audit, Supply Chain and Logistics, and Decision Support.

Glen is a natural collaborator with a history of leading and bringing out the best in large, multi-disciplinary teams. He is results-driven and articulate in describing that results are about more than the bottom line. Before joining Vancouver Coastal Health, Glen was with the Microsoft Corporation, where he served in a number of senior finance roles and most recently as Senior Finance Director for Manufacturing Supply Chain and Information Services.

Prior to joining Microsoft, Glen worked for Nortel Networks, a multinational telecommunications and data networking manufacturing company. Among his responsibilities there was combining 23 accounts payable locations across North America, re-engineering processes and bringing them together in one location.

Glen began his career as an engineer after earning his Mechanical Engineering degree from the University of British Columbia, and an MBA from Simon Fraser University. His career path evolved to include accounting and successively senior positions in the United States, but Glen enthusiastically returned to Vancouver in September 2013 to take up his current position of Chief Financial Officer and VP of Systems development & Performance.



Rizwan Gehlen, Vice President, Finance, Park Place Seniors Living Inc.

Rizwan Gehlen is a Chartered Accountant by profession and is currently the Vice President, Finance, for the Park Place Seniors Living group of companies. He has held this position since 2004, overseeing the complex finances of a multi-faceted company which operates seniors' retirement residences, assisted living facilities, and residential complex care homes that serve more than 1800 seniors in BC and Alberta. This mix has given Mr. Gehlen extensive experience in the financial requirements for different models of care. Rizwan sits on the Finance Committee of the Alberta Continuing Care Association and has worked collaboratively with health authorities in both BC and Alberta on developing their respective funding methodologies. Most recently he contributed to a research study and report prepared by UBC's Centre for Health Services and Policy Research for Alberta Health Services on their Patient Based Funding Model. Currently Rizwan oversees adult day support, home support, assisted living, complex care and mental health contracts within four of the five health authorities in BC and

three of the five zones in Alberta. Rizwan also finds time to support other initiatives. He helped develop a youth centre in his local community and he is a member of the Board of Directors for the Vancouver Aquarium. Rizwan currently lives with his wife and young family in Surrey, BC.



Kim Kerrone, Vice President & Chief Financial Officer, Island Health

Kim Kerrone has over 20 years experience in health care as well as experience in strategic consulting with Deloitte and with the corporate oil and gas sector in Calgary.

Prior to joining Island Health, Kim was the Director of Finance with the Calgary Health Region where she was responsible for all budget planning, business analysis and financial arrangements with contracted health providers. From 2008 to 2012 Kim was the Chief Financial Officer for Agecare, a private company based in Calgary with interests in long term care, assisted living and construction and development. As CFO, Kim was responsible for all banking and financing arrangements as well as being a member of the executive team. Kim also has extensive experience with developing funding and accountability models and public private partnerships.

Kim holds a Master of Business Administration and Bachelor of Science in Nursing (with Honours) from the University of British Columbia, and is a Certified Management Accountant.



**Moderator: Colin Hansen,
former Deputy Premier and
Minister of Health**

After serving for seventeen years as a member of the BC Legislature, Colin has turned his attention to new challenges.

During his time in government, he held the posts of Deputy Premier, Minister of Finance, Minister of Health, Minister of Economic Development and Minister Responsible for the 2010 Olympics.

Colin chairs the Advisory Board for Retirement Concepts. His not-for-profit involvement includes serving as a Board Member for the Arthritis Research Centre of Canada and as Chair of the Fraser Basin Council. Colin is also Chair of the Transportation Investment Corporation which is a provincial crown corporation.

As of July 1, 2014, he will assume the position of President of AdvantageBC, a private-sector organization dedicated to promoting BC as a centre for international business.

Before politics, Colin was President and Founding Partner of Image Group, which his wife, Laura, has subsequently built into BC's largest supplier of promotional products. Prior to that, he was the Vice-President, Finance and Administration for the Asia Pacific Foundation of Canada.

Launch of SafeCare BC

Earlier this year we officially launched SafeCare BC, your injury preventative organization for the continuing care industry. Be sure to visit them at Booth #61!

Concurrent IB :The Cost of Not Being Safe

Abstract:

This session will explore and discuss the potential reasons why 2 similar Long Term Care firms have dramatically different claims history. Resulting from the claims, the direct and indirect costs to the 2 firms will be shared with the audience. Concluding the presentation will be some means to improve injury rate and cost performance.

The session will begin with the introduction of WorkSafeBC followed by the introduction of the 2 sample firms. These firms will be actual current firms in the Long Term Care (Classification Unit 766011) industry not affiliated with the Health Authorities. The introduction will include a brief description of metrics and comparable metrics for the firms. Scatter plots will show the firms relative to each other and to the rest of the industry (minus the Health Authorities). In addition, each firm's injury claims characteristics will be summarized.

The audience will participate in a discussion as to the status of the industry and the potential reasons for the different histories experienced by the 2 sample firms.

The session will continue with WorkSafeBC presenting on the direct insurance costs for the 2 firms, the indirect costs resulting from injuries, the resources available to every firm, and the opportunities for improvement presented to every firm with regards to prevention.

A question and answer period will conclude the session.



John Lam, Industry Specialist, WorkSafeBC

John holds a bachelor's degree in medical laboratory science and a MBA from UBC. He has had a decade long career in health care, in public and private facility settings. Since 2001, he has been working for WorkSafeBC. Currently, his role is an industry specialist with Industry & Labour Services. He spends much of his time on Health Care matters.

Did You Know?

The BCCPA Board is pleased to have kept membership dues frozen for the 4th year in row!

Concurrent IC: Transformative Integration: Next Generation Home Care through e-Health

Abstract:

This presentation describes a transformation taking place with Bayshore Home Health, a national home care provider. The transformation is from the industry standard of a manual, paper based system towards Bayshore's Epsilon™ solution, a fully integrated ehealth system that builds upon the Procura mHealth applications so as to streamline all elements of home health care services and operations. The complete transformation includes all elements of the business: referral, intake, scheduling, delivery of care, collection of data, dissemination of information, billing and collections. Outputs from the systems include internal and external reporting, clinical outcomes and program specific reports. Internal administrative resources are optimized by focusing on exception handling and reducing repetitive scheduling tasks as well as those associated with data verification such as time sheet checking. Further efficiencies are obtained through direct system-to-system integration with the government funder and implementation of an innovative portal that allows Community Health Workers to self-schedule, also reducing non-value added scheduling tasks. Multiple organizations were involved in various sub-projects and initiatives of this transformation. The end result is a comprehensive technology platform solution that delivers results for all stakeholders: better quality care and outcomes in the home, lower cost of processing for funders, better data and reporting for government agencies, and a better operating model for Bayshore. This presentation will discuss the challenges and victories along the way, and innovative use of technology to build truly sustainable change in the home care space.

A F.L.U.E. Worth Catching

In 2013, the BCCPA launched the new Friends Lather Upon Entry (F.L.U.E) campaign. Hundreds of complimentary stickers were distributed to our members. Thankfully our sector experienced very few major flue outbreaks this winter.



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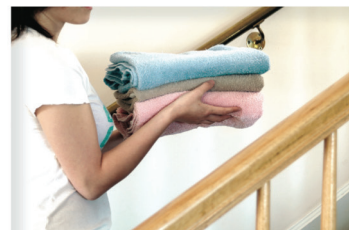
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Elissa Kraus Gamble, Director of Regional Development, Bayshore Home Health

Elissa Gamble, MHA, is Director of Regional Development at Bayshore HealthCare and is an integral part of the national Senior Management Team. She has responsibility over operations in Alberta, Saskatchewan and British Columbia, including the Fraser Health and Vancouver Coastal Health Home Support service contracts. In BC, Elissa supported the largest single roll out of the Epsilon solution with nearly 1000 staff including Community Health Workers, nurse supervisors, schedulers and other admin support staff. Elissa is a leader in Bayshore's technological transformation in ehealth in home care service delivery.

Concurrent 2A : RC Innovation Centre for Healthy Aging

Abstract:

"A departure from conventional models, the Retirement Concepts Innovation Centre (RCIC) for Healthy Aging will consolidate key stakeholders into a collaborative path of discovery"

Currently, both the public and private sector seniors care and service providers are facing extraordinary challenges in provision of optimal care in a sustainable and cost effective way. As a result, it is imperative to find innovative ways to be most efficient and effective while evolving care towards self-guidance. Seniors want control and autonomy and what better way to bring them into the process of research and innovation around seniors care.

Through partnerships and collaboration with clinicians and researchers, RC is providing a unique opportunity to bring seniors, families and stakeholders together to form a team and environment to innovate, collaborate and expedite improvements to enhance the quality of care and services towards Healthy Aging across British Columbia.

Seniors housing and residential care facilities that embrace innovation can improve quality of care, decrease inefficiencies and increase family engagement. It's time to push the envelope on technology and innovation across the continuum of care in order to create safe, stimulating environments that are advanced and collaborative in a departure from conventional research related pathways.

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Areas of focus will include, but are not limited to the following:

Innovation in Technologies – mobility and care related technologies in seniors care. Examples include – airbags for wheel chairs, home based portable lifts, adjustable stairs.

Discovery through research in Seniors Care – To develop and sustain improved care needs for seniors, with a particular interest in unique and specialty populations, such as mild cognitively impaired. For example, neurological devices to enable assessment and monitoring of pharmaceutical effects on dementia clients or home-based strategies for socialization.

Features include:

- Engage with aging adults and families, clinicians and researchers around opportunities that will improve quality of care through offering leading-edge and efficient services for our populations.
- Create an environment that allows all users and stakeholders
- Collaborate and participate in the learning and discovery process as it evolves, including care providers, seniors and families.
- Expedite the development and commercialization of findings that will influence future of care and service for aging adults.
- Serve as a “Centre” for a number of Learning Institutions and Academics to bring opportunities for collaboration from multi-disciplinary partners, including government, industry and not-for-profit organizations.
- Provide a non-conventional approach that accelerates research and development of new products and services by implementing an ‘engaged and influential participant’ concept across RC-Owned properties.

Examples of the research under way will be highlighted including initial findings (Falls Prevention, Mild Cognitive Impairment Sensor Tracking, technology enabled independence, Brain Scanners, ROBOT technology ,etc)



Rowena Rizzotti, Vice President of Operations, Retirement Concept

Rowena has been a highly successful health care leader for more than 25 years, in large organizations across both the private and public sectors. She has significant senior-level experience in multi-site, complex business environments and has a very strong understanding of clinical operations.

Rowena recently joined RC in June 2013 following a role with Fraser Health Authority as Executive Director – Clinical Programs & Operations, a role she held since 2008 and previous to that she was a Chief Operating Officer for Northern Health Authority.

Rowena has an MBA and a Masters in Management, as well as an undergraduate degree (Psychology) and an Associate Science degree. She also holds a Practical Nurse Diploma.

Rowena was the author of the Research and Innovation Strategy of 2013 for Fraser Health and was a founding member of Surrey's INNOVATION Boulevard, centered around collaboration and partnership to bring science and research into clinical practice.

Concurrent 2B : Health and safety training for long-term care: Needs through the eyes of front line staff and employers - SafeCare BC

Abstract:

There are significant health and economic consequences for both employers and staff in the long-term care sector due to high levels of physical and mental health workplace injuries to front line staff. There is a considerable need within the sector to provide occupational health and safety-related training/resources to reduce workplace injuries to staff, enhance the safety of client care and reduce costs to employers.

Through consultation with front line staff and employers and an environmental scan of existing training opportunities, the Howegroup (Wynona Giannasi/Jennifer Hystad) conducted a needs assessment to guide the development of SafeCare BC's training portfolio. The needs assessment examined occupational health and safety training, education and resource needs in the long-term care sector in BC. Key findings will be shared, including:

- Identification of priority health and safety training topics.
- Barriers and success factors for training opportunities, including preferable types/modes of delivery and approaches to meaningfully engage front line staff and employers.



Wynona Giannasi, Partner, Howegroup

Wynona Giannasi leads public sector initiatives to success with an unwavering commitment to communication, stakeholder engagement and effective project management. Before founding the Howegroup, a boutique consulting firm specializing in the public and not-for-profit sector, Wynona led process improvement and change management initiatives for BC's provincial government and agencies. Wynona brings to the Howegroup not-for-profit experience in employment training programs, contract management, evaluation, strategic planning and Board governance. She holds a Masters in Public Administration, with a specialization in performance management, and a Bachelor of Science, both from the University of Victoria.

Wynona has led effective stakeholder engagement at all levels within a multitude of public and not-for-profit organizations. Her unique approach to project management has resulted in the successful implementation of numerous projects and her commitment to practical evaluations has provided insights into the impact of a multitude of programs and services across the province.

Concurrent 2C :The Use of Technology in Delivering Home Support Services

Abstract:

Beacon Community Services Home Support Program (BCS) has been working with the Home and Community Care Program (HCC) at Vancouver Island Health Authority (VIHA) to use technology in innovative, sustainable and cost effective ways to deliver client centred Home Support care to clients living in the community. Vancouver Island has a diverse population with an elderly demographic well above the Canadian average. Home Support services provide support to clients to live as independently as possible at home and to prevent admission to hospital or a residential care facility. Trials were conducted with clients using various technologies including cell phones (voice and text messaging), bed alarms, door alerts, client wrist band call bells and medic alert type systems. The objectives of these pilot tests included monitoring clients for safety, responding to unscheduled client needs and providing access to care 24 hours/day without needing to provide live-in care. This presentation will describe the methodologies tested and the education and changes in practice for Community Health Workers as they learned to use these new technologies. We will also report on the client outcomes, the key learning's and the results of our evaluation of these trials.



Margaret Kun, Vice President, Home Support, Beacon Community Services

Margaret brings over 30 years of nursing and client centred leadership to her role as Vice President of Home Support at Beacon Community Services in Victoria. Dedicated to excellence in the provision of client care, Margaret has led Beacon's Home Support division for 5 years. Margaret has worked in a variety of community based management roles including Manager of Program Improvement and Evaluation for the Home and Community Care Program at Island Health, and in several different positions with Community Care Access Centres and the Ministry of Health in Ontario. Margaret holds an Executive MBA from Rotman School of Business at the University of Toronto and a Bachelor of Science in Nursing from McMaster University

Concurrent 3A : Effective Interviewing of Residents after a Critical Incident

Abstract:

Over the last decade, there has been a significant increase in care home residents' acuity level and complexity of care. For example, it is estimated that about 80 percent of residents are living with some form of dementia.

In addition to neurocognitive issues (e.g., delirium; neurocognitive disorder due to Alzheimer's disease, Parkinson's disease, Huntington's disease, or traumatic brain injury), residents may have neurodevelopmental challenges (e.g., intellectual disability, autism spectrum disorder) and/or other mental health issues (e.g., generalized anxiety disorder, major depressive disorder). They may also have physical limitations or unique cultural beliefs and practices.

After a critical incident occurs in a care home, residents are frequently interviewed. "According to scientific literature and practical experience, it is clear that, for these interviews to be effective, they must be conducted in a manner that produces uncontaminated information of high quality while minimizing any potential negative impact on the interviewee," says Dr. Cooper, a registered psychologist practising in the forensic area.

During the conference session, Dr. Cooper will discuss a StepWise approach to effective interviewing – a semi-structured method that is used nationally and internationally for a variety of fact-finding and related purposes.

Through the use of practical examples, Dr. Cooper will highlight the importance of preparation (e.g., "knowing" the interviewee before an interview is conducted) and the necessity of developing and maintaining rapport throughout the interview. Dr. Cooper will also discuss the importance of asking memory-compatible questions, which help cue memory without contaminating it, and resident-compatible questions, which take advantage of residents' strengths and avoid areas of weakness.



Dr. Barry Cooper, Ph.D., R. Psych., Director of Research and Development, The Forensic Alliance

Dr. Barry Cooper is a Registered Psychologist in Vancouver, BC, practicing in the forensic arena. A former Senior Psychologist for the Correctional Service of Canada, he is a Psychologist at the BC Forensic Psychiatric Hospital. He is a Clinical Instructor in the Department of Psychiatry at UBC and an Adjunct Professor in the Departments of Psychology at UBC-Okanagan and Simon Fraser University. Additionally, Dr. Cooper is in private practice which involves assessment and consultation services. He is also a founding Partner and Director of Research and Development in the Forensic Alliance, a research, training, and consulting company. Dr. Cooper's interests include investigative interviewing, memory, credibility assessment, special needs, and risk assessment. He has provided training to various groups including mental health and criminal justice professionals. Dr. Cooper has also provided evidence at Review Board hearings and has served as an expert witness in court for both the prosecution and defense.

Concurrent 3B: A Collaborative Approach to Improving Workplace Safety

Abstract:

Collaboration is a key word in the health care sector, but what is collaboration and how does it translate to safer workplaces? To explore these questions, two organizations with strong histories of collaboration will share their unique experiences and perspectives.

The Alzheimer Society of B.C. has a well-established reputation for advocating on behalf of those with dementia and their families. Join Maria Howard, CEO of the Alzheimer Society of B.C., as she shares how her organization leverages collaborative relationships with diverse stakeholders to improve the quality of life of those with dementia and create healthier care environments for care providers.



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With 35 years of experience working with employers in the tourism and hospitality industry, go2 has a reputation of excellence. Debbie Yule, Vice President of Industry Training at go2, will discuss her experience with how go2 successfully engages employers, educators, government, and industry to create safer work environments while enhancing industry performance.

Moderated by Jennifer Lyle, Executive Director of SafeCare BC Health and Safety Association, we welcome you to join us as we explore the link between collaboration, better care, and safer work environments.



Moderator: Jennifer Lyle, Executive Director, SafeCare BC

Jennifer Lyle is the executive director of the newly-formed 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 physiotherapy and 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 several 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.



Maria Howard, CEO, Alzheimer Society of B.C.

Maria Howard is the CEO of the Alzheimer Society of B.C. She is a dynamic and strategic thinker with both provincial and national board governance experience. Her decades of leadership in the health-care sector and commitment to operational excellence fit with the Society's ambitious goals — goals that have grown out of the increasing number of people who face a dementia diagnosis in B.C. Maria lives in Vancouver with her husband and two children and enjoys biking, swimming and spending time with her many pets.



Debbie Yule, Vice President, Industry Training, go2

Debbie Yule is Vice President of Industry Training for go2hr, and manages a wide range of industry training initiatives including the Apprenticeship portfolio for the Industry Training Authority (ITA), the Health & Safety portfolio for WorkSafeBC, Serving It Right, FOODSAFE by correspondence, tourism career awareness, and other go2hr training initiatives. She has been a member of go2hr's senior management team since 2004. Debbie has over a decade of senior-level corporate experience in marketing, strategic planning, business development, project management, quality and process improvement and holds a Bachelor of Commerce (Marketing) from UBC. She also brings entrepreneurial experience as a tourism operator as well as 10 years of frontline experience in the restaurant business.

Concurrent 3C: Become a Scheduling Genius with Procura

Abstract:

Frustrated with a time consuming scheduling system? Interested in freeing up your coordinators to focus on value-added tasks?

Join us for an informative session on the power of Procura's Scheduling Genius. Procura's Scheduling Genius simplifies and speeds up the scheduling of fields staff and tasks based on availability, qualifications and skills. With the right caregiver automatically matched to each and every client, your coordinators are freed up to focus on value-add tasks, your employee's utilization and productivity is increased and you ensure that your clients receive the best possible care.

A little bit about Procura Home Care Software: Procura provides a comprehensive and fully integrated software solution for point-of-care, clinical (InterRAI MDS-HC), financial and back office administration for Regional Health Authorities, and Home Care and Community Care agencies across Canada. Procura provides a Community E-Health Record and enables the management of multiple programs and lines of business.



Susan Gains, Senior Sales Executive, Procura

Responsible for nurturing new opportunities for new and current customers in Canada, Susan brings over 25 years of Information Technology training consultation, customer service and financial management experience to her role. Susan joined Procura in 2001 as an Account Manager, now as Senior Sales Executive she is exceptionally qualified to understand our customers' unique needs and requirements for home and community health software.

Concurrent 4A: Care Aide Registry Models: Around the World in 60 Minutes

Abstract:

BC introduced the current Care Aide Registry in 2010. It was developed to better protect seniors from elder abuse and to help remove abusive care aides from the public health care system. In 2013 the government released a review of the Registry, along with an action plan intended to address some of the issues outlined in the review.

With plans now underway to further expand the Registry's reach and scope, the timing of our panel discussion could not be any better.

Our panelists will delve into whether other jurisdictions are doing a better job when it comes to regulating and monitoring the activity of care aides. They will also provide an overview of what is happening outside the province and whether there are any lessons we can learn from their experience.

Join our panelists to discuss an issue of importance to everyone working in the continuing care sector.

BC Care Awards!

In February, we held the inaugural BC Care Awards recognizing excellence within the sector. Over 125 attendees were in attendance including the Minister of Health and numerous MLAs. You can nominate someone online today for the 2015 awards!

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Moderator: Ron Pike, Executive Director, Elim Village

Ron joined Elim in 2007 as Director of Operations; instrumental in the construction, staffing and licensing of our 118 bed residential care facility. Once operational, Ron accepted the role as Chief Operating Officer; responsible for establishing contracts with staff, hospitality services, Fraser Health Authority and British Columbia Housing. On September 1, 2012, Ron Pike officially accepted and moved into the role of Executive Director for Elim Village. His strong leadership skills, knowledge in commerce and strengths in communication have contributed greatly towards improving Elim's organizational efficiency within the not-for-profit sector.

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 eventually leading TWU Men's Volleyball club to national prominence culminating in the winning of the National Championship in 2006. Ron understands the importance of being surrounded by qualified people committed to the long term goal.



Sara Telfer, Deputy Registrar and Director of Regulatory Services, Licensed Practical Nurses Association of BC

Sara has been working in professional regulation for over eleven years. She worked as an Investigations Consultant at the College of Registered Nurses of Nova Scotia and as the Professional Conduct Review Coordinator at the College of Licensed Practical Nurses of Nova Scotia investigating and resolving complaints against nurses in the public interest. In her current role, as the Deputy Registrar of the College of Licensed Practical Nurses of British Columbia, she oversees the Registration, Inquiry and Discipline department.

Sara earned a Bachelors of Arts with a focus on Criminology and Psychology and a Certificate in Conflict Resolution, Mediation and Negotiation from St. Mary's University in Halifax, NS. She is currently working on her

Masters in Conflict Analysis and Management at Royal Roads University in Victoria, BC.



Anita Dickson, Representative of Licensed Practical Nurses Association of BC

Anita began her career as a General Accountant, working in the capacity of Office Administrator

supporting all office administration and staff. She worked in this profession for over 18 years.

Following her time as an Office Administrator, Anita attended Residential Care Assistant program (now called Health Care Assistant) and began her career in health care. She worked in Special Care units and Extended Care (now complex care) units for many years. She laddered into the Practical Nursing program and advanced her skills to work in both Acute & Residential settings.

Anita has worked as a Clinical Practice Consultant, Professional Practice & Integration as the first LPN in BC in the capacity. However, she recently completed the Provincial Instructor Diploma Program and now teaches in the new PN program and HCA. She has also returned to work as an LPN in busy Emergency departments as her passion is caring for people. She is an active board volunteer for many events and has been an active board member for LPNABC for many years. She is currently on the board for LPN Association of BC, PN Canada and collaborate with other associations to help support health care professionals across BC.

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Deborah Simon, CEO, Ontario Community Support Association

Deborah Simon is the current CEO of the Ontario Community Support Association. Her background includes work across the health sector in acute care, long-term care and rehab sectors. Deborah has worked with Ontario government as the Nursing Coordinator for the Ministry of Health and with planning bodies in the province on the Board of the District Health Council in Durham Region. Deborah is a Registered Nurse with a Bachelor of Arts from York University and a MBA from Athabasca University.



Nicole Sweeney, PhD student, University of Glasgow

Nicole Sweeney completed her LLB in 2010 and is currently a third-year PhD student at the University of Glasgow, Scotland, where she is carrying out research on inheritance and financial obligation between family members. Her thesis addresses attitudes toward reciprocal financial obligations in both life and death, with specific regard to the parent-child relationship. Her work is funded by the Adam Smith Research Foundation and aims to contribute to current policy debate on succession law reform and elder care funding. Her broader research interests lie in family, property and elder law and her teaching experience is in property law and jurisprudence.

Prior to completing her law degree Nicole lived in Ottawa where she spent nearly a decade working as an interpreter for the Parliament of Canada. She has been happily ensconced in Vancouver since 2013.

Concurrent 4B : SafeCare BC – A Dialogue with the New Executive Director

Abstract:

Long term care has the highest rate of workplace injuries in the health care sector, and indeed of any industry in British Columbia. Consequently, long term care employers pay an average WorkSafeBC premium that is more than three times higher the health care sector average. Nearly \$17 million in claim costs are paid annually in B.C., with over 2600 long term care workers requiring time off work due to an injury.

In response to these challenges, SafeCare BC was established as an industry-funded independent health and safety association. SafeCare BC's incorporation in January 2014 marked the culmination of efforts by numerous stakeholders, including WorkSafeBC, the BC Care Providers Association, the Denominational Health Association, care provider employers, and care provider employees and their representatives.

SafeCare BC's mandate is to reduce injuries among long term care workers through the provision of resources, education, and tools to its members. Membership in SafeCare BC is automatic, based off of WorkSafeBC's classification unit system. Employers belonging to the classification unit 766011 (facilities that act as a primary residence and provide 24-hour care to their residents) are members.

Health and safety associations have proven successful in reducing workplace injuries, both in health care and in other industries. Safety initiatives by go2, the B.C. hospitality and tourism sector's association, have demonstrated that industry-specific programming can cut injuries among participating employers by up to 68%. In Alberta, the long term care sector's Continuing Care Safety Association reports an industry-wide reduction of 20% in workplace injuries and a 34% decrease in industry WCB premiums since its inception.

The success of these associations is founded in a collaborative, industry-focused approach. SafeCare BC will build on lessons learned from other associations to effectively address long term care sector needs. SafeCare BC's Executive Director, Jennifer Lyle, invites conference attendees to participate in a dialogue on SafeCare BC, to share their input, and to learn about the association's next steps.

Governance Update!

The Governance Committee is proposing to modernize a series of outdated policies and by-laws! Vote on them at our AGM on Monday, May 26 at 4:30 pm.



Jennifer Lyle, Executive Director, SafeCare BC

Jennifer Lyle is the executive director of the newly-formed 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 physiotherapy and 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 several 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.

Concurrent 4C : Addressing the Needs of Canadian Seniors: Early Experiences with Planning and Operationalizing an Innovative Needs-Based Home Care Agency in BC

Abstract:

Traditional home care services provide many different levels of programs and services, but have we paid enough attention to what seniors really need?

This presentation will describe the process of planning and operationalizing a truly different kind of home care agency that addresses the needs of Canadian seniors. Specific topics we will address are:

1. What services do Canadian seniors want and need?
2. What other factors do seniors care about regarding how services are delivered?
3. What are the common complaints and limitations regarding home care and home support services?
4. How have we designed our company to address all of the needs, and to overcome the typical challenges?
5. What surprising things do we offer?
6. What lessons have we learned?
7. How is it working?

We believe that our service model sets a new standard for home care services that helps seniors not just to remain in their homes, but to flourish. Join us for a thought-provoking presentation that is bound to challenge and inspire your thinking.



Susan Scott Gabe, Managing Director, Care at Home Services

Susan Scott Gabe, co-founder and Managing Director of Care At Home Services, has spent the last twenty-five years working at the forefront of patient services. A nursing leader in community geriatric services, Susan's expertise spans the intersection of efficient delivery and effective compassionate care.

Susan has held leadership roles in numerous progressive health care organizations locally and nationally, in both the public and private sectors. As well, in her consulting role, Susan has provided expertise and guidance in planning, operations, accreditation, and proposal writing. Susan is highly active in our local and global community supporting causes such as Christchurch's Food Program and Angkor Children's Hospital. As a result of her passion for community palliative care, Susan has recently been invited to become a member of the Sovereign Order of St. John.

Driven by her dedication and appreciation of advanced health care models, Susan, with partners Art Forster and Yasser Barsoum, recently launched Care At Home Services. She is committed to innovation and the delivery of fully integrated professional care services that maximize client independence and quality of life. Susan believes the needs, desires and values of each individual, their families, and significant others must be taken into account in the mapping and delivery of exceptional patient services.

MONDAY NIGHT DINNER

Double Exposure with Bob Robertson



Bob Robertson, Co-founder of the CBC Radio sensation Double Exposure

Bob Robertson is the co-founder of the CBC Radio sensation Double Exposure, where he became nationally known for his dead-on impersonations of celebrities and political figures. Equally at home entertaining at corporate or community events, Bob never fails to have audiences laughing coast to coast.

Double Exposure ran for ten and a half years with an average weekly audience of over 300,000 listeners. During that time, the show was nominated three times for the Actra Radio awards, winning for Best Comedy Program. Bob also wrote, produced, and performed an annual New Year's Eve television special as part of the Double Exposure franchise on the national CBC TV, which ran for three years with exceptional ratings of over two million viewers.

In 1997, Double Exposure became a weekly comedy program on the CTV network. As well as writing and performing, Bob was one of the executive producers of the series. The program ran on CTV for three years and was nominated for six Gemini Awards including the Chrysler Canada "People's Choice Award" for being one of the six highest-rated Canadian television programs. Double Exposure also won the US International Film and Video Festival's Gold Camera Award, as well as the Saskatoon Film and Video Festival's Golden Sheaf Award. In 2004, Bob, as part of Double Exposure, was inducted into the B.C. Entertainment Hall of Fame. The Double Exposure star is in the sidewalk on Granville Street, Vancouver's Entertainment Row.

As a writer, Bob co-wrote a bestselling Canadian comedy book in 1995, wrote over 40 political satire columns for The Globe and Mail, and wrote a weekly political satire column for The Ottawa Citizen for over two years. Bob's most recent book is a humorous look at the hysteria surrounding the end of the Mayan Calendar called The Mayan Horror.

6:30pm -7:30pm

Reception (Frontenac Foyer)
Sponsored by Westland Insurance Group



With a special performance by **Concerts in Care**

7:30pm – 10:00pm

Dinner (Frontenac Ballroom)
Keynote: Bob Robertson

TUESDAY CONCURRENT SESSIONS

Concurrent 5A : Pain Management in Seniors

Abstract:

Purpose & Methods: In this interactive panel session, a geriatric client case involving pain management will be presented. Session attendees will be encouraged to participate with open discussion, to identify and share challenges as well as question myths about pain in geriatrics. The case will review pain management in several levels of geriatric care, from home care to residential care, including care transitions in and out of hospital. The panellists will guide the discussion to share strategies and clinical tips, as well as spark clinical inquiry.

Objectives: Specific clinical pearls will be highlighted throughout the session, which can be implemented by attendees into their individual practice, as well as shared with colleagues and managers. The underlying theme is improving the quality of life of the geriatric resident living with pain through client-focused care. Attendees will be motivated to exercise critical thinking in seniors' pain management, thus "Changing the Face of Pain".



Kim Knight, Clinical Pharmacist, Victoria General Hospital

Kim Knight is a clinical pharmacist at Victoria General Hospital. She began her career at Sunnybrook Health Sciences Centre in Toronto, where she worked with General Surgery, Palliative Care and Pain Service teams. She made a move in 1996 to work in Auckland, New Zealand for several years before settling in Victoria BC. At Victoria General Hospital, she specialized in Geriatrics in the Geriatric Assessment Unit and with the Geriatric Evaluation and Management team.



Neemet McDowell, Clinical Care Pharmacist, Safeway Operations; President-Elect, Canadian Society of Consultant Pharmacists

Neemet McDowell has been working in Geriatric Pharmacy Practice since 1995 as a pharmacy student. After graduating with a Bachelor of Pharmacy & Pharmaceutical Sciences from the University of Alberta in 1998 she became a Consultant Pharmacist at Safeway Continuing Care Pharmacy in Edmonton.

Neemet has worked in many practice settings since, including dispensing, clinical and consulting, administration and corporate operations, including overseeing all continuing care contracts in Western Canada for Safeway Operations from 2001 to 2005. Since then, she has worked as a Clinical Pharmacist in several continuing care pharmacy operations across Alberta and BC with Safeway (Sobeys) providing clinical services in geriatric care, education for nursing staff and policy development support. She earned her Certification in Geriatric Pharmacy (CGP) in 2009.

Neemet is also an active volunteer, and is the current President-Elect for the Canadian Society of Consultant Pharmacists, an organization of senior care pharmacists dedicated to improving the lives of geriatric clients in all levels of continuing care.



Alvin Singh, Clinical Lead Pharmacist B.C., Medical Pharmacies Group Ltd

Alvin graduated from the University of British Columbia in 1997 with a Degree in Pharmaceutical Sciences achieving Dean's Honor recognition. In 1997 he received a College of Pharmacists of British Columbia license. In 1999 he received a Washington State Board of Pharmacy license. Alvin has a strong interest in clinical pharmacy practice and has earned a Certified Geriatric Pharmacist Designation. Alvin has extensive experience in diverse retail and hospital pharmacy environments. He has strong pharmacy management, leadership, and business skills with over 15 years of experience. From 2005 to 2012, Alvin was the owner and manager of a pharmacy in North Vancouver. Previous to that he has served as Pharmacy Manager for large retail pharmacies as well as a clinical resident at a teaching hospital. In his current role as the Clinical Lead Pharmacist for Medical Pharmacies he manages, develops, and leads a team of Clinical Consultant Pharmacists. Alvin enjoys coaching and teaching and has conducted numerous educational seminars and clinics as well as serving as a student preceptor. He continues

to expand his knowledge and the knowledge of others as an active member in numerous professional organizations.

Concurrent 5B

A Fine Balance – Fostering Independence and Involvement in Decision Making with Adults in Need of Service from the PGT

Abstract:

Home and residential care members of the BC Care Providers Association have multiple reasons to contact the Public Guardian and Trustee of BC (PGT). There may be a concern that an adult is experiencing abuse, neglect or self-neglect and their finances are at risk resulting in the need for an investigation by the PGT. There may be concerns that an adult is mentally incapable and in need of someone, possibly the PGT, to help them manage. An adult may need health care but they are incapable of making the decision, have no available family or friends who can do it for them, and need the PGT to authorize someone or as a last resort to make the health care decision.

Through the use of stories this session will illustrate the role of the PGT in investigations, as a Committee of Estate, and in health care decision making. The session will also review the impact of a new legal requirement in the *Patients Property Act*, "A guardian must to the extent reasonable, foster the independence of the adult and encourage the adult's involvement in any decision making that affects the adult."

This session will provide a PGT practice update in all three areas, including enhancements being made to the Certificate of Incapability process that makes the PGT an adult's Committee of Estate. These enhancements are resulting from the anticipated proclamation of Part 2.1 of the *Adult Guardianship Act* and a recent Ombudsperson's Report, "No Longer Your Decision".



Leanne Dospital, Regional Manager, Public Guardian and Trustee of BC

Leanne Dospital is a Regional Manager with the Public Guardian and Trustee of BC (PGT) and is the management team lead for preparing the PGT for Part 2.1 of the Adult Guardianship Act. She is also the provincial lead for assessment and investigations and health care decision-making. Leanne has 20 years of experience in social service work with the BC Government and not-for-profit organizations.



Alison Leaney, Provincial Coordinator, Vulnerable Adults Community Response, Public Guardian and Trustee of BC

Alison Leaney is the Provincial Coordinator, Vulnerable Adults Community Response at the Public Guardian and Trustee of BC where she has spent 17 years in implementation of BC's adult guardianship legislation. Alison is a registered social worker responsible for linking the work of Services to Adults at the PGT with the external community and in this capacity facilitates numerous education/training events, working groups and meetings to address systems issues to enhance service.

Concurrent 5C Silver Alert: Local & First Responders' Perspectives

Abstract:

A senior with dementia wanders away from a care home and becomes the subject of region-wide search and tops the local newscast. Is there more that could be done for them beyond mobilizing first-responders and organizing local search teams?

The concept of a Silver Alert was first introduced in the United States and is based on the highly visible and successful Amber Alert program.

Proponents of a new Silver Alert system in B.C. believe it would save lives and better coordinate limited resources. Meanwhile, there are also concerns that this type of a system developed through legislation may result in "alert fatigue" and become counter-productive in the long run.

Our five panelists will explore both the merits and pitfalls of introducing a silver alert in BC. Each have a unique perspective on how the current system to locate missing seniors is working and whether a new alert system would improve outcomes.

Participate in the discussion and learn more about an emerging topic of interest to anyone responsible for someone in care.



Chief Superintendent Bill Fordy, Surrey RCMP

Chief Superintendent Bill Fordy joined the Royal Canadian Mounted Police on April 10, 1989 and, following graduation from Depot was posted to Surrey Detachment on December 18, 1989. Somewhat uniquely, all of his service has been here in the Lower Mainland.

Chief Superintendent Fordy has had a variety of postings and responsibilities during his service. He has been posted at several detachments and specialized Units, including General Duties, Bike Detail, General Investigation (Property Offences), and Serious Crimes (Sexual Offences, Robbery and Murder) at Surrey Detachment. He transferred to Burnaby as a Corporal in charge of that detachment's Serious Crime Section for two years.

He then was promoted to Sergeant and worked in the Vancouver Polygraph Section for two years, following which he moved to the "E" Division Serious Crime Section, promoted to Staff Sergeant in charge of the Special Projects Unit and the Interview Team for 3 years. His duties gave him an opportunity to travel and lecture in Canada and the United States on interviewing, interrogation and the team model of interrogating.

In 2006, Staff Sergeant Fordy transferred to the Lower Mainland Integrated Homicide Investigation Team and was promoted to Inspector – Operations Officer. Following 5 years in that Section, he moved to Surrey Detachment, promoted to Superintendent, Investigative Services Officer, in charge of all Plainclothes Units.

On June 1, 2012, Superintendent Fordy was promoted to the rank of Chief Superintendent, Officer in Charge of Surrey Detachment, the largest R.C.M.P. detachment in Canada. Surrey Detachment has approximately 1,000 regular members, civilian employees and auxiliary staff.

Fact OfThe day! *The BCCPA initiated the first ever "Health Minister's Lunch" in early October. The sold out event attracted over 350 attendees from across the sector!*



Kathy Kennedy, Director of Programs & Services, Alzheimer Society of BC

Kathy Kennedy has over 30 years of management and service delivery experience in health and social services organizations. She has developed and implemented numerous educational and support programs for such diverse groups as parents, women in abusive relationships, hospice patients and caregivers, as well as designing and facilitating training programs for staff and volunteers. Since 2000, Kathy has been with the Alzheimer Society of British Columbia. As the Director of Programs & Services, she is responsible for the development and delivery of the Society's province-wide educational and support programs for individuals and families living with dementia.



Sean Magnusson, Safety Officer, Surrey Search & Rescue; Provincial Electronic Search Specialist Instructor, Project Lifesaver

Sean has been involved with Search and Rescue for over 30 years, the last 15 with Surrey Search and Rescue. He has held certifications in White and Swift Water rescue, mine rescue, Avalanche, Tower rescue, Confined space rescue, Man Tracking and Light Urban Search and Rescue as well as Rescue Boat Operations- River and Shoreline. He is currently Safety officer with Surrey SAR and assists with various aspects of team training.

Sean is certified as an Electronic Search Specialist and an Air Search Specialist with Surrey SAR. He is a SARBC Provincial Instructor for the Project Lifesaver Program. He is also Team Leader for Project Lifesaver Client Management group for the lower mainland of BC.

He has a long and varied history with Emergency management and training throughout Canada and the Pacific North West.

Anti-Psychotics Best Practices Guide

Last year we successfully launched the new Anti-Psychotic Best Practices Guide. With several hundred downloads in the first 6 months alone, the guide received significant positive feedback.



Glen Redden, Vice President, Search & Rescue Society of BC; Provincial Electronic Search Specialist and Air Instructor, Project Lifesaver

Glen has been an active volunteer member of the Search and Rescue Society of British Columbia (SARBC) since 1997. During his time with the Society he has held the titles of Deputy Unit Chief – Physical Anomaly Analysis, Unit Chief – Physical Anomaly Analysis, Division Commander – Analysis and currently holds the Vice President position on the Board of Directors.

Glen is a certified as an Electronic Search Specialist and Air Search Specialist for the Project Lifesaver Program for SARBC. In addition Glen is a BC Provincial Training Instructor for the Project Lifesaver Program and a Western Canada Air Search Instructor for the Project Lifesaver Program.

Glen also has a diverse background in Information Technology and Analytical Chemistry.



James Stuart, President, B.C. Association of Broadcasters

James Stuart is the President of the British Columbia Association of Broadcasters.

The British Columbia Association of Broadcasters (BCAB) represents private television and radio broadcasters with the mandate to combine the resources and strength of our industry in three key areas: to promote and contribute to community enhancing programs throughout our province, to present a unified and credible voice in matters that affect our growing industry, and to provide our members with information and inspiration through the annual BCAB Conference.

James is also the Regional Vice President for B.C., for Bell Media, and oversees the day to day operations of CTV Vancouver, along with Vancouver's top radio stations; The Beat, QM/FM, and TEAM Radio.

Concurrent 6A Labour Relations Update: Whipsawing Across B.C.?

Abstract:

The cost of labour in the continuing care sector continues to rise each year. Yet, funding to cover those additional costs is becoming increasingly more difficult to secure.

How can operators work more closely to limit the increased costs of labour without being played off one another? Are there better negotiating strategies that could be employed in BC for employers outside of the Health Employer's Association? How do non-monetary issues such as management rights and operational efficiencies impact employers? What are the potential upsides to whipsawing and can they be used to your advantage?

Our panel of experts will explore the current state of labour negotiations in BC and what care providers can look forward to in the coming years. If you are responsible for meeting payroll, this is a panel discussion you won't want to miss.



Moderator: Al Jina, President, Park Place Seniors Living

Al Jina, BCom, LLB is a lawyer and health service executive. Since 1993 he has been the President and CEO of Park Place Seniors Living which provides seniors care and housing to over 1800 seniors in British Columbia and Alberta. His commitment to providing quality health services to its residents is reflected in the accreditation award by Accreditation Canada. Recently, Al was appointed by the B.C. Law Institute as an advisor to its 3 year project to review and strengthen legislation with respect to seniors assisted living in B.C. The Project Committee developed the BCLI Report on Assisted Living, BC, which was published in October, 2013. Earlier, in 2008, Mr. Jina was presented the Member of the Year Award by the BC Care Providers Association. In 2006, Al was appointed by the Government of B.C. to the Board of Examiners in Optometry and assisted the Board in transitioning under the Health Professions Act to becoming the College of Optometrists. When making the appointment, the government sought a member with legal and health care experience. Al currently serves on the Board of the B.C. Care Providers Association. He has previously served on the Boards of the Alberta Continuing Care Association, Health Employers Association of B.C. and Continuing Legal Education Society of B.C.



Najeeb Hassan, Lawyer, Roper Greyell LLP

Najeeb Hassan is a partner with the Vancouver, labour and employment law firm, Roper Greyell, which he joined after spending almost 8 years as a senior member of the labour and employment group at a distinguished national, full-service law firm. Prior to that, Najeeb served as a Vice-Chair at the British Columbia Labour Relations Board, where he adjudicated and mediated a broad spectrum of issues under the British Columbia Labour Relations Code and related statutes, including certification and decertification of trade unions, unfair labour practice complaints, strikes, lockouts, picketing, essential service designations and review of arbitration awards. Before joining the Labour Relations Board, Mr. Hassan worked in various capacities at the Health Employers Association of BC, including as counsel and as associate spokesperson at provincial collective bargaining tables. Najeeb continues to represent many private and non-profit employers in the health sector, as well as employers in the mining, construction, gaming, hospitality and highway maintenance sectors of the economy. Mr. Hassan has acted as counsel and adjudicated numerous grievance arbitrations, Labour Relations Board hearings and human rights claims and has represented clients at various levels of court. His practice includes significant experience in mediation and alternative dispute resolution processes, in addition to litigation. Najeeb brings a practical, common sense approach to complex legal issues, providing his clients with strategic planning, insightful advice and advocacy to prevent and resolve conflict in the workplace.



Peter Kafka, Peter Kafka Consulting Ltd.

Peter is a well-respected management and human resources professional with significant experience within both large and small organizations. His experience encompasses all aspects of human resources and labor relations management, as well as significant experience in senior management roles, including nine years as a CEO of a medium sized organization. He is known for his strong leadership skills, his innovative and pragmatic style, and his ability to relate to all levels within organizations. Peter's personal philosophy focuses on ensuring that the needs of the organization and the needs of employees are met to ensure mutual success. He is committed to understanding the unique role and expectations of each client so that the mission, goals, programs and services provided meet both short-term and long-term needs.

Peter has a comprehensive understanding of all aspects of Board governance, operational management, residential care operations, and human resources. He regularly represents Employers as the Chief Spokesperson during collective bargaining. His work and consulting has included sectors such as municipal, library, education, health care, and community services. His experience in the private sector, public sector, and not-for-profit environments ensures that his clients receive 'value-added' on each assignment. Additionally, he has taught human resource management on a part-time basis at BCIT. In addition to his professional career, Peter has been involved with a number of community organizations. He has been active in United Way campaigns, served as a member of the executive of a residential summer camp for youth and is a past Board member of Family Services of Greater Vancouver. He currently serves on the Boards of the Richmond Public Library and the BC Library Trustees Association.



Michael Marchbank, President & CEO, Health Employers Association of BC

Michael Marchbank joined HEABC as President & CEO in July 2011. He has an extensive breadth of knowledge and experience gained through increasingly senior positions in health care. Most recently, Michael held the position of Chief Operating Officer for the Provincial Health Services Authority which he assumed after serving as the Executive Vice-President of PHSA. Prior to the consolidation and establishment of the six provincial health authorities, Michael held the position of Chief Human Resources Officer, and subsequently served as President & CEO of the Fraser Valley Health Region. From 1992 to 1997, Michael was Vice-President, Corporate Services for Royal Inland Hospital in Kamloops.

Michael has held a number of appointments in a wide range of health-related institutes, commissions and advisory committees including the BC 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 BC. In 2001/2002, Michael was appointed by the Ministry of Health to the Canadian Nurse Advisory Committee to review nursing issues in Canada.

Website a Hit

Did you know over the last year the BCCPA website generated 67,713 page views, attracted 31,814 unique visitors and 23,891 of them were first time visitors.

Concurrent 6B Faith-Based Care: Unique Opportunities Based on a Legacy of Spiritual Values

Abstract:

Spirituality and faith are becoming increasingly recognized as significant components in comprehensive care for seniors. Senior Canadians are more likely than younger Canadians to have been raised in a religious community and often crave the familiarity and comfort of their religious experience as they age.

Unique opportunities arise in faith-based care that can be replicated throughout our sector. We'll explore key elements of faith based care that can be applied across the sector. These include applications to staffing, building community and end of life care. You will also be challenged to understand how a deep commitment to values will positively impact your organization from the board/ownership level to the front line staff.

The principles found in Faith-based care can be encouraged within any organization that desires to provide comprehensive care for seniors. Join us as we share the benefits and challenges of providing faith-based care to seniors who seek this comfort in their elder years.



Karen Baillie, CEO, Menno Place

Karen has more than 30 years of experience in geriatric care and service to seniors. She served previously as Executive Director of Laurel Place, a 215-person residential care facility in Surrey, BC. Prior to that role, Karen was the Executive Director at Haro Park Centre, Vancouver's first campus of care. In 2011, Karen was the recipient of the prestigious Surrey Women in Business Award in the Professional Category.



Dan Levitt, Executive Director, Tabor Village

Dan Levitt, MSc., CHE is the Executive Director, Tabor Village where he shepherds the enhancement of social, spiritual, and care needs for nearly 300 seniors. Leading a team of over 400 employees and volunteers, Dan inspires them with a commitment to continuously improving the quality of life at the campus of care. Dan is an Adjunct Professor teaching Long Term Care Administration in the Gerontology Diploma Program at Simon Fraser University.

Dan has a Bachelor of Arts (BA) degree in Psychology, University of British Columbia; a Masters of Science (MSc), with a specialization in retirement and long term care administration, University of North Texas; a Certificate in Fundraising, British Columbia Institute of Technology and is a Certified Health Executive with the Canadian College of Health Leaders.

After summiting Africa's Mt. Kilimanjaro in 2011 to raise money for the Alzheimer Society of BC, he joined the Board of Directors to help better serve the needs of individuals with Alzheimer's Disease and their families. He has published articles in academic, professional and trade publications and he has presented at regional, national and international conferences.

Dan is married to Lisa and together they have two daughters Dahlia and Aria.



Ron Pike, Executive Director, Elim Village

Ron joined Elim in 2007 as Director of Operations; instrumental in the construction, staffing and licensing of our 118 bed residential care facility. Once operational, Ron accepted the role as Chief Operating Officer; responsible for establishing contracts with staff, hospitality services, Fraser Health Authority and British Columbia Housing. On September 1, 2012, Ron Pike officially accepted and moved into the role of Executive Director for Elim Village. His strong leadership skills, knowledge in commerce and strengths in communication have contributed greatly towards improving Elim's organizational efficiency within the not-for-profit sector.

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 eventually leading TWU Men's Volleyball club to national prominence culminating in the winning of the National Championship in 2006. Ron understands the importance of being surrounded by qualified people committed to the long term goal.

Concurrent 6C Personal Budgets in Home Care

Abstract:

The panellists will present international, Canadian and BC examples of providing dollars for care in the home care sector, and will stimulate discussion about the pros and cons of these approaches. Dialogue will be encouraged with participants about the potential opportunities and challenges of providing dollars for care within the context of BC's integrated primary and community care initiative.



Shannon Berg, Executive Director, Home and Community Care, Vancouver Coastal Health Authority

Shannon Berg has worked in the health care industry for over thirty years in a wide variety of roles, including clinical, operations management, strategic planning, project management and research. She has expertise in geriatrics and care management. Shannon has worked in a variety of settings including acute, rehabilitation, community and residential care. She has a degree in occupational therapy, a Masters degree in health planning and administration and a PhD in health services research. Currently she is the Executive Director, Home and Community Care for Vancouver Coastal Health.



Catherine Butler, Executive Director, Home Care and End of Life, Fraser Health Authority

Catherine Butler provides executive director leadership and strategic oversight for the Home Health, End of Life Care and PATH programs and is the Executive Director for the Delta Hospital & Community.

Catherine joined Fraser Health in September 2013 from Halifax, Nova Scotia where she worked with Canada's largest home and community care organization. In her role as Senior Director, she provided strategic leadership and critical operational support at a national level across multiple clinical and community support programs. With close to 15 years of health care leadership experience, much of that in home care, Catherine has solid knowledge and understanding of this sector across the country and the challenges and opportunities within it.



Lois Cosgrave, Director, Home & Community Care and End of Life, Island Health

Lois Cosgrave holds a BSN and MSN from the University of Victoria. Over the years she has held a variety of positions in acute, residential care and mental health and substance use programs but the majority of her career has been spent in Home & Community Care. She has been the Director, Home & Community Care and End of Life programs at the Vancouver Island Health Authority since 2008. Lois presented Integration in Action "A new model for Care Management" at the CHCA Summit in November 2010 with colleagues from Fraser Health – another BC health authority on developing an integrated primary and community care system integration.



Moderator: Anthony Milonas, Chief Operating Officer, We Care Home Health Services

Anthony is currently Chief Operating Officer – Home Health for CBI Health Group, which includes We Care Health Services. As the leader of a team of over 7,000, Anthony believes nothing is more important than being able to live a full, independent life. When connecting with health care professionals, he strives to understand their unique challenges in providing the best in care for clients, and to learn more every day.

Anthony holds a Masters Certificate in Healthcare Management, a Masters Degree in Business Administration, a Bachelor of Business Administration, and is fluent in English, French and Greek.

PLENARY B: CARE TO CHAT

A Conversation with B.C.'s First Seniors Advocate

Abstract:

Following public consultations across the province, the BC government introduced Bill 10, the Seniors Advocate Act, making B.C. the first province in Canada to pass legislation to create an Office of the Seniors Advocate.

In April the Province of British Columbia announced that Isobel Mackenzie would become the Seniors Advocate. She has over 18 years of experience working on behalf of seniors at a local, provincial and national level. The appointment of a seniors advocate fulfils a commitment made in the government's Seniors Action Plan.

According to the Ministry of Health "the Office of the Seniors Advocate will monitor seniors' services, promote awareness and work collaboratively with seniors, families, policymakers, service providers and others to identify solutions to systemic issues and make recommendations to government on ways to improve care for our aging population."

What should the Seniors Advocate be putting on their priority list in the months to come? How do they maintain their independence and also report directly to the Minister of Health? What will be considered as successful outcomes?

Join BCCPA President Dave Cheperdak as he poses these and other thought-provoking questions to Isobel Mackenzie for the final of Care to Chat session this season.



Isobel Mackenzie, B.C. Seniors Advocate

Isobel Mackenzie was appointed as British Columbia's first Seniors Advocate on March 19, 2014. In this new role, Isobel serves as an independent advisor to the Minister of Health and acts as a strong voice for BC seniors. She is responsible for monitoring seniors' services, promoting awareness of seniors' issues and supports, and working collaboratively to identify solutions and make recommendations about system-wide issues facing seniors.

Isobel is the former Chief Executive Officer of Beacon Community Services. Under her leadership, Beacon Community Services grew from a small local agency to British Columbia's largest not-for-profit community and senior-serving organization. While at Beacon, Isobel introduced a new model of dementia care (Licensed Dementia Care) that became a national best practice. She also spearheaded a provincially coordinated approach to the training of care aides in the community. Her many accomplishments and contributions have been recognized by Business in Vancouver who named her BC CEO of the Year in the Not-for-Profit Sector.

Isobel serves on the University of Victoria Board of Governors and has been an active member of several boards, such as the BC Care Providers, the Canadian Home Care Association, the Medical Services Commission and the Capital Regional District Housing Corporation.

Isobel holds a Bachelor of Arts degree and a Master of Business Administration degree from the University of Victoria, and a Certificate in Health Care Leadership from the University of Toronto.

Moderator:

Dave Cheperdak, President, BC Care Providers Association

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