



BC CARE PROVIDERS
ASSOCIATION

***Ensuring Excellence:
Building a Stronger Continuing Care Sector***



39TH ANNUAL CONFERENCE
FAIRMONT CHATEAU WHISTLER, BC

TITLE
SPONSOR
FOR BCCPA
SHOW



A PRISM MEDICAL COMPANY

NOW PROVINCE WIDE FOR ALL YOUR PATIENT HANDLING NEEDS



Ask us about our show Bath Tubs
specials and free upgrades.

Use Promo Code: Right Solution Every Time

Offer valid for BCCPA members for orders
received before July 15, 2016.

Visit us at Booth # 36, 37 & 38 for more details.

VANCOUVER ISLAND
Kim Francis
cell: 250-514-7401
kim@angelsolutions.com

VANCOUVER COASTAL
Scott Mackett
cell: 604-347-8453
scott@angelsolutions.com

FRASER HEALTH REGION
Patricia McCormack
cell: 604-737-0783
patricia@angelsolutions.com

NORTHERN BC
Char MacMillan
cell: 250-878-5735
char@angelsolutions.com

INTERIOR BC
Peter Siemers
cell: (778) 214-7360
peter@angelsolutions.com

angelsolutions.com



A Message from Premier Christy Clark

As Premier of the Province of British Columbia, I am pleased to welcome everyone to the BC Care Providers Association's 39th Annual Conference, here at the Fairmont Chateau Whistler.

This Conference is a wonderful opportunity to network and learn from continuing care specialists as they discuss relevant topics such as reducing work place risks and the innovative Butterfly Model. I am sure that the presentations and discussions will bring to light enlightening information and practical experiences that will no doubt be of use to you.

I would like to take this opportunity to commend everyone here for their dedication in ensuring that your residents receive the very best continuous care – your hard work and understanding is so important in maintaining the highest quality of life for people in long-term care homes.

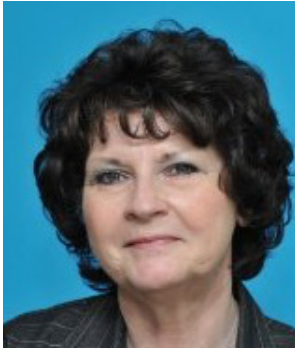
Please accept my best wishes for an informative and inspiring Conference.

Sincerely,

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

Christy Clark
Premier

A MESSAGE FROM THE PRESIDENT



On behalf of the Board of Directors I am pleased to welcome you to the 39th Annual BC Care Providers Association Conference – the largest event of its kind in Canada west of Toronto. It is great to see such an overwhelming response again this year with well over 400 registered delegates. Joining you in Whistler are care providers, government officials, health authority representatives, organized labour, commercial exhibitors and academia from across the country. I firmly believe the heightened level of interest and diversity of attendees this year is a clear testimony to the BCCPA's long-standing commitment to inclusivity and the promotion of quality seniors care.

The BCCPA membership includes for-profit, non-profit and faith-based care homes. We now represent well over 60% of all contracted residential care beds in BC – a significant level of growth since we all gathered here last year. On the home support side, our members represent in excess of 50% of the entire payroll for the sector. Proudly, we remain the leading voice for the continuing care sector in BC.

One of the key ingredients in making a good conference is top quality speakers. That's why I'm so pleased both Health Minister Terry Lake and Dawna Friesen from Global National will be providing opening remarks. Taking the stage after them is an amazing lineup of national and international speakers who will most surely educate and entertain our guests.

We hope you enjoy the entire event and please be sure to mark your calendar for May 28th to 31st, 2017. That's when we will be returning to Whistler for our big 40th Anniversary Annual Conference. It's such a big event, we have even added an extra day to the program! Hope to see you back next year.

Elaine Price,

President

A MESSAGE FROM THE CONFERENCE COMMITTEE CHAIR



It is with great pleasure that I welcome all attendees to Whistler, BC for the 39th BC Care Providers Association Annual Conference. Surpassing a record number of attendees, this conference is a testament to the sense of renewal for the association.

With so many delegates, speakers and industry stakeholders in attendance, this conference gathers a plurality of interests and perspectives to a single location. It offers participants a platform to exchange ideas, discover novel opportunities, network with colleagues and broaden their knowledge - all while working toward the shared goal of offering outstanding quality of care for seniors.

New this year is the Exhibitor Poker Chip Giveaway, Policy Café and the Caresino Reception and Dinner. These new events provide for an even greater opportunity for delegates to network with colleagues and industry partners in a fun and enjoyable setting. We are also pleased to report that this year we have experienced a record level of sponsorships. A special thanks to our Title Sponsor

Angel Accessibility Solutions and to all of the various sponsors noted in this program who have so generously supported the sector this year. If you are a service provider, be sure to take a moment to thank our sponsors by visiting one of the 78 booths in our Exhibit Marketplace.

I hope you find the conference, including the keynote speakers, concurrent sessions and other program events informative and interesting. I would like to extend a warm thank you to all speakers who will lead engaging dialogues over the next few days. Thank you to our many conference sponsors, the BC Care staff and the conference committee members who have endeavored to make this a successful and memorable event.

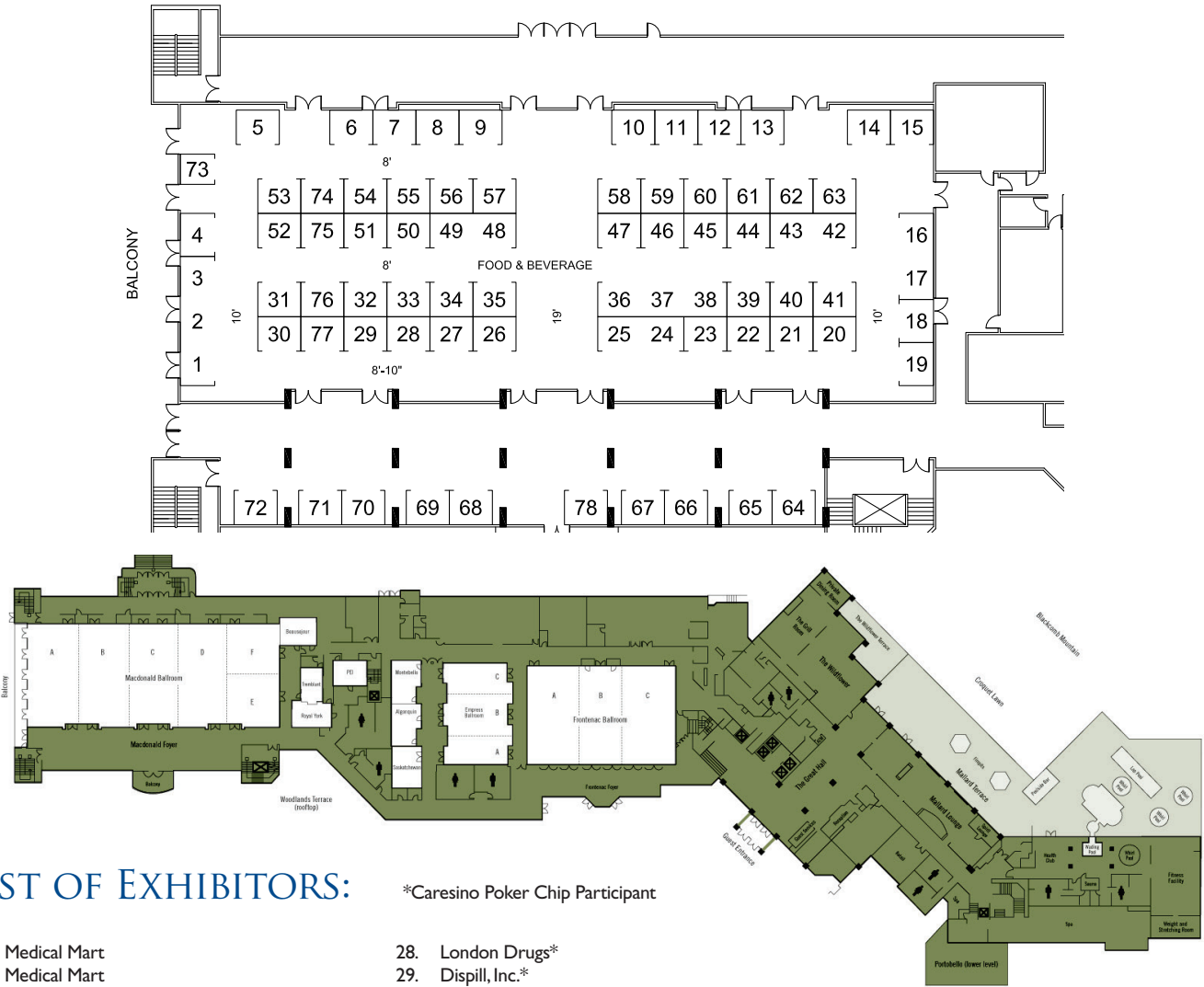
We hope to see you next year for our big 40th Anniversary Annual Conference which has been extended by one day. Please be sure to mark your calendars May 28th-31st, 2017.

Aly Devji,

BCCPA Conference Committee Chair

EXHIBITOR HALL FLOOR PLAN

Fairmont Chateau Whistler - MacDonald Ballroom



LIST OF EXHIBITORS:

*Caresino Poker Chip Participant

- | | | |
|---|--|---|
| <ul style="list-style-type: none"> 1. Medical Mart 2. Medical Mart 3. Medical Mart 4. Ecclesiastical Insurance 5. Medisystem Pharmacy (Silver sponsor)* 6. Houle Electric* 7. Silver Group Purchasing (Platinum sponsor) 8. Extencicare Assist (Platinum sponsor)* 9. 4th Utility 10. Pharmacare (Gold sponsor)* 11. CareRx* 12. Haddon Equipment and Supplies * 13. Olymel Foods 14. Brylu Staffing 15. Associated Health Systems 16. The Stevens Company* 17. The Stevens Company* 18. WESTPAC Paper, Cleaning Supplies & Equipment 19. Communication Connection* 20. MIP, Inc.* 21. ICBA 22. Domtar Personal Care* 23. Hospitality Network 24. Medical Pharmacies (Silver Sponsor)* 25. Medical Pharmacies (Silver Sponsor)* 26. Sysco Canada (new Sunday reception sponsor) 27. Maxwell Management Group | <ul style="list-style-type: none"> 28. London Drugs* 29. Dispill, Inc.* 30. Bowers Medical Supply 31. Complete Purchasing Services* 32. MEDE-ecare* 33. Accreditation Canada 34. TRG Group 35. Rexall Specialty Pharmacy (Gold sponsor) * 36. Angel Accessibility (Title sponsor)* 37. Angel Accessibility (Title sponsor)* 38. Angel Accessibility (Title sponsor)* 39. Justice Institute of BC 40. 3M Canada 41. Adaptive (Gold sponsor)* 42. Arjo Huntleigh (Silver sponsor) 43. Arjo Huntleigh (Silver sponsor) 44. Westsun Communications (Silver sponsor)* 45. Fortis BC (Silver sponsor)* 46. Evacuscape 47. Westland Insurance* 48. Remedy's Pharmacy (Silver sponsor)* 49. Remedy's Pharmacy (Silver sponsor)* 50. Safeway Pharmacy (Silver)* 51. Java Group Programs 52. ERV Parent* 53. Ever-care* 54. Gordon Food Services (GFS)* 55. Community Therapists | <ul style="list-style-type: none"> 56. Dynamic Specialty Vehicles 57. Surge Learning* 58. Heritage Healthcare* 59. Marsh Canada 60. Canstar Restoration* 61. Marquise Hospitality* 62. Cardinal Health* 63. Honeywell 64. SafeCare BC (Gold sponsor)* 65. WorkSafe BC 66. SpanMC* 67. Omega Communications* 68. Russell Food Equipment* 69. Select Sound & Communication Ltd. 70. Scout Technology Guide* 71. Care Source Inc.* 72. Lifemark Seniors Wellness 73. Quart Healthcare 74. Bell Mobility 75. First Quality Products 76. Point Click Care 77. Overwaitea Foods* 78. SCA Inc.* |
|---|--|---|



Be the one

Protecting those in care

**ADVANCED SPECIALTY CERTIFICATE IN COMMUNITY
CARE LICENSING**

Protect the health and safety of our children, elders and the disabled
within our communities.



**JUSTICE
INSTITUTE**
of BRITISH COLUMBIA

JIBC.CA/CCLO

604.528.5590

register@JIBC.CA

715 McBride Boulevard, New Westminster, BC

16-289

Come see us at our booth #39

PROGRAM AT A GLANCE - DAY ONE, SUNDAY

Sunday, May 29, 2016

10:00 am to 4:00 pm	2016 Annual Golf Tournament in Honour of Tom Frame Shuttle buses leave lobby starting at 9:00 am
11:30 am to 8:00 pm	Registration (Frontenac Foyer)
12:00 pm to 3:00 pm	BCCPA Policy Café (Empress C)
3:15 pm to 4:30 pm	SafeCare BC Safety Den (Empress AB)
7:00 pm to 10:00 pm	Welcome BBQ (Woodlands Terrace) Entertainment by Concerts in Care Karen Lee-Morlang (piano) & Nick Apivor (percussion) Re-presentation of Ed Helfrich Long-Service Award to Arnold Bennewith

Are You A Member?

Have you signed up to become a member with the BC Care Providers Association?

For more information please contact:
Hart Dashevsky, Director of Membership Services and Sponsorships

Hart@bccare.ca | (604) 736.4233 ext. 231

Download our Conference App

App Download URL

<https://crowd.cc/s/gLcE>

When entered into a mobile browser, this will take you to the app in stores.

Event URL

<https://crowd.cc/bccpa2016>

This link allows Blackberry and Windows users to view the event content. The event can be viewed in any web or mobile browser using this URL.

Download Steps:

1. Download the app by visiting <https://crowd.cc/s/gLcE> or search stores for BC Care Providers Association.
2. Open the app and tap on 39th BCCPA Annual Conference.
3. Log in with your Registration Code by tapping on the Attendees icon and selecting **Sign In**.

4. Input your Registration Code and either the email or name you used to register.

Note: If you do not have your Registration Code use the "Retrieve it here" link to have the code sent to you.



SafeCare BC

Booth #64

Proud gold sponsor of the 2016 BC Care Providers Conference

Come see us for a chance to win a prize!

We strive to empower those working in the continuing care sector to create safer, healthier workplaces by fostering a culture of safety through evidence-based education, leadership, and collaboration.

"We have brought education back to our organization through the Train the Trainer approach... Our injury rates are significantly lower since the formation of SafeCareBC..."

- Manager

"I am more aware of my success as well as failures. Just received confirmation from WorkSafeBC that our rating decreased significantly from last year... Thank you."

- Manager

SafeCareBC gives you access to:

Workshops



Policy Templates



Online Resources



To learn more, visit: www.safecarebc.ca

PROGRAM AT A GLANCE - DAY TWO, MONDAY

Monday, May 30, 2016

7:30 am to 8:25 am **Networking Breakfast in Tradeshow**
(Macdonald Ballroom)
Sponsored by School of Nursing,
The University of British Columbia

8:25 am to 8:35 am **Opening Greeting**
(Frontenac ABC)
Elaine Price, BCCPA Board President
Daniel Fontaine, BCCPA CEO
Reveal of new BCCPA brand

8:35 am to 8:45 am **Welcome Address**
The Honourable Terry Lake, Minister of Health

8:45 am to 9:05 am **Opening Keynote**
Sponsored by Medical Mart
Dawna Friesen, Anchor, Global National
Sponsored by Medical Mart

9:05 am to 10:20 am **Plenary I**
**Seeking the Holy Grail: The Pursuit of
Quality and Excellence in BC's Continuing
Care Sector.**
Sponsored by Medical Mart

Moderator: David Hurford, Executive Director, SafeCare BC

Graham Fox, President and CEO for the Institute for Research on
Public Policy

Dr. Neena Chappell, Canada Research Chair in Social Gerontology and
Professor at UVIC

Nicole Gaudet, VP Choices in Community Living

10:20 am to 11:00 am **Networking Coffee Break in Tradeshow**
(Macdonald Ballroom)
Sponsored by Westbridge Group Valuation Partner

11:00 am to 12:00 pm **Plenary 2**
**Building for the Future: Exploring New Care
Models for Seniors**
(Frontenac ABC)
Sponsored by Borden Ladner Gervais

Moderator: Karen Baillie, BScN, CHE, Chief Executive Officer, Menno Place
Fred Horne, Former Alberta Health Minister (2011-2014)

Sabrina Wong, Professor, School of Nursing, Director, Centre for Health
Services and Policy Research, University of British Columbia

Dr. Paul Williams, Professor Institute of Health Policy, Management &
Evaluation, U of T

12:00 pm to 1:15 pm **Networking Lunch Break in Tradeshow
(Macdonald Ballroom)**
Sponsored by Marsh Canada

1:00 pm to 2:30 pm **Concurrent 1A - Frontenac A**

**Learning How to be a Butterfly in Alberta: The 3 Butterfly
Household Model of Care Projects**

Dr. David Sheard, CEO, Dementia Care Matters

Nicole Gaudet, VP, Choices in Community Living

1:00 pm to 2:30 pm **Concurrent 1B - Frontenac B**

**WorkSafeBC Bill 9 & 35 – What do they mean for Employers and
Workers in Health Care**

Stephen Symon, Manager Industry & Labour Services, Health Care, Social
Services and Education, WorkSafeBC

1:00 pm to 2:30 pm **Concurrent 1C - Frontenac C**

Seniors' Services in BC: A Model of Care

Sharon Stewart, Executive Director, Seniors' Services, Ministry of Health

1:00 pm to 2:30 pm **Concurrent 1D - Empress B**

**Nutrition & Dementia, What's the Connection? Best Practices
and Strategies to Support Your Residents, Staff and Families**

Bryn Barnes, Vice-President Senior Living, Marquise Hospitality

Thomas Atkinson, RD, Webtrition Senior Living Manager Marquise Hospitality

2:30 pm to 3:15 pm **Networking Coffee Break in Tradeshow**
(Macdonald Ballroom)
Sponsored by RBC Royal Bank

3:15 pm to 4:30 pm **Concurrent 2A - Frontenac A**

**Institute for Research on Public Policy Panel (IRPP): Expanding
Long-Term Care in the Community: Can It Be Done?**

Moderator: Nicole Bernier, Research Director, Institute for Research on
Public Policy

Paul Williams, Professor Institute of Health Policy, Management &
Evaluation, University of Toronto

Daniel Fontaine, CEO, BC Care Providers Association

Tammy Leach, CEO, Alberta Continuing Care Association

3:15 pm to 4:30 pm **Concurrent 2B - Frontenac B**

**Developing Client Focused Care for Younger Persons with
Neurological Diseases in Care**

Debbie Irwin, Community Services Coordinator for the MS Society

Tricia Millman, Coordinator of Advocacy and Government Relations for
the MS Society

Julia Pereira, Director of Therapy & Rehabilitation, Bayshore Healthcare

3:15 pm to 4:30 pm **Concurrent 2C - Frontenac C**

Dementia-Friendly Initiative Workshop

Terra Munro, Community Relations Manager, Sidney All Care Residence

Stasia Hartley, Area Director, Bayshore Home Health for Vancouver Island

Rebecca Morris, Provincial Coordinator of Advocacy and Public Policy with
the Alzheimer Society of BC

3:15 pm to 4:30 pm **Concurrent 2D - Empress B**

The Need for a Social Revolution in Residential Care

Kristine Theurer, Founder, President, Java Group Programs

PROGRAM AT A GLANCE - DAY THREE, TUESDAY

Michele Reid, Regional Manager of Life Enrichment, Chartwell Retirement Residences

6:00 pm to 7:00 pm **Cocktail Reception in the Tradeshow**
(Macdonald Ballroom)
Sponsored by VanMar Constructors Inc.

7:00 pm to 11:00 pm **Caresino: Dinner and Casino Night**
(Frontenac ABC)
Sponsored by Haddon Equipment & Supplies

Tuesday, May 31, 2016

7:30 am to 9:00 am **Networking Breakfast in Tradeshow**
(Macdonald Ballroom)
Sponsored by Sterling Health Services Corp.

8:00 am **BCCPA AGM**
(Macdonald Ballroom)

9:00 am to 9:50 am **Concurrent 3A - Frontenac A**
Building a Stronger Continuing Care Sector by Creating a Culture of Patient Engagement
Paivi Kattilakoski MSW, RSW, Accreditation Specialist, Accreditation Canada

9:00 am to 9:50 am **Concurrent 3B - Frontenac B**
Reducing the Risk of Work Related Injuries & Illnesses
Chris McLeod, Assistant Professor, Partnership for Work, Health, & Safety, School of Population & Public Health, University of British Columbia

9:00 am to 9:50 am **Concurrent 3C - Frontenac C**
Residential Care for Me: Using Human Centered Design to Co-Create "Home"
Jo-Ann Tait, MScN, BHSc (PN), RPN, Program Director – Elder Care and Palliative Services, Providence Health Care
Rae Johnson, BSc (Pharm), MA, Site Operations Leader, Holy Family Hospital, Providence Health Care

9:00 am to 9:50 am **Concurrent 3D - Saskatchewan Room**
Delivery of Empathetic Remote Care Through Technology: Design for Seniors
Anne Weiler - CEO, Wellpepper, Inc
Kristin Helps - RN, MIS, Director of Clinical Operations, Wellpepper, Inc (Seattle)

10:00 am to 10:45 am **Concurrent 4A - Frontenac A**
Physician Assistants: A Solution for Long-Term Care
Chris Rhule, President, Canadian Association of Physician Assistants

10:00 am to 10:45 am **Concurrent 4B - Frontenac B**
Building a Strong Foundation for Dementia Care

Jan Robson, Provincial Education Coordinator, Advocacy & Education, Alzheimer Society of BC

10:00 am to 10:45 am **Concurrent 4C - Frontenac C**
Reducing Behaviours with In-Home Behavioural Support Teams
Candace Chartier, CEO, Ontario Long-Term Care Association (OLTCA)

10:00 am to 10:45 am **Concurrent 4D - Saskatchewan Room**
Use of Video Surveillance: "Granny Cams" in Residential Care
Al Jina, Founder, President and CEO of Park Place Seniors Living (President, SafeCare BC Board)

10:45 am to 11:45 am **Networking Coffee Break in the Tradeshow (Prize Draw)**
(Macdonald Ballroom)
Sponsored by Trillium Talent Resource Group

11:45 am to 1:00 pm **Plenary 3**
Care to Chat: Is there a Doctor in the Home? Dealing with HHR issues in BC's Continuing Care Sector
(Frontenac ABC)
Sponsored by Rexall Health Solutions

Introduction and special presentation in honour of Tom Frame: Aly Devi

Moderator: Daniel Fontaine, CEO, BCCPA

Chris Rhule, President, Canadian Association of Physician Assistants

Dr. Samir Sinha, Director of Geriatrics, Mount Sinai & the UHN hospitals, Provincial Lead, Ontario's Seniors Strategy

Georgina MacDonald, VP, Western Canada and Developmental Initiative at CIHI

1:00 pm to 2:00 pm **Closing Keynote**
The Butterfly Effect: Changing the Delivery of Dementia Care in Canada

Dr. David Sheard, CEO, Dementia Care Matters

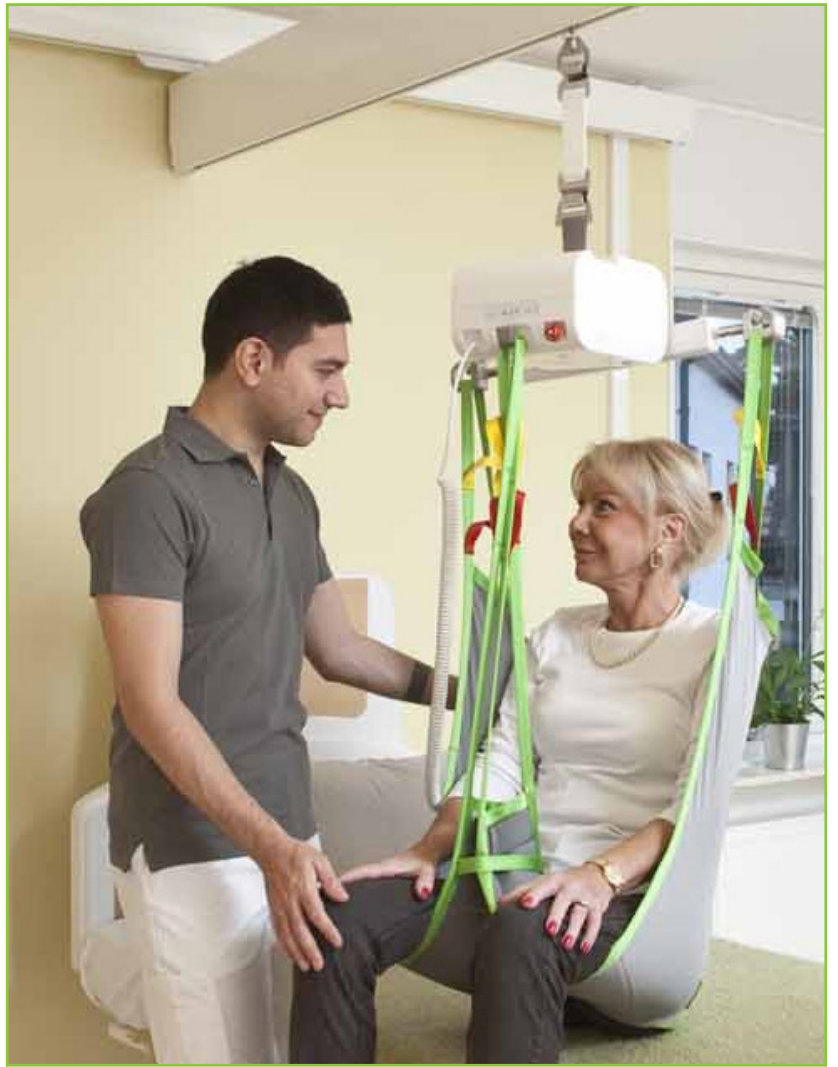
2:00 pm to 2:10 pm **Final and Closing Remarks**
Daniel Fontaine, CEO, BCCPA

2:10 pm **Conference Concludes**

Are You A Tweeter?

Stay up to date with everything going on in the continuing care sector by following the BCCPA on Twitter @BCCareProviders.





Your life. Your way.

Our focus is simple. We work for our users. For more than 20 years our products have become a natural part of life to anyone who has relied on them. Our mission is to improve the quality of care and freedom of movement for people with special needs. Having to rely on someone else for your everyday mobility is a special situation. It demands trust and respect from both the user and caregiver.

Our main product areas include Mobility Aids, Lifting Solutions, floor level Healthcare Beds, Convertible Chairs and Bathroom Safety products. Our promise to our users is safety, quality and usability. In all of our products, we exercise only the highest quality to ensure that every detail, every aspect, every function will deliver that promise made.

Products distributed in more than 20 countries worldwide with offices in Canada, US, Holland, Australia and Sweden



Visit us at Booth #30

BC Care Providers Association 39th Annual Conference
Fairmont Chateau Whistler Resort

www.humancaregroup.com

Authorized Dealer



BOWERS
MEDICAL SUPPLY
(A DIVISION OF RADION LABORATORIES)



HUMAN CARE
Your Life. Your Way.

2016 BCCPA ANNUAL GOLF TOURNAMENT: IN HONOUR OF TOM FRAME

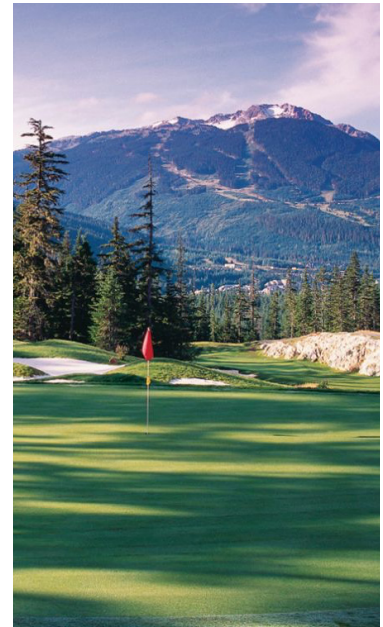
The BC Care Providers Association has renamed the 2016 Annual Golf Tournament in honour of the late Tom Frame. Tom, who was a long-time commercial member, Annual Conference exhibitor and friend to the BCCPA, passed away suddenly in February.

“This is a wonderful tribute to someone who contributed so much to the BCCPA over the years,” says Daniel Fontaine, CEO for the BCCPA. “Not only was Tom a beloved figure at our annual conference, but he clearly enjoyed golf. That’s why the naming of this year’s tournament in his honour seemed like a wonderful way to recognize all of his past contributions to both the Association and to our sector as a whole.”

In addition to the annual trophy, members of the winning group at this year’s golf tournament will also be presented with a special trophy donated by Bowers Medical Supply honouring Tom and his legacy.

“He would be overwhelmed at the outpouring of love (and grief) from the people he knew,” says Tom’s wife Barbara Frame. “Our boys and I always knew he was such an exceptional person and we always knew that we were lucky to have him but the hundreds of letters, phone calls, flowers and food that we have been given reminds us how much everyone else loved him too.”

Tom’s company MIP Inc. is sponsoring this year’s tournament.



SUNDAY NIGHT DINNER RECEPTION

Join us at the Woodland Terrace atop the roof of the Fairmont Chateau Whistler for a welcome reception. This high-altitude dining experience will feature a gourmet BBQ, open-flame fire pits, and live music as you take in panoramic views of the stunning Whistler Mountain range. There will also be a special re-presentation of the Ed Helfrich Long-Service Award to winner Arnold Bennewith from Willingdon Care Centre.

Music by Concerts in Care

Since 2006, over 10,000 high-quality professional Concerts in Care have brought the rich experience of performance arts to people in residential care.

Karen Lee-Morlang, piano

In demand as one of Western Canada’s top chamber musicians and accompanists, Karen Lee-Morlang has been a fixture on the Canadian musical scene for the past 15 years. Performer, educator and impresario, Karen is well loved for her boisterous and charming personality as well as her brilliant programming. She has become particularly well known in the province of British Columbia for her pianistic skills and for championing art music for new audiences. Immediately after graduating with her second degree in music from the University of British Columbia, she taught at the University for four years. During that time, she also won numerous international and local awards that enabled her to travel to Europe and other parts of North America for further studies. In the spring of 2007, Karen created and hosted a new mini-series called Nuts & Notes on CBC Radio One as well as guest hosting on Westcoast Performance for CBC Radio Two. In addition to directing and hosting a variety of outreach programmes all over the Lower Mainland, Karen sings with The Lady Larks, a 1940s vintage vocal quartet.



Nick Apivor, percussion

Nick received his Bachelor of Music degree from the University of Victoria in 1986, studying with Sal Ferreras. In the Classical/New Music World he has played with the Victoria Symphony, Vancouver Island Symphony, The Drosera Ensemble, and recorded with Grammy nominated composer, Paul Dolden. As a Jazz Vibraphonist, he has performed with the N.O.W. Orchestra, Out of the Woods, Mimosa and many other groups. Nick has played in over 35 music Theatre Productions, including The Vancouver Playhouse’s 2008 production of The Drowsy Chaperone and their successful 2009 Canadian Tour of this show which ran at the National Arts Centre in Ottawa. For the past 15 years, Nick has immersed himself in a variety of Latin Musical Styles, performing and recording with Juno-Nominated Rumba Calzada, Ache Brazil, The World Jive Big Band, John Gilliat Group, and many others. He has also performed with the Canadian Tenors, Saxophonist Kenny G., Legendary Singer Petula Clark, Comedian Don Rickles and the Great Persian Vocalist, Dariush.



BCCPA POLICY CAFE

Those who registered for the BCCPA Policy Café will engage in a lively discussion with representatives from B.C.'s continuing care sector where several important policy topics will be discussed including: Funding & Revenue, New Care Models & Innovations, Improving the Quality of Seniors Care and Health Human Resources. The discussion will conclude with a Harvest of Ideas session with the purpose of integrating the input gained during the discussion. This event will also include specialty coffees and a French-themed lunch – a beret is optional!

A summary of all the ideas and concepts generated at the Policy Café will be provided to the 2016/17 Board of Directors for their consideration at the Strategic Planning Session taking place in June. The discussion will start at noon on the first day of the Conference – May 29.

SAFECARE BC SAFETY DEN

SafeCare BC is hosting a competition for long-term care staff and stakeholders to design innovative new safety ideas that will either improve senior care, promote safe resident handling and/or reduce workplace injuries.

Musculoskeletal Injuries (MSIs) related to resident handling are the number one cause of staff injuries in B.C.'s long-term care sector.

Registrants of this session will see the finalists pitching their innovations to expert judges from the continuing care sector. The 'Safety Den' format is based on the popular Dragon's Den television series.



Energy at work  **FORTIS BC™**

Natural gas. Good for energy-efficient living.

Key account manager Angela Falbo can help you save energy and money for your seniors living community. Ask her how at **778-578-8071** or **angela.falbo@fortisbc.com**.

EnergyBiz newsletter

Learn about our latest rebates, account and industry news. Sign up at **fortisbc.com/enerbiz**.



OPENING GREETING



Elaine Price, President, BC Care Providers Association

Elaine Price is an established health care leader with 26 years senior leadership experience with demonstrated success in developing programs and implementing organizational and operational changes in complex multidisciplinary health care settings.

Elaine's 8 years of direct care nursing experience includes Labour & Delivery, Emergency and Intensive Care before transitioning to 9 years of supervisory roles in community care and inpatient clinical care – acute care, psychiatry and extended care. Elaine spent 15 years with Vancouver Coastal Health at UBC Hospital participating in care delivery and program development for Alzheimer's family practice, palliative care and multiple sclerosis, during which time she and her nursing colleagues from across the country co-authored "The Canadian Clinic Care Plan", evidence-based practice guidelines for care of people with Multiple Sclerosis. The Canadian plan was the template used by the International Organization of MS Nurses to establish standards throughout Europe and the United States.

Since 2003, Elaine has been the Administrator/Director of Operations for Eden Care Centre and other complex care, assisted and independent living facilities owned by First Canadian Management Corporation. Elaine participates extensively in Fraser Health Authority committees including: Indicators Steering Committee, Special Care Unit Design, Respite Redesign and InterRAI Steering Committee. Elaine has served on the BCCPA Board of directors since 2010 and has been the Board President since 2015.

WELCOME ADDRESS



Hon. Terry Lake, MLA, Minister of Health

Terry Lake was re-elected as MLA for Kamloops-North Thompson on May 14, 2013. He was appointed Minister of Health on June 10, 2013. Terry currently chairs the Cabinet Committee on Secure Tomorrow, serves as vice-chair of the Treasury Board, and is a member of the Cabinet Working Group on Core Review.

Previously, he served as Minister of Environment. He also enjoyed stints as Parliamentary Secretary for Health Promotion to the Minister of Health Services, and Parliamentary Secretary for the Ranching Task Force to the Minister of Agriculture and Lands.

Terry has also served on the Select Standing Committees for Aboriginal Affairs, Health, and Legislative Initiatives. He was also a member of the Early Childhood Education Innovations Committee. Terry was the Mayor of Kamloops from 2005-2008, and a city councillor from 2002-2005. He is a former Vice-President of the Union of BC Municipalities, and a former member of the BC Transit Board of Directors.

He is a former President of the Coquitlam Rotary Club as well as the Kamloops Recreational Soccer League. One of his most rewarding experiences was travelling to Tangalle, Sri Lanka in 2008 to assist with tsunami relief. A veterinarian by profession, Terry is a recipient of the BC Veterinary Medical Association Award of Merit for Service and is a former Vice-President of the World Small Animal Veterinary Association. Terry and his wife Lisa have three daughters, a dog and a cat.

OPENING KEYNOTE



Dawna Friesen, Anchor, Global National

Dawna Friesen is an award-winning journalist who has worked as an anchor and executive editor for Global National since September 2010. Before joining Global, Friesen worked as NBC's foreign correspondent and anchor in London for 11 years. Appearing on NBC News, Today and MSNBC, she traveled extensively covering international news stories, including the Israeli-Palestinian conflict and the wars in Afghanistan and Iraq. Friesen has also covered a variety of seniors issues in the past including Global National's series on living with Dementia and how Canadians are adapting to the disease.

Friesen experienced the challenges of caring for people with dementia first hand as both of her parents were afflicted, which she shared in her piece called "Dementia Will Affect You". She most recently wrote a piece called "Diagnosis of dementia isn't the end. It's the beginning."

PLENARY 1

Seeking the Holy Grail: The Pursuit of Quality and Excellence in BC's Continuing Care Sector

Abstract:

This panel seeks to shed light on the ways that we can use best practices and innovations to improving quality in the continuing care sector, especially in light of future and present challenges, such as our ageing population and the growing number of people living with dementia. Areas of discussion will include looking at ways to improve quality and excellence through the use of quality indicators, person-centred care, and technology, as well as potential new funding approaches.



Moderator: David Hurford, Executive Director, SafeCare BC

David Hurford has over 20 years experience working in senior roles with federal, provincial and municipal governments. He's worked with national agencies, provincial ministries, crown corporations, media, private sector and non-profit organizations in B.C.

He also served the seniors care sector with the BC Care Providers Association from 2008 to 2011 where he worked on a variety of projects, including efforts to establish a new safety association (SafeCare BC) in 2011. After the BCCPA, David worked in senior positions with Community Living BC and the University of British Columbia. David joined SafeCare BC as Executive Director in November of 2015.



Graham Fox, President & CEO, Institute for Research on Public Policy

Graham Fox has been President and CEO of the IRPP since April 2011. He brings to the organization a decade of executive-level experience in the fields of politics and public policy.

Prior to coming to the IRPP, Graham was a strategic policy adviser at the law firm of Fraser Milner Casgrain, and is a former vice-president of the Public Policy Forum. In politics, Graham contested the 2007 Ontario general election as a candidate in the constituency of Ottawa-Orléans. He was chief of staff to the Rt. Hon. Joe Clark, and adviser to members of Parliament in the House of Commons.

A policy entrepreneur, Graham's research interests include parliamentary reform, democratic renewal and citizen engagement. He holds an undergraduate degree in history from Queen's University, where he was a Loran scholar, and a master's degree in political science from the London School of Economics.



Dr. Neena Chappell, Canada Research Chair in Social Gerontology and Professor at UVIC

Neena Chappell, PhD, FRSC, FCAHS, former Canada Research Chair in Social Gerontology, former president of the Canadian Association on Gerontology, former president of Academy II (Social Sciences) of the Royal Society of Canada, is Professor of Sociology and Centre on Aging, University of Victoria. She was founding Director of the Centre on Aging, University of Manitoba (1982-1992) and first director at the Centre on Aging, University of Victoria (1992-2002), developing both into world class research facilities with accessibility to the community.

For over 30 years she's been conducting gerontological research on caregiving, social support, dementia care, health services, health care policy, and healthy aging. She's published over 125 peer-reviewed journal articles, 10 authored books, 2 edited books, 45 peer-reviewed chapters, many government reports, and hundreds of invited scientific and public presentations. Her work is known nationally and internationally.



Nicole Gaudet, VP, Choices in Community Living

Nicole Gaudet is Vice President of Choices in Community Living (CICL), an Alberta-based, family-run Supporting Living provider in Spruce Grove, Red Deer and Lethbridge, Alberta. It's the aim of CICL to create joyful homes where Residents, their families and staff can live inspired lives. After completing an undergraduate degree in business and psychology, Nicole dedicated time to volunteer work in Ukraine, India and Nepal, returning in 2006 to build and direct Supportive Living facilities.

Nicole has an MSc in Aging from the University of Alberta, and has a special interest in how design and emotional intelligence influence quality of life for people with dementia. As the current Director of Copper Sky Lodge, Nicole is excited to be piloting Canada's first Butterfly Household Model with Dr. David Sheard.

PLENARY 2

Building for the Future: Exploring New Care Models for Seniors

Abstract:

This panel will explore new and innovative care models and approaches within the continuing care sector, including those with the potential to better meet the needs of an ageing population that is characterized by higher levels of acuity, frailty, dementia, and chronic diseases. Care models and approaches to be discussed include Dementia Villages, Butterfly Care Homes, and Continuing Care Hubs, as well as new funding approaches to continuing care.

This panel builds on the success of the BCCPA's 2016 White Papers entitled Sustainability and Innovation: Exploring Options for Improving BC's Continuing Care Sector which discuss new and innovative care models that have the potential to enhance the sustainability of BC's continuing care sector. It also follows one of the BCCPA's most successful Care to Chat events last fall, where international speaker Eloy Van Hal presented on the Dementia Village Concept from the Netherlands.



Moderator: Karen Baillie, BScN, CHE, Chief Executive Officer, Menno Place

Karen L. Baillie is the Chief Executive Officer of Menno Place, a campus of care that serves more than 700 seniors with a staff of 600. Karen has more than 35 years experience in geriatric care. She is currently Vice-president of BC Care Providers. In 2015, Karen received the Chapter Award for Distinguished Service for the Canadian College of Health Leaders, BC Lower Mainland Chapter. She was awarded the prestigious Surrey Woman in Business Award in the Professional Category in 2011.

Karen has been a surveyor with Accreditation Canada since 2005. She chaired the Vancouver Community College Continuing Care Program Advisory Committee for 16 years. Karen holds a Masters of Health Administration; a Fellow in Health Administration (with distinction); a Certified Health Executive designation (CCHL) and is a Registered Nurse with a Bachelor of Science in Nursing.

Karen believes strongly in lifelong learning, faith-based service and in volunteering as an educational consultant, preceptor and mentor.

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

The BCCPA recently launched a new interactive microsite called MyCareFinder. This website serves as a unique and easy way to locate care for seniors across British Columbia. The Google Maps database provides users with information regarding various seniors care services in the area. Check it out at www.mycarefinder.ca.

Debate of Special Resolutions at AGM

BCCPA members will have the opportunity to vote on three special resolutions at the AGM on May 31 at 8 a.m.

The resolutions are related to Direct Care Hours, Provincial Dementia Action Plan and New Federal-Provincial Health Accord.

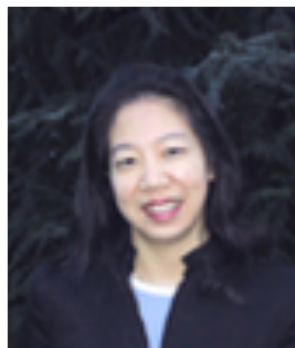


Fred Horne, Former Alberta Health Minister (2011-2014)

Fred Horne is a health policy consultant and served as Alberta's Minister of Health from 2011-2014. A frequent speaker and panelist on health system issues in Canada, he is Principal of Horne and Associates, Public Policy Consultants, and Adjunct Professor at the School of Public Health, University of Alberta.

Fred began his career in health policy over thirty years ago and has extensive experience in policy development and coordination, health system design and transformation, and stakeholder engagement. He has worked extensively with provincial governments, and research and stakeholder organizations in Canada and abroad. Organizations with which he has been associated include the Ontario Ministry of Health, Alberta Health, the Conference Board of Canada and Mayo Clinic.

Fred holds an MBA from Royal Roads University and the Certificate in Dispute Resolution from York University. He currently serves on the boards of the Canadian Physiotherapy Association and the Canadian Frailty Network, among others.



Sabrina Wong, Professor, School of Nursing, Director, Centre for Health Services and Policy Research, University of British Columbia

Dr. Wong's research examines the organization and delivery of health care services within the context of primary health care. A recognized leader in research involving patient-reported quality of care, her work contributes to informing practice and system level interventions that seek to decrease health inequalities among Canadian residents, including people who face multiple disadvantages in accessing and using the health care system such as those who have language barriers and live in poverty.

Her long-standing commitment to research has significantly contributed to further understanding and application of primary health care in helping to reduce health and health care inequalities.

stevensVIRGIN

LITIGATION COUNSEL / *law corporations*

Litigation lawyers focused on your success.

Mark V. C. Virgin

Direct Line: 604.633.4255

mvirgin@stevensvirgin.com

E. Craig Watson

Direct Line: 604.694.2837

cwatson@stevensvirgin.com

1700-1040 West Georgia Street, Vancouver, BC V6E 4H1 | 604.685.8877 | www.stevensvirgin.com



A. Dr. Paul Williams, Professor Institute of Health Policy, Management & Evaluation, U of T

Paul Williams is Full Professor of Health Policy, Institute for Health Policy, Management and Evaluation, University of Toronto.

Paul teaches graduate courses on health systems and comparative health policy to practitioners, administrators, policy analysts and policy-makers in Canada and internationally.

He leads the Balance of Care (BoC) Research and Evaluation Group, a collaborative of academic researchers and graduate students at the University of Toronto. The Group examines key issues of access to and the cost-effectiveness of community-based care for vulnerable groups including older persons at risk of institutionalization and their informal caregivers; persons with disabilities; children with chronic health needs; and communities defined by sexual orientation, ethnicity and race (including First Nations).

Paul is Co-Chair of the Canadian Research Network for Care in the Community (www.CRNCC.ca) a dynamic partnership of researchers, community-based service providers, consumers and policy-makers which promotes research and knowledge transfer in home and community care.

CONCURRENT SESSIONS: MONDAY MAY 30, 2016

Concurrent 1A: Learning How to Be a Butterfly: The 3 Butterfly Household Model of Care Projects

Abstract:

None of us want to live in sterile, clinical, faceless institutions where uniforms, long corridors and a drug regime prevails. The Butterfly Household Model breaks nursing homes and care homes into domestic houses where people are matched to live together at a similar point of experience of dementia. Reducing stress, decreasing ill-being, removing controlling care and helping everyone living and working together to come alive in true family-like houses are the beginnings of the Butterfly Approach.

In this workshop, Dr. David Sheard and Nicole Gaudet will visually demonstrate the learning emerging from the first 3 Butterfly Projects which commenced in Alberta in 2015 with Lifestyle Options, Covenant Care and CICL. The Workshop will take participants through the key features of the Butterfly Household Model and participants will complete their own evaluation of the care home in which they work using Dementia Care Matters Inspiring Action 50 Point Checklist identifying their first 6 priorities to turn staff into Butterflies.



Dr David Sheard, CEO / Founder Dementia Care Matters

Over the last 35 years David has developed a reputation as a challenging and motivational speaker in the UK, Ireland, USA, Canada and Australia.

His main focus in speaking, consultancy, training, writing and his media work in national TV is to shape culture change in dementia care and to emphasise that 'Feelings Matter Most.'

Dementia Care Matters has ten arms:

- University Recognised Learning
- Learning Resources
- Mattering in Hospital
- Development in Wales
- International Development
- Butterfly Care Homes
- Mattering At Home
- In-House Training
- Development in Ireland
- David's Development Consultancy

Dementia Care Matters' belief and approach as a team are outlined in 19 publications and DVDs entitled the 'Feelings Matter Most' series including the new publication 'Loving: the essence of being a butterfly in dementia care.' In 2015 Dementia Care Matters launched its new culture change DVD, 'Giving: hope for the future of dementia care' and acted as UK TV Series Consultant to the three-part documentary series 'Dementiaville' on Channel 4.

David has a staff appointment as a Visiting Senior Fellow in the School of Health and Social Care, University of Surrey and holds an Honorary Degree award of Doctor of the University (DUniv).



Nicole Gaudet, VP, Choices in Community Living

Nicole Gaudet is Vice President of Choices in Community Living (CICL), an Alberta-based, family-run Supporting Living provider in Spruce Grove, Red Deer and Lethbridge, Alberta. It's the aim of CICL to create joyful homes where Residents, their families and staff can live inspired lives.

After completing an undergraduate degree in business and psychology, Nicole dedicated time to volunteer work in Ukraine, India and Nepal, returning in 2006 to build and direct Supportive Living facilities. Nicole has an MSc in Aging from the University of Alberta, and has a special interest in how design and emotional intelligence influence quality of life for people with dementia. As the current Director of Copper Sky Lodge, Nicole is excited to be piloting Canada's first Butterfly Household Model with Dr. David Sheard.

Concurrent 1B: WorkSafeBC Bill 9 and 35 – What do they mean for employers and workers in health care.

Abstract:

On January 1, 2016, the Workers Compensation Amendment Act (No. 2), 2015 (Bill 35) introduced a number of changes focused on expanding the role of joint occupational health and safety committees in workplace safety, and adding new requirements for employers to report workplace incidents. The changes in Bill 35 build on the legislative changes made in 2015 under Bill 9, which strengthened WorkSafeBC's ability to promote and enforce workplace health and safety. Where Bill 9 added new enforcement tools for officers and incident investigation requirements of employers, Bill 35 supplements existing requirements for employers by adding additional roles and responsibilities of joint occupational health and safety committees.

By attending this session you will learn about the additional officer enforcement tools and how they might be applied in health care. You will also be informed of WorkSafeBC's expectations of employers to conduct preliminary and full incident investigation reports and the employer's requirements to share the incident investigation reports with WSBC and the employer's joint occupational health and safety committee. The session will also cover the process and resources for effective workplace incident investigations, and the role of your joint OHS committee.

Local Focus. National Strength.

Safeway Pharmacy Your Partner in Continuing Care

- Clinical services include medication reviews, care conference attendance, pharmacy consults, educational support, and policy development
- Multi-dose medication dispensing system
- EMAR Support
- 24/7 on-call pharmacist

For further information please contact:
Farzin Rawji, B.Sc.Pharm.
Manager, Business Development Continuing Care
780-439-4337 | Farzin.rawji@sobeys.com



BCCPA 2016
Silver Sponsor





Stephen Symon, Manager Industry & Labour Services, Health Care, Social Services and Education, WorkSafeBC

For over 25 years Stephen has worked in the capacity of researching, developing and delivering programs to improve the health, safety and well being of workers. The primary focus for the 20 plus years has been on worker health and safety in the health care sector.

Stephen has a B.Sc. and M.Sc. in human physiology and biomechanics with additional training in disability management, occupational health and safety and ergonomics.

For the past 15 years Stephen has been with WorkSafeBC and currently is in the role of Manager Industry and Labour Services focusing on injury prevention and return to work through a consultative and educational approach with health care employers and workers.

Concurrent IC: Seniors' Services in BC: A Model of Care.

Abstract:

An interactive discussion on government's strategic policy direction for providing services to medically complex and/or frail seniors, including dementia and some of the work underway to support, including the recent changes to the Community Care and Assisted Living Act.



Sharon Stewart, Executive Director, Seniors' Services, Ministry of Health

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

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

Concurrent ID: Nutrition & Dementia: What's the Connection? Best Practices and Strategies to Support Your Residents

Abstract:

Take a closer look at the impact that nutrition has on dementia. The role that nutrition plays, recommendations, and a brief look at innovative programs designed specifically to provide a more enhanced dining experience for those living with dementia. The presentation will share and highlight global best practices as well as provide attendees with an opportunity to share their own knowledge and experiences. Look at case studies and examples on how best to put the research into practice, not only to improve the quality of life for those who dementia, but also to better support our teams to provide enhanced care, innovative ideas and services. This presentation will equip attendees with knowledge to be more prepared and engaged to meet the challenge of the greater prevalence of dementia within our aging population.

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

The BCCPA recently launched a new interactive microsite called MyCareFinder. This website serves as a unique and easy way to locate care for seniors across British Columbia. The Google Maps database provides users with information regarding various seniors care services in the area. Check it out at www.mycarefinder.ca.

icba | Benefit Services Ltd.

L I F E H E A L T H D E N T A L

Your affinity benefits provider for the BC Care Providers Association

Employee **BENEFITS**

Benefits are our specialty. Whatever your need, we've got you covered.



Employee
Benefits



Retirement
Plans



Specialized
Services



Consulting
Services

Come and visit us at booth #21!



Learn how we can save you money on your employee benefits plan, and pick up a poker chip to win a trip to fabulous Las Vegas!

ICBA Benefit Services Ltd. #211-3823 Henning Drive Burnaby, BC V5C 6P3

Phone: 604.298.7752 Fax: 604.298.7749 Toll Free: 1.888.298.7752 Email: info@icbabenefits.ca Website: www.benefit-plan.ca



**Bryn Barnes, Vice President of Senior Living, Marquise Hospitality,
a member of Compass Group Canada**

Bryn has over 25 years' experience in the Hospitality Industry within healthcare and senior living. She has held National roles in Operations, Marketing, Sales and Client Retention. She has operating experience within Nursing Homes, Retirement Residences and Acute Care facilities in Dining and Environmental Services.

She was the CEO of Marquise Hospitality when Compass acquired the group in 2011. Compass Group Canada promoted her to head up all of their Senior Living locations in early 2012. She is dedicated to building service excellence for seniors and clients through the talented teams she leads.



**Thomas Atkinson, RD, Webtrition Senior Living Manager, Marquise Hospitality,
a member of Compass Group Canada**

With over 30 years' experience working in healthcare, including 24 years as a Registered Dietitian, Thomas has been responsible for clinical nutrition and food service management in acute, long term care and retirement. He has operated conventional and cook-chill production kitchens in Manitoba and New Brunswick.

Thomas is a member of Dietitians of Canada and the College of Dietitians of Ontario. In his current role he focuses on quality improvement, staff development, kitchen processes and Webtrition, a web-based menu management system. Thomas' background as a Red Seal Chef and Dietitian and passion for quality has greatly assisted him in Senior Living.

Did you know?

In 2015, the BCCPA website generated over 97,000 page views, attracted over 46,000 unique visitors, including over 32,000 first-time visitors.

Rexall Health Solutions

LONG TERM CARE | ASSISTED LIVING | INDEPENDENT LIVING | GROUP HOME | ADDICTION RECOVERY | HOSPICE

Visit us at booth **#35** to receive your "key"
for a chance to unlock a mystery prize!

Industry Leading Clinical Support

World Class Clinical Programs | Geriatric Experts |
Customized Program Development

Best in Class Educational Programs

On-Site Resident Education and Health Clinics |
On-Site and Web-Based Learning for Staff

Leading Technology

PACMED® | Optical Verification Technology | Digital Pens |
eMAR | Digital Communication Systems

Customized Service

Seamless Transition | Quality Improvement Programs |
Account Managers | Available 24/7

To learn more, contact Ron Villanueva
(604) 360-5523 | RVillanueva@Rexall.ca



OUR PASSION

To always remember that there is a loved
one at the end of every prescription.



CONSULT INVESTIGATE SOLVE

HUMAN RESOURCES
LABOUR RELATIONS
MANAGEMENT SOLUTIONS

- Investigations
- Performance Management
- Negotiations
- Attendance Management
- Management
- Discipline
- Employment Standards
- Harassment Issues
- Grievances
- Human Rights Issues
- Training
- Disability Management
- WorkSafe BC Claims/Appeals

Client-focused Thorough Results-oriented Organized Experienced

David A. Torrison
Torrison HR Management Solutions Ltd.

Phone: 604-616-3969 Email: david_t@shaw.ca

Concurrent 2A: Expanding Long-TerCare in the Community: Can It Be Done?

Abstract:

Health care systems conceived decades ago to cure episodic illness are being challenged by the health and social care needs of an aging population with long-term conditions. Everywhere in the country, the most pressing problem is a lack of community care resources that allow people to remain in their own homes and communities. However, in the past, for mostly political reasons, governments' primary response was to increase the supply of institutional long-term care beds. This misalignment between care needs and policy response resulted in the inappropriate and costly utilisation of resources we see today.

If more community support were available, Paul Williams argues, the tipping point at which patients with greater care needs require residential long-term care would be higher, and people would be able to stay at home longer. As he observes in a recently released IRPP study, patients' inability to perform activities of daily living such as preparing meals or using transportation is the key reason they are being referred to institutional long-term care. Since these needs are easy and cheaper to fulfill where people live, home care and support services should be more accessible in the community.

But is this realistic? Can entrenched legislation, regulations and funding mechanisms be changed? What would it entail in individual provinces?

Drawing on extensive research on the situation in Ontario and abroad, Williams will present promising community-based initiatives, discuss the major governance hurdles and propose possible solutions. Tammy Leach (Alberta) and Daniel Fontaine (British Columbia) will offer their comments and insights on the challenges and prospects for this approach in their provinces.



Moderator: Nicole Bernier, Research Director, Institute for Research on Public Policy

Nicole F. Bernier is the research director for the IRPP's Faces of Aging program. She holds a doctorate in political science and specializes in health and social policies. For over 20 years she has had a keen interest in Canadian and Quebec public policy, during which time she worked in the field of communications, as a university researcher and teacher, and as a journalist. Before joining the IRPP, she was a postdoctoral fellow in public health, a Fonds de recherche en santé du Québec research fellow and a research professor in the Faculty of Medicine at the Université de Montréal.

She was the French co-editor of the Canadian Journal of Political Science and has published two monographs: *Le Désengagement de l'État providence* (Presses de l'Université de Montréal, 2003) and *L'environnement politique de la santé* (Presses de l'Université Laval, 2011).



Daniel Fontaine, CEO, BC Care Providers Association

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

After obtaining a Bachelor of Arts degree in political science from the University of Manitoba, Fontaine went on to complete the Media Writing and Public Relations certificate from Langara College. He was appointed to the Board of Directors for Douglas College and served on the BC College of Psychologists from 2004-2010.

Fontaine is the former weekly civic affairs columnist for 24 Hours Newspaper and political commentator on Global TV & Global BC I news channel. He actively participated in the weekly civic affairs panel for the top-rated Bill Good Show on CKNW radio. In 2008 he co-founded CityCaucus.com, one of Canada's most popular civic affairs blogs.

From 2005 to 2008, Fontaine also served as the Chief of Staff in the Office of the Mayor of Vancouver. He was appointed to the Board of Directors for SafeCare BC in 2015 with a mandate to reduce workplace injuries in the long-term care sector.

In 2012 Fontaine was awarded the Queen's Diamond Jubilee Medal for public service. He was born in St. Boniface, Manitoba and moved to British Columbia in 1989. He is an active member of the New Westminster Minor Hockey Association. In 2016 they presented him with the Volunteer of the Year award.

Fontaine is married with one son and has resided in the historic Queen's Park neighbourhood of New Westminster since 2001.



A. Paul Williams, PhD., Professor, University of Toronto

Paul Williams is Full Professor of Health Policy, Institute for Health Policy, Management and Evaluation, University of Toronto.

Paul teaches graduate courses on health systems and comparative health policy to practitioners, administrators, policy analysts and policy-makers in Canada and internationally.

He leads the Balance of Care (BoC) Research and Evaluation Group, a collaborative of academic researchers and graduate students at the University of Toronto. The Group examines key issues of access to and the cost-effectiveness of community-based care for vulnerable groups including older persons at risk of institutionalization and their informal caregivers; persons with disabilities; children with chronic health needs; and communities defined by sexual orientation, ethnicity and race (including First Nations).

Paul is Co-Chair of the Canadian Research Network for Care in the Community (www.CRNCC.ca) a dynamic partnership of researchers, community-based service providers, consumers and policy-makers which promotes research and knowledge transfer in home and community.



Tammy Leach, CEO, Alberta Continuing Care Association

Tammy Leach has been the CEO for the Alberta Continuing Care Association (ACCA) since 2012. She has over 20 years experience in not-for-profit, government and community services. Leach specializes in organizational development, process improvement and building cohesive, high-performing teams.

From 2006 to 2012, Leach was the CEO and Registrar for the Alberta College of Paramedics where she set strategic and operational direction of the College by promoting and carrying out the vision, mission and strategic direction of Council in accordance with legislation, regulation, bylaws and organizational policy. She also worked as Executive Director for the Dundurn Military Family Resource Centre, which provides programs and services to Canadian Forces families in Saskatchewan, from 1998-2006. Before that, she was the Regional Coordinator for Continuing Care Adult Housing in Edmonton and the Director of Lodge Operations at the Greater Edmonton Foundation – a not-for-profit seniors housing organization providing safe, affordable housing for seniors.

FIRE WATER STORM

**Control Infection.
Contain the Loss.
Cooperation.
Communication.**



restoring your peace of mind

tf. 1.866.578.3138 www.canstarrestorations.com



*Managed IT Services
That Are Easy To Live With!*

Our Clients Benefit!

Visit us at
Booth #41 for
Casino Chips!

1. *Completely Managed IT Services...*
2. *Fixed and Fair Monthly Costs...*
3. *Health Care Specific IT Expertise...*
4. *People-centric Service...*

BCCPA 2016 Conference
Gold Sponsor!

www.beadaptive.ca

Concurrent 2B: Developing Client Focused Care for Younger Persons with Neurological Diseases in Care

Abstract:

Neurological diseases like Multiple Sclerosis are chronic and progressive conditions that can impact an individual in the prime of their life. MS is often an episodic disease in nature, especially during the first 10 to 15 years, and strikes people usually between the ages of 15 and 40. The disease is unique in that it affects each individual differently. Individuals in their early twenties may be in need of home health care and, in some cases, face the challenge of trying to continue living independently in their own homes, in the community. For this population, it can be a challenge to learn to accept care supports. The supports this population needs can also vary greatly from, for example, the needs of seniors living with other chronic conditions and dementia.

The challenge in developing client-based care plans for this population lies in understanding how the disease impacts a particular patient, physically, mentally and emotionally. Our home health and residential care system is designed to meet the needs of seniors and meet an increasing demand to support those with advanced dementia.

Through this workshop, we would like to help create awareness of MS, and the losses, challenges and internal struggles with which this population lives. From there, we will host an open discussion creating an opportunity for care providers to present their challenges in providing care, and identifying ways in which the MS Society can support health care providers. Lastly we would like to leave the health care providers with some resources that may help to further educate health care staff, and provide a possible means to overcome some of these challenges.

SafeCare BC

In 2014, the BCCPA officially launched SafeCare BC, the industry association working to ensure injury-free, safe working conditions for continuing care workers.

Last year, over 850 employer representatives, front-line workers and seniors care partners attended SafeCare BC workshops. Check out upcoming course dates at www.safecarebc.ca.

Your Partner for Pharmacy Support



Award Winning Clinical Pharmacy Services and Pharmacists

- Long Term Care - Supportive Living - Group Homes - Clinics
- Industry leading technology for quality and safety
 - ✓ Packaging, verification, scanning & eMar
- Specialized wellness and nursing on-site support program
 - ✓ 24/7 on-line reporting capabilities
 - ✓ 24/7 on-line and on-site education program
 - ✓ Medication room set up and scheduled audits
 - ✓ Dementia program support
 - ✓ Advanced Cardiovascular Health and Diabetes Support
 - ✓ Accreditation and regulatory policy support
 - ✓ INR Management
 - ✓ Immunizations
 - ✓ Speciality compounding & palliative care solutions
 - ✓ 24/7 support & delivery
- Competitive pricing on all medications & home health products

Explore a partnership locally or across Canada

– call Ryan Stempfle 780-700-0570



Enhancing Quality of Life



TENA® at the British Columbia Care Providers Association

Visit TENA® at **BOOTH 78** on May 29-31, 2016 during the 2016 BCCPA Conference for your chance to win the \$500 Educational Grant. Come learn more about how our TENA® Programs can assist you in meeting your care needs.



For more information call
1-800-510-8023
www.tenacares.ca

Together we make a difference

TENA is a registered trademark of SCA Hygiene Products, AB, ©2016 SCA Personal Care.



Debbie Irwin, BSW, MSW, RSW – Community Services Coordinator, MS Society

Debbie has worked as the Community Services Coordinator for the MS Society for the past 5-and-a-half years providing support, information and outreach to individuals living with MS, families, caregivers and health care providers.

Debbie has developed new resources and programs to support and enhance the lives of people living with MS. Debbie also works at the Fraser Health Authority as a Registered Social Worker



Julia Pereira, Director of Therapy & Rehabilitation, Bayshore Healthcare

Julia has been an Occupational Therapist for over 15 years and in this time has developed a passion for working with long term care residents. Her career has allowed her to work in both private and public sectors including various facility and community based settings both in Ontario and British Columbia. She has developed reputable skills in the areas of safety assessments, seating/mobility, wound management/prevention and educating/training staff.

She has presented various lectures and hands on presentations to her peers, care support staff, interdisciplinary staff and stakeholders. Presently, she is employed as the Director of Therapy and Rehabilitation, Bayshore Healthcare.



Tricia Millman, B.A., C.C.R., Q.Arb., Q. Med – Coordinator of Advocacy and Government Relations, MS Society

Tricia has worked as the Coordinator of Advocacy and Government Relations for the MS Society for the past 2 years supporting MS Society staff and clients in systemic advocacy and systems navigation.

Tricia's primary focus is on changing legislation, policies, practices, opportunities and attitudes to help improve the quality of lives for people living with MS. Tricia also works in private practice as a mediator/arbitrator.

Concurrent 2C: Dementia-Friendly Initiative

Abstract:

Explore the various components of a successful partnership between organizations which can result in positive impacts for people with dementia who live in our care communities and in the broader community. This presentation will use a case study approach to examine the collaborative work of the Alzheimer Society of B.C., Bayshore Home Health and Sidney All Care Residences. In 2014 the Alzheimer Society of B.C. launched the Dementia-Friendly Communities initiative to develop a heightened awareness of dementia and reduce stigma in local communities throughout the province.

Driven by a commitment to ensure staff have knowledge and skills to provide effective, person-centred care, the delivery of the Alzheimer Society of B.C.'s dementia education for Bayshore and All Care staff has been another important aspect of this partnership. By highlighting the elements of this collaboration, the presenters will demonstrate steps that can be made to utilize this form of partnership in order to create community change relevant to sector.



Rebecca Morris, M.A., Provincial Coordinator, Advocacy & Public Policy, Advocacy & Education Department, Alzheimer Society of B.C.

Rebecca Morris is the Provincial Coordinator of Advocacy and Public Policy with the Alzheimer Society of B.C. She is passionate about creating better communities for people with dementia and their family members, friends and caregivers.

Currently she is supporting the development of the Society's Dementia-Friendly Communities initiative. Rebecca has her Master's of Arts degree in Sociology from the University of Victoria where she studied health and aging.



Stasia Hartley, Area Director, Bayshore Home Health for Vancouver Island

Stasia Hartley is the Area Director for Bayshore Home Health for Vancouver Island. Stasia has a Master's of Arts in Leadership from Royal Roads University and over 27 years in health care leadership roles. Stasia shares her passion and knowledge for high quality care with her hardworking team on Vancouver Island.

Stasia enjoys volunteering and fundraising in the community for a variety of different charities. Currently Stasia is working towards supporting Sidney in becoming Dementia-Friendly.



Terra Munro, Community Relations Manager, Sidney All Care Residence

Terra Munro is the Community Relations Manager for Sidney All Care Residence. Terra is truly passionate about senior care and caregiving. She currently helps and supports families and residents with one of the hardest life transitions, moving into care. Terra has vast experience in the caregiving field, starting in the Nursing and moving into the sales and marketing later on for a total of 15 years.

Terra is on the access awareness committee in Sidney, B.C. where she has spear headed several inclusive events for the community. Currently Terra's goals consist of helping guide Sidney towards being Dementia-Friendly.

Concurrent 2D: The Need for a Social Revolution in Residential Care

Abstract:

Loneliness and depression are serious mental health concerns across the spectrum of residential care, from nursing homes to AL and retirement. Psychosocial care provided to residents to address these concerns is typically based on a long-standing tradition of 'light' social events, such as games and social gatherings, planned and implemented by staff. Although these activities provide enjoyment for some, loneliness and depression persists.

Presenters will offer for discussion a peer support model—Resident Engagement and Peer Support (REAP)—for designing interventions that advance residents' social identity, enhance reciprocal relationships and increase social productivity.

Using video and interactive learning, the presenters will share results of follow up studies of this program and an evaluation from Chartwell, who implemented this program in over 180 retirement and long-term care homes in BC and across Canada. The session format will include a PowerPoint presentation using video and interactive discussion on current senior living mental health care challenges.



Kristine Theurer – Founder, President, Java Music Club, Inc.

Kristine Theurer is a researcher and founder of the Java Group Programs, a series of researched peer support interventions. She is a published author of a number of research articles, the most recent titled The Need for a Social Revolution in Residential Care in the Journal of Aging Studies. She has a Master of Arts in Gerontology and is currently continuing her research as a PhD

candidate at the University of British Columbia. She is the recipient of numerous research awards including the Michael Smith Foundation for Health Research and the Social Sciences and Humanities Research Council of Canada grants. She serves on the planning committee for the national “Walk with Me” Canadian conference on culture change.



Michele Reid – Regional Manager of Life Enrichment, Chartwell Retirement Residences

Michele Reid is the Regional Manager of Life Enrichment for Chartwell Retirement Residences. After completing her degree from the University of Waterloo in Recreation & Leisure (Therapeutic Recreation and Minor in Gerontology) she started working in the retirement sector in the Greater Toronto Area prior to taking on a regional support role.

Michele has been working as a regional manager for the past eight years and joined Chartwell in January 2015 as a subject matter expert in Life Enrichment, supporting homes and developing in the Lifestyle & Program

Managers in Ontario, Alberta and British Columbia.

MONDAY NIGHT COCKTAIL RECEPTION

Kick off your night in ‘Vegas’ with a drink in the MacDonald exhibit hall. The exhibitors will have transformed their booths, and themselves, into things found only in the tackiest Vegas locales. Collect BCCPA Caresino gaming chips by visiting the exhibitors and ‘cash ‘em in’ for a chance to win a trip for two to Las Vegas!

CARESINO: DINNER AND CASINO NIGHT

The Frontenac ballroom will be transformed into a Las Vegas style casino. Have a drink, a bite to eat, and ‘gamble’ the night away! Black Jack, Craps, Roulette - use your Caresino chips to play games of chance. Cash ‘em in’ for a chance to win a trip for two to Las Vegas. Dress up as your favorite Vegas personality – there may even be an Elvis sighting...



CONCURRENT SESSIONS: TUESDAY MAY 31, 2016

Concurrent 3A: Building a Stronger Continuing Care Sector by Creating a Culture of Patient Engagement

Abstract:

Client- and family-centred care (CFCC) has become a key driver within health care both nationally and internationally (Balik, 2012; Epstein et al, 2010; Johnson et al, 2008; Longtin et al, 2010). Accreditation Canada has a unique opportunity to support organizations in their journeys of patient engagement by reaching all sectors of health care at local, provincial and national levels. Accreditation Canada has enhanced the content of CFCC in the Qmentum program in order to provide best practice standards and guidance to organizations to support a culture shift towards patient engagement. The standards support and direct important opportunities for incorporating the client voice into all aspects of service planning, delivery and evaluation. The new standards were released in January 2015 and will be assessed during accreditation surveys beginning in January 2016. This presentation will review the scope of the new CFCC content using examples of criteria, discussions on how to meet the requirements, and exploration of what resources are available. Many organizations participating at the BC Care Providers Association conference are accredited with Accreditation Canada and will gain valuable information and knowledge to support their journey in creating meaningful partnerships with their clients and families. By the end of the presentation, participants will understand how CFCC has been enhanced in the Accreditation Canada standards, will be able to identify strategies to implement the standards and to support their organization's journey in raising the bar towards meaningful patient engagement.



Paivi Kattilakoski, MSW, RSW, Accreditation Specialist, Accreditation Canada

Paivi Kattilakoski joined Accreditation Canada as an Accreditation Specialist in February 2010. Paivi has a Master's degree in Social Work and 15 years of direct client service experience in community-based mental health and residential care organizations.

Having a keen interest in client-centred care, Paivi has been on the Accreditation Canada client and family centred care (CFCC) working group and is pleased to be able to share the working group's journey with integrating comprehensive organization-wide CFCC and patient engagement content into the Qmentum Accreditation Program.

Concurrent 3B: Reducing the Risk of Work Related Injuries & Illnesses

Abstract:

Our objective is to understand how health, safety, and disability practices in the long-term care sector are related to the risk of work-related injury and illness. We are establishing a set of leading health and safety indicators that long-term care organizations can use to assess and improve their health and safety performance. We invited one employee and one management representative from long-term care locations in BC to fill out a confidential 8-item, 10-minute, web-based questionnaire about their workplace health and safety practices. This project is funded by WorkSafeBC and has the full endorsement of SafeCare BC.

In this presentation, Dr. McLeod will discuss the results of the survey, indicate how performance on the indicators of health and safety practices are related to an organization's injury/illness claim rates, and compare results in the long-term care sector to other sectors in BC. Audience questions and dialogue will be encouraged, and Dr. McLeod will seek input on how best to improve health and safety practices to avoid workplace injuries and illness. This input will guide the report and recommendations that produced from this work.

Are you reading "The Insider"?

Last year, the BCCPA launched "The Insider" with Director of Policy and Research Michael Kary. This member-exclusive page on our website keeps you up-to-date on developments and policy issues relating to the continuing care sector.



Chris McLeod, Assistant Professor, Partnership for Work, Health and Safety, School of Population and Public Health, University of BC

Dr. Chris McLeod is an assistant professor and the research co-lead of the Partnership for Work, Health and Safety at the School of Population and Public Health at the University of British Columbia (UBC), and an associate scientist at the Institute for Work & Health in Toronto. His research focuses on the program and policy evaluation of occupational health policies and practices and on the causes and consequences of work-related injury and disease. He is currently conducting a study in the BC long-term care sector to establish a set of leading health and safety indicators that organizations can use to assess and improve their health and safety performance. Other areas of research include an evaluation of workplace violence prevention programs in the healthcare sector; an assessment of the effectiveness of occupational health and safety management systems; and national and international comparative work within Canada and with Australia and New Zealand.

Concurrent 3C: Residential Care for Me: Using Human Centered Design to Co-Create “Home”

Abstract:

Residential Care facilities are meant to be home for residents and their families, yet the pressures of the health care system, increasing complexity of residents and aging infrastructure have created institutional settings and routines that are far from homelike. With the vision of helping people find community, honoring their unique journeys, Providence Health Care (PHC)'s Residential Care for Me (RCfM) initiative seeks to create “home,” together with residents, families and staff as equal partners. Using the innovative method of Human-Centred Design (HCD), RCfM is at the beginning of a journey to truly understand the experience of residential care and to use those insights to inform improvements and innovations in our homes.

HCD is a distinctive approach from the design industry, which can be applied in any health care setting. The process encourages seeing through the eyes of those for whom we want to make a difference and co-creating solutions together. It empowers residents, families and staff to share their voice and emphasizes the need to think beyond current norms. Using resident and families' own voices to report insights back to stakeholders through video and audio created emotional responses and empathy that may not otherwise have been realized through traditional data collection and reporting.

Analysis of insights identified diverse opportunity areas for improvement. The next phase of the project is bringing residents, families, volunteers and staff (ranging from nurses to housekeeping) together to co-create and test a flow-of-the-day that better meets the needs of residents and families than present institutional routines.



Jo-Ann Tait, MScN, BHSc (PN), RPN, Program Director – Elder Care and Palliative Services, Providence Health Care

Jo-Ann Tait is the co-lead for the Residential Care for Me initiative and serves as the Program Director for the ElderCare and Palliative Services at Providence Health Care. She is a Registered Psychiatric Nurse passionate in serving the vulnerable older adult population across the continuum of care.

Are You A Member?

Have you signed up to become a member with the BC Care Providers Association?

For more information please contact:

Hart Dashevsky,
Director of Membership Services and Sponsorships

Hart@bccare.ca
(604) 736.4233 ext. 231

Did you know?

The BCCPA Affinity Program provides better value on the goods and services a seniors care provider needs to run their organization? Learn more about the Affinity Program at: www.bccare.ca/affinity.



Rae Johnson – Site Operations Leader, Holy Family Hospital, Providence Health

Rae has been with Providence since 1992 starting a Director of Pharmacy at HFH in 1992, moving into various pharmacy roles until 2005 when she became a Site Operations Leader at St. Vincent's Langara 2005-2009 and at HFH 2009-present. She obtained a BSc(Pharm) in 1992 at Dalhousie University, Halifax and a Master of Arts in Leader from Royal Roads University in 2003.

Rae is passionate about finding ways to improve the living experience of residents in her care. She has been married to husband Mark for 34 years and has eight grown children and one granddaughter.

Concurrent 3D: Delivery of Empathetic Remote Care Through Technology: Design for Seniors

Abstract:

This session will explore how seniors engage with technology for remote healthcare, and how delivering remote care through mobile applications can help healthcare providers deliver more effective care, stay connected with their patients, and track patient-reported outcomes. The session will explore research studies and methodology from a randomized clinical study for remote care with people aged 50-75 with Parkinson's disease, where patients saw a 9% improvement in their mobility over the course of the one-year study, and were highly satisfied and engaged with their care. It will also review early feedback and considerations for two in-progress studies aimed at preventing falls in seniors.

At the end of this session attendees will understand how mobile applications can be effectively used with seniors for remote care to track outcomes, communicate with patients, and improve their adherence to care plans, as well as design considerations for mobile software to be used by seniors. The session will include feedback from seniors who have used remote care plans, and identify potential pitfalls and pros and cons of implementing a digital remote care program. Attendees who are looking for novel and modern ways to engage patients, reduce costs, and improve care should attend this session.



Anne Weiler, CEO, Wellpepper, Inc

Anne Weiler is CEO and co-founder of Wellpepper, Inc, which provides a clinically-validated platform for digital patient treatment plans. After her mother was discharged from 6-months in a rehabilitation hospital with no instructions and over a month for a follow up check-up, Anne was inspired to co-found Wellpepper to enable patients and providers to connect remotely and collaborate on treatment plans to help patients adhere better to their plans.

Wellpepper has worked extensively with researchers from Boston University, Harvard, and University of Washington to ensure that its mobile software is highly usable and engaging for seniors.

The BCCPA recently released a two-part White Paper titled 'Exploring Options for Improving BC's Continuing Care Sector'. Check it out on our website at www.bccare.ca.

Visit us **6** at booth **6** and **WIN** an **AXIS M1034-W Network Camera** from **AXIS COMMUNICATIONS** valued at **\$600!**



houle
integrated systems
electrical, low voltage
& maintenance solutions

www.houle.ca



Kristin Helps, RN, MIS, Director of Clinical Operations, Wellpepper, Inc

Kristin Helps, RN is Director of Clinical Operations at Wellpepper, Inc. As a discharge and acute care nurse, Kristin recognized the need for better patient communications which prompted her to complete a Master's in Health Information Science with a focus on patient-centered technologies.

At Wellpepper she is responsible for helping healthcare organizations translate their paper-based instructions and treatment plans to Wellpepper's task-based platform where patients can record results and get remote help with their home treatment programs.

Concurrent 4A: Physician Assistants: A Solution for Long-Term Care

Abstract:

Chris Rhule, President of the Canadian Association of Physician Assistants, will provide an overview of Physician Assistants (PAs) employed in long-term care and how working collaboratively with other health professions they can positively impact health care delivery in long-term care homes. A review of case studies and evidence will be presented throughout the presentation. At completion of this session, participants will have a clearer understanding of the PA role, increased knowledge of how PAs can be incorporated into long-term care and appreciate the value that they can provide in increasing access to quality care for residents.



Chris Rhule, MHS, PA-C, CCPA, National President, Canadian Association of Physician Assistants

Chris began his career in the Winnipeg Reserves before joining the US Navy. In the navy he was exposed to PAs and upon accepting an honorable discharge embarked on a journey to become a PA. In 1999, Chris obtained a Master's degree from the Quinnipiac University PA Program in Hamden, Connecticut. Chris practiced in the US in cardiac surgery prior to moving back to Winnipeg.

He has played a key role in the growth of the PA profession. He contributed to the creation of the first Master's Degree PA program at the University of Manitoba and played a consultative role in the development of both Ontario's PA educational programs. Chris co-authored the Ontario PA Scope of Practice Statement and Competency Profile. From 2005 to 2014 He was the Director for the Winnipeg Regional Health Authority PA Program. For the last 2 years Chris has been traveling abroad working in developing countries providing care for under privileged communities.

Concurrent 4B: Building a Strong Foundation for Dementia Care

Abstract:

The purpose of this session is to provide attendees with an overview of the program, "Creating Connections: Working with People with Dementia", including a snapshot of the information provided, examples of video clips and group discussions, and a summary of some of the most frequent "takeaways", as reported by past participants.

Since 2012 the Alzheimer Society of B.C. has been delivering six-hour workshops to a wide range of health-care providers, initially in partnership with WorkSafe BC, with SafeCare BC since 2014, and also through partnerships with service providers throughout B.C. Based on the information provided to families in our Family Caregiver Series, this workshop was launched to address the "hunger" for knowledge from those on the front lines of care for people with dementia.

High injury rates in the long-term care sector, the assumption that knowledge might lower these rates, and current research which recognizes the link between person-centred care and safer work environments for care workers led to the partnerships with the two agencies.



Jan Robson, Provincial Education Coordinator, Alzheimer Society of B.C.

Jan Robson has been with the Alzheimer Society of B.C. for 10 years, as the coordinator of the Dementia Helpline, a Provincial Program Coordinator, and now in the Advocacy and Education department as a Provincial Education Coordinator. Her current role is multifaceted. She leads workshops for health-care providers; delivers tele-workshops to caregivers, health-care providers, and the general public; supports staff around advocacy issues; and works on program development.

Her background is in counselling. She has watched dementia take its toll on both her grandmother and her father, and is looking forward to the day when the stigma and devastation of Alzheimer's disease is a footnote in history.

Concurrent 4C: Reducing Behaviours with In-Home Behavioural Support Teams

Abstract:

In Ontario, aggressive behaviour related to dementia and/or mental health conditions now affects nearly half (46%) of all long-term care residents. A 2015 report by the Ontario coroner that highlighted deaths from resident-on-resident aggression has renewed public concern about this issue.

Behavioural support teams based in long-term care homes are showing significant promise in reducing aggression and other responsive or challenging behaviours. The Ontario Long Term Care Association (OLTCA) has called for the provincial government to fund a team in every home.

Behavioural Supports Ontario (BSO) was launched by the Ontario government in 2010. Each regional health authority determined the roll-out of the BSO model within their region, resulting in a range of different care models, training and support.

In 2015, the OLTCA undertook a survey of its 439 member homes to determine if there were differences between the models. The findings showed that the in-home model (one team based in a home, and serving only one home) significantly outperforms the mobile teams on all measures including resident outcomes.

Presentation will highlight: detailed findings showing the dramatic difference in results between mobile teams and in-home teams (graphics) and a case study of an in-home BSO team. Within a year on the BSO team's arrival on one advanced dementia unit, staff were able to reduce antipsychotic medications by almost 50%, and residents have much lower rates of agitation, restlessness, and conflict (includes photographs and short video)



Candace Chartier, RN, CHE, MBA, CEO, Ontario Long-Term Care Association (OLTCA)

Candace brings her wealth of sector experience to her role as Chief Executive Officer. She is a strong leader, effective communicator and practiced health care professional who leads and delivers results on wide ranging and complex projects. Previously, Candace held positions such as Chief Operating Officer, Corporate Project Director, Administrator and Director of Care in long-term care. She started her career as an RN and worked in the Acute Care Sector, Rehabilitation, Community Nursing and Aeromedical Nursing fields. Candace is a strong advocate for long-term care both provincially and nationally as an executive with the Canadian Alliance of Long Term Care.

Candace holds an MBA from Western University Richard Ivey School of Business and is a graduate of Queen's University Executive Development Program and the University of Toronto Rotman School of Management, Advanced Health Leadership Executive Program

Did you know?

- *The BCCPA Affinity Program provides better value on the goods and services a seniors care provider needs to run their organization? Learn more about the Affinity Program at www.bccare.ca/affinity.*
- *In 2013 the BCCPA successfully launched the Care to Chat speaker series. Over the past year, nearly 1,000 people attended the four panel discussions!*

Concurrent 4D: Use of Video Surveillance (“Granny Cams”) in Residential Care

Abstract:

In this comprehensive presentation, lawyer and seniors' care executive Al Jina examines the complex issue of video surveillance in care homes, from a legal and from an ethical perspective.

As a lawyer, he examines the legal/regulatory implications of video surveillance and comments on high-profile cases in which video surveillance came before the courts. He also summarizes existing legislation governing video surveillance in Canada, the U.S., and the U.K.

This presentation examines how to balance the technology of video surveillance with the demands for care and the need for ethics that respects individual rights. When is surveillance justified? When and where should be used? Is current legislation keeping pace with the technological advances that put video surveillance within reach of all? The presentation outlines requirements to maintain an 'expectation of privacy' under federal and provincial law. It also suggests practical alternatives to video surveillance that are more respectful of our elders.



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

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

Additional achievements include:

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

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

PLENARY 3

Care to Chat: Is there a doctor in the home? Dealing with HHR issues in BC's continuing care sector

Abstract:

This panel and Care to Chat event will explore issues and challenges relating to Health Human Resources (HHR) in the continuing care sector. Topics to be discussed include ways to better integrate health professionals into long-term care, as well as identifying the main factors behind existing shortages of HHR (i.e. care aides, geriatricians, nurses, etc.), and how to address these trends. Other issues to be explored include how to improve recruitment and retention, training and education, as well as the role of new providers such as physician assistants and nurse practitioners in continuing care. The panel will also explore these issues as they pertain to continuing care in British Columbia, as well as across Canada. Introduction and special presentation by Aly Devji will be made prior to this Plenary honouring the late Tom Frame, a colleague and friend who passed away suddenly in February.



The right choice for your residents, caregivers and facility.

Proudly made in Canada 



www.caresourcetek.com

Care Source Inc., 2026 Headon Road, Burlington, Ontario L7M 4G3
T: 905.635.1169 | F: 289.337.5337

www.caresourcetek.com info@caresourcetek.com



Moderator: Daniel Fontaine, CEO, BC Care Providers Association

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

After obtaining a Bachelor of Arts degree in political science from the University of Manitoba, Fontaine went on to complete the Media Writing and Public Relations certificate from Langara College. He was appointed to the Board of Directors for Douglas College and served on the BC College of Psychologists from 2004-2010.

Fontaine is the former weekly civic affairs columnist for 24 Hours Newspaper and political commentator on Global TV & Global BC news channel. He actively participated in the weekly civic affairs panel for the top-rated Bill Good Show on CKNW radio. In 2008 he co-founded CityCaucus.com, one of Canada's most popular civic affairs blogs.

From 2005 to 2008, Fontaine also served as the Chief of Staff in the Office of the Mayor of Vancouver. He was appointed to the Board of Directors for SafeCare BC in 2015 with a mandate to reduce workplace injuries in the long-term care sector.

In 2012 Fontaine was awarded the Queen's Diamond Jubilee Medal for public service. He was born in St. Boniface, Manitoba and moved to British Columbia in 1989. He is an active member of the New Westminster Minor Hockey Association. In 2016 they presented him with the Volunteer of the Year award.

Fontaine is married with one son and has resided in the historic Queen's Park neighbourhood of New Westminster since 2001.



Chris Rhule, MHS, PA-C, CCPA, National President, Canadian Association of Physician Assistants

Chris began his career in the Winnipeg Reserves before joining the US Navy. In the navy he was exposed to PAs and upon accepting an honorable discharge embarked on a journey to become a PA. In 1999, Chris obtained a Master's degree from the Quinnipiac University PA Program in Hamden, Connecticut. Chris practiced in the US in cardiac surgery prior to moving back to Winnipeg.

He has played a key role in the growth of the PA profession. He contributed to the creation of the first Master's Degree PA program at the University of Manitoba and played a consultative role in the development of both Ontario's PA educational programs. Chris co-authored the Ontario PA Scope of Practice Statement and Competency Profile. From 2005 to 2014 He was the Director for the Winnipeg Regional Health Authority PA Program. For the last 2 years Chris has been traveling abroad working in developing countries providing care for under privileged communities.



Dr. Samir K. Sinha MD, DPhil, FRCPC, Director of Geriatrics at Mount Sinai and the UHN Hospitals, Provincial Lead, Ontario's Seniors Strategy

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

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

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

Care for the Facts

The BCCPA has developed a new resource called 'Care for the Facts' where we take reported inaccuracies and attempt to set the record straight through the use of creative infographics. You can view them at: www.bccare.ca/care-for-the-facts/.



Georgina MacDonald, VP, Western Canada and Developmental Initiative at CIHI

As VP, Western Canada and Developmental Initiatives, Georgina MacDonald provides strategic leadership and oversight for CIHI's presence, products and services in the western provinces and the territories. In this role, she fosters strategic relationships with partners and clients to understand their evolving health information needs and to provide insight and direction on the solutions required to meet the challenges of health care delivery in these jurisdictions.

Prior to joining CIHI, Ms. MacDonald has held senior roles in Island Health and the Saskatchewan and British Columbia ministries. Ms. MacDonald has an extensive background in health care planning, data analyses to support decision-making and stakeholder engagement, and a passionate belief in a values-based corporate culture.

She earned her undergraduate degree in business from St. Francis Xavier University and master's degrees in arts from the University of Waterloo and in health administration from Dalhousie University.

CLOSING KEYNOTE

The Butterfly Effect: Changing the Delivery of Dementia Care in Canada

Abstract:

Butterflies create colour, change the moment and are transformational. Dementia Care Homes have been characterised by lethargy, boredom and a malignant social psychology. In 1995 Dr David Sheard began the Butterfly Effect in the UK believing that real quality dementia care could be so different. Based on the fundamental belief that people living with a dementia are more feeling beings than thinking beings, this is a model of care based not on policies, procedures and systems but on the lived experience of people and helping them to come alive. Butterfly Care Homes have no 'them and us' features, no magnolia paint, no herding of people into dining rooms, and no detached professionalism.

20 years on The Butterfly Care Home Approach is a social movement across the UK and Ireland and now spreading to Canada and Australia. Dr David Sheard will in an emotional, motivational and challenging presentation, state that now is the time that the hospital/hotel model of dementia care is finally outdated and that he welcomes Canada being hungry to prove that 'Feelings Matter Most' in dementia care.



Dr David Sheard, CEO / Founder Dementia Care Matters

Over the last 35 years David has developed a reputation as a challenging and motivational speaker in the UK, Ireland, USA, Canada and Australia.

His main focus in speaking, consultancy, training, writing and his media work in national TV is to shape culture change in dementia care and to emphasise that 'Feelings Matter Most.'

Dementia Care Matters has ten arms:

- University Recognised Learning
- Learning Resources
- Mattering in Hospital
- Development in Wales
- International Development
- Butterfly Care Homes
- Mattering At Home
- In-House Training
- Development in Ireland
- David's Development Consultancy

Dementia Care Matters' belief and approach as a team are outlined in 19 publications and DVDs entitled the 'Feelings Matter Most' series including the new publication 'Loving: the essence of being a butterfly in dementia care.' In 2015 Dementia Care Matters launched its new culture change DVD, 'Giving: hope for the future of dementia care' and acted as UK TV Series Consultant to the three-part documentary series 'Dementiaville' on Channel 4.

David has a staff appointment as a Visiting Senior Fellow in the School of Health and Social Care, University of Surrey and holds an Honorary Degree award of Doctor of the University (DUniv).

BCCPA PUBLISHES WHITE PAPERS ON FUNDING, INNOVATION AND NEW CARE MODELS

According to Statistics Canada, for the first time in Canada's history we now have more seniors than youth under the age of 15. By 2036, over 25 percent of the population will also be over the age of 65. This highlights the critical need for us to explore new ideas and address the numerous challenges facing British Columbia's dynamic and ever-changing continuing care sector.

If we want to continue delivering top quality care for a growing number of seniors and other adults, many of whom are living with multiple chronic diseases, it is imperative we look at new innovative approaches. By doing so, we can also explore and adopt best practices in other regions as well develop our own made-in-BC solutions that will deliver better health outcomes for seniors.

The White Papers released today, which deal with sustainability and innovation in the continuing care sector, build on a longstanding BCCPA tradition of not only identifying problems, but also helping to resolve them. This can only be accomplished if we have established a true and effective collaboration with key partners such as the Ministry of Health and the Health Authorities.

The BCCPA, through its Emerging Issues and Policy Committee, has invested significant resources over the last year to research, draft and refine these White Papers. The first paper deals with issues around funding and financing of continuing care including approaches to improve sustainability. The second paper deals largely on innovative approaches focusing on five areas including exploring new care models for seniors, improving dementia care, use of technology as well as enhancing the safety and health of seniors.

The White Papers build on many of the key themes of the BCCPA Policy Paper released last year entitled Quality-Innovation-Collaboration: Strengthening Seniors Care Delivery in BC. This was in direct response to a series of policy papers released by the Ministry of Health in February 2015.

Over the next four to six months, we will be actively seeking input from those receiving care, our members, key partners and a wide range of other stakeholders.

The feedback we gather during the consultation period will be shared and deliberated with over 100 individuals and organizations who we plan to invite to the inaugural BC Continuing Care Collaborative at the SFU Wosk Centre for Dialogue in Vancouver. The Collaborative will take place in September 2016 and we anticipate active involvement from everyone who intersects with BC's continuing care sector. This includes clinicians, health care workers, academics, care aides, labour organizations as well as a broad cross section of our membership.

The BCCPA is encouraging everyone to review the White Papers and consider which ideas, concepts and funding models would help foster a vibrant and sustainable continuing care sector while ensuring excellent seniors care moving forward. We look forward to hearing from you over the coming months.

Sincerely,



Daniel Fontaine
CEO, BC Care Providers Association



BC CARE PROVIDERS
ASSOCIATION

CARE FOR THE FACTS

The BC Care Providers Association (BCCPA) has developed a new resource called 'Care for the Facts'. The idea is to take reported inaccuracies – and through the use of creative infographics – attempt to set the record straight.

Over the coming months, the BCCPA will continue to add Care for the Facts resources.

If you are a member of the BCCPA, we encourage you to download these infographics and post them prominently around your care home. If you have any suggestions or ideas regarding a possible future Care for the Facts infographic, please contact BCCPA Policy Analyst Lara Croll at lara@bccare.ca.

Opening keynote address and plenary sponsor:



\$100,000 Golf Tournament hole-in-one sponsor:



Conference bags and lanyards sponsor:



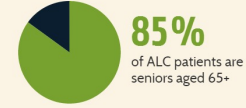
Plenary 2 sponsor:



SENIORS RIGHT CARE RIGHT PLACE RIGHT TIME

Alternate Level of Care (ALC)

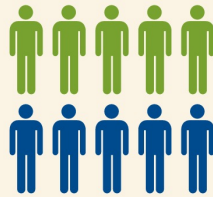
When a person is occupying an acute care bed and unable to access home and community care services they are referred to as Alternate Level of Care (ALC) or bed blockers.



Canadians are stuck in hospital beds



BC Seniors are waiting for care



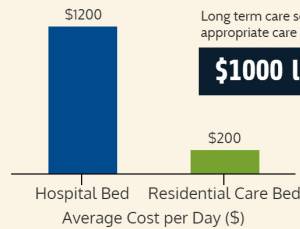
50% of ALC patients are seniors waiting for placement into residential care.



This is in part because the average wait time in British Columbia for residential care is

45 Days

Investing in long term care saves \$\$\$



Long term care settings provide more appropriate care for seniors and cost up to **\$1000 less per day**



If 50% of ALC days could be reduced by caring for patients in residential care homes it could generate over

\$200 Million

Match seniors to long term care beds



STEP 1 Create a public registry to track vacant residential care beds and hospitals' ALC days and - similar to the one run by the UK's National Health Service

Use existing residential care capacity identified by the registry to find more appropriate spaces for seniors

STEP 2



2015/16 BOARD OF DIRECTORS

Elaine Price – President

Karen Baillie – Vice President

Andre Van Ryk – Secretary Treasurer (Finance and Audit Committee)

David Cheperdak – Past President

Aly Devji – Conference Committee Chair

Ron Pike – Membership Review Committee Chair

Sue Emmons – Emerging Issues & Policy Committee Chair &

BCCPA's representative on the SafeCare BC Board

Bob Boulter – Awards and Recognition Committee

Elissa Gamble – Also serves on HEABC Board

Rizwan Gehlan – Finance and Audit Committee

Maria Favero – Awards & Recognition Committee

Debra Hauptman – Board Liaison with the Office of the Seniors Advocate

Henry Lu – Awards and Recognition Committee

Will McKay

Chris Mitchell

Shawn Terlson

THANK YOU TO OUR ANNUAL CONFERENCE PLANNING COMMITTEE

Aly Devji (Chair) – Residential Care Member

Hendrik Van Ryk (Past-Chair) – Residential Care Member

Michael Aikins – Residential Care Member

Philip Marmina (Angel Accessibility Solutions) – Commercial Member, Title Sponsor

Alex Jones (Heritage Office Furniture) – Commercial Member

Karen Baillie – Residential Care Member, CCHL Liaison

Daniel Fontaine – Chief Executive Officer, BCCPA

Cathy Szmaus – Manager of Events and Administration, BCCPA

Michael Kary – Director of Research and Policy, BCCPA

Hart Dashevsky – Director of Membership Services and Sponsorship, BCCPA

Jesse Adamson – Communications Coordinator, BCCPA

Lara Croll – Policy Analyst, BCCPA

Diana Lim – Administrative Assistant and Board Secretariat, BCCPA

THE BCCPA WISHES TO RECOGNIZE OUR LONG-SERVING EXISTING MEMBERS AND WELCOME THE OVER 40 NEW MEMBERS THAT HAVE JOINED SINCE THE LAST CONFERENCE IN MAY, 2015:

Service Provider Members (New members in bold)

- Acacia Ty Mawr Holdings Ltd
- Adanac Park Lodge
- Always Best Care Senior Services
- Arbutus Care Centre
- Augustine House
- Bayshore Home Health
- Beacon Community Services
- Beacon Hill Villa
- Belvedere Care Centre
- Beulah Gardens
- **Braddan Private Hospital**
- Broadmead Care Society
- **Broadway Pentecostal Lodge**
- Brocklehurst Gemstone Care Centre
- Brookside Lodge
- Capilano Care Centre
- Care At Home
- Carital Continuing Care Society
- Carlton Gardens Care Residence
- Cartier House
- Cascades
- Castle Wood Village
- Castlevue Care Centre
- Cerwydden Care Centre
- Cheam Village
- Cherington Place
- **Choice Dementia Services**
- **Comfort Keepers**
- Comox Valley Seniors Village & Casa Loma
- Connect Communities
- Courtyard Terrace
- Creekside Landing
- Crescent Gardens
- Crest View Village
- Crofton Manor
- Delta View Habilitation Center
- Dover House
- Drake Medox Health Services
- Dufferin Care Centre
- Echo Village
- Eden Care Centre
- Evergreen Baptist Campus Of Care
- Evergreen Hamlets At Fleetwood
- Evergreen Seniors Home
- Finnish Home
- Fir Park Village
- **First Call Health And Home Care Services**
- **Fleetwood Place**
- Foyer Maillard
- Fraserview Retirement Community Ltd.
- Gardens At Qualicum Beach
- **George Derby Care Centre**
- German-Canadian Care Home
- Glenwarren Lodge
- Glenwood Care Centre
- Good Samaritan-Christenson Village
- Good Samaritan-Heron Grove
- Good Samaritan-Hillside Village
- Good Samaritan-Mountainview Village
- Good Samaritan-Village By The Station
- Good Samaritan-Wexford Creek
- Greater Vancouver Community Services Society
- Guildford Seniors Village
- Hamlets At Penticton
- Hamlets At Westsyde
- Harrison At Elim Village
- Haven Hill Retirement Centre
- **Hawthorne Seniors Care Community**
- Heritage Square
- Hilton Villa Care Centre
- Hollyburn House
- Holyrood Manor
- Inglewood Care Centre
- Jackman Manor
- James Bay Care Centre
- Joseph Creek Village
- Kamloops Seniors Village
- Kin Village Association
- **Kiwanis Care Centre**
- **Kiwanis Village**
- Lake Country Lodge And Manor
- **Lakeshore Care Centre**
- Lakeview Care Centre
- Lakeview Lodge
- Langley Gardens
- Langley Lodge
- Langley Seniors Village
- **Laurel Place**
- Little Mountain Place
- Lodge On 4Th
- Logan Manor Assisted Living
- Luther Court Society
- **Madison Care Centre**
- Malaspina Gardens
- Manoh Manor
- Maple Ridge Seniors Village
- **Maplewood Seniors Care Society**
- Mariposa Gardens
- **Mayfair Senior Living & Care**
- Menno Place
- **Morgan Place**
- Mountain Lake
- Nanaimo Seniors Village
- New Horizons Community Of Care
- New Vista Society
- **Normanna**
- Northcrest Care Centre
- Nova Pacific Care
- Paramed Home Health Care
- Parkwood Place
- Peace Portal Lodge
- Piccadilly Care Centre
- Pine Acres Home
- Pine Grove Care Centre
- Pioneer Square
- **Point Grey Private Hospital**
- **Proof Of Care**
- Renfrew Care Centre
- **Residence At Clayton Heights**
- Residence At Morgan Heights
- **Rest Haven Lodge**
- Retire-At-Home Services
- Retire-At-Home Services
- Ridgeview Lodge
- Rocky Mountain Village
- Rose Wood Village
- Rosemary Heights Seniors Village
- Royal Ascot Care Centre
- Royal City Manor
- Saint Elizabeth Home Care
- Sandringham Care Centre
- Seton Villa Retirement Centre
- Shaughnessy
- Shylo Nursing & Home Healthcare
- Sidney All Care Residence
- **Sidney Care**
- Silver Kettle Village
- Simon Fraser Lodge
- Simpson Manor
- Spring Valley Care Centre
- **Strive Living Society**
- Summerland Seniors Village
- Sunridge Place
- **Sunrise Living Of Lynn Valley**
- **Sunrise Living Of Vancouver**
- **Sunrise Living Of Victoria**
- Three Links Care Centre
- Tremont Care
- Valley Haven Retirement Home
- Waverly Seniors Village
- We Care Home Health Services Lp
- West Shore Laylum Care Centre
- Westminster House
- Whitecliff
- White Rock Seniors Village
- Williams Lake Seniors Village
- Willingdon Care Centre
- Willow Senior Living Residence
- Zion Park Manor

Commercial members (New members in bold)

- **Access Community Therapists**
- Assoc. For Choices In Support And Independent Living Employers
- 3M Health Care
- 4Th Utility Inc
- **Abbey Medical Supplies**
- Accreditation Canada
- Advanced Health Care Products
- Advocare Health Services
- Alzheimer Society Of BC
- Angel Accessibility Solutions Ltd
- Arjohuntleigh
- Associated Health Systems
- BC Centre For Elder And Advocacy Support
- BC Textile Innovations
- **Bell Mobility**
- **Better Buy Chairs Inc.**
- Bfi Canada Insurance Services Inc
- Bladder Health Society
- Boehringer Ingelheim Canada Ltd.
- Borden Ladner Gervais Lp
- Bowers Medical
- **Britco**
- Brylu Staffing Inc.
- **Canadian Association Of Occupational Therapists**
- Canadian Society Of Nutrition Management
- **Canassist**
- Canstar Restorations
- Capital West Mortgage Inc
- Cardinal Health Care
- Care At Home
- Care Rx
- **Care Source Inc.**
- Carecorp Seniors Services
- Carewest Real Estate Services
- Carf Canada
- Case Management Canada, Inc.
- Cb Diets, Tns Desktop Inc
- Classic Care Pharmacy
- Coldstream Commercial Sales Inc
- Communication Connection (BC) Inc
- **Community Therapists**
- Complete Purchasing Services Inc
- DeJager Volkenant & Company
- Discovery Community College
- Dispill/Richards Packaging Inc
- Domtar Personal Care
- Dynamic Specialty Vehicles Ltd
- Ecclesiastical Insurance
- Erv Parent Group
- Evacuscapes
- Ever-Care Contract Sales
- **Excel Nursing Services**
- Extencicare Assist
- Fasken Martineau Dumoulin Lp
- Field & Martin Associates
- First National Financial Lp
- First Quality Products
- Fortis BC
- Gordon Food Service
- **Grant Thornton**
- **Graphite Communications**
- Groupsource
- Haddon Equipment & Supplies
- Health Arts Society
- Heritage Health Care
- Honeywell Building Solutions
- Hospitality Network
- Houle Electric Ltd.
- Howegroup
- Ic Funding Financial Corporation
- Java Group Programs
- Justice Institute Of BC
- Licensed Practical Nurses Association Of BC
- **KPMG**
- Lifemark Eldercare
- Lifemark Seniors Wellness
- London Drugs
- Marquise Hospitality Services
- Marsh Canada Limited
- Maxwell Management Group Ltd
- Mc Healthcare Products Inc
- Mckesson Canada
- Med Cart Canada Inc
- Mede-Care Healthcare Solutions Inc
- Medical Mart West
- Medical Pharmacies Group Limited
- Medicine Shoppe
- Medipharma Direct
- Medisystem Pharmacy
- Medline Canada
- Memorial Society Of BC
- Mip, Inc.
- Mnp
- Ms Society Of Canada
- Olymel Foods
- Omega Communications Ltd
- Overwaitea Food Group (Save-On-Foods)
- Pharmacare
- Pointclickcare
- Preferred Realty Capital Inc
- Pro Vita Care Management
- Procure Institute
- Procura
- Qhr Technologies Inc
- **Quart Healthcare West, Inc.**
- RBC Royal Bank
- Remedy's Pharmacy
- Rexall Specialty Pharmacy
- Roper Greyell Lp
- Russell Food Equipment
- Salvation Army Rotary
- Sca Personal Care
- **Scout Technology Guide**
- Select Sound & Communications Ltd
- Servantage Health Services Corp
- Shoppers Home Health
- Silver Group Purchasing
- Simpe'q Care Inc
- Sobey's National Pharmacy Group
- Source Office Furnishings
- Staff Schedule Care
- **Stenberg College**
- Sterling Health Services
- Stevens Company Ltd
- Stonebridge Financial Corporation
- Sun Glow Food Service Ltd
- Surge Learning
- **Synergy Employment Services**
- Sysco Vancouver
- Tandus Centiva
- Tangent
- **Terraco Systems**
- Tex-Pro Western Ltd
- Torrison Hr Management Solutions Ltd
- Trg Group Benefits & Pensions
- Trillium Talent Group
- West Sun Communications Ltd
- Westbridge Group Valuation Partner
- Westcana Services Inc
- Westland Insurance
- Westpac Paper, Cleaning Supplies & Equipment
- Westport Mfg Co Ltd

TOM FRAME

SEPTEMBER 19, 1957 –
FEBRUARY 24, 2016

FAREWELL TO A
COLLEAGUE AND FRIEND.



LOOKING FORWARD TO
SEEING YOU NEXT YEAR!

40TH ANNIVERSARY
ANNUAL CONFERENCE.

FAIRMONT CHATEAU WHISTLER,
MAY 28TH-31ST 2017.



The Proven Solutions Partner

Experts in administration, management and consulting services in long-term care homes, independent/retirement homes and supportive & assisted living.



Visit us at Booth 7 & 8 to discuss an operational review of your facility and see our full list of management and consulting services.





PURCHASING
PARTNER
NETWORK

Better all together™

**Come See Us at
Booth 7 & 8 to pick up a
Caresino Poker Chip!**

Silver Group Purchasing brings you an unmatched depth of experience and support in all organizational and service areas as you cater to the complex needs of seniors.

Rely on Silver Group Purchasing for all of your operational needs

Our insight comes from operating more than 80 Extendicare homes across Canada with the same proven products and service we recommend to you. We focus on the specific needs found in every area of your business to help you operate in an efficient and cost effective manner. Delivering the best to seniors for your operations and in ours is all we do.

Silver Group Purchasing delivers a full line of contract services to help your operation run more smoothly and efficiently. All of our contract services and recommendations are developed by industry and care experts that are uniquely designed, tested and proven in our own homes.

Ask about our contract services, including:

- ◆ Administration
- ◆ Clinical
- ◆ Food Service
- ◆ Housekeeping/
Laundry
- ◆ Recreation & Therapy
- ◆ Maintenance
- ◆ Capital/Furniture, Fixtures &
Equipment
- ◆ Group Benefits
- ◆ IT/Adult Education for Staff
- ◆ Employee Discount Savings

Proud Supporters of BCCPA for Over 14 Years!

Get with the network™

www.sgpnetwork.com 1-800-263-7025

2016 CONFERENCE SPONSORS

Title Sponsor:



Platinum Sponsors:



Gold Sponsors:



Silver Sponsors:



Golf Sponsor



Sunday/Monday Night Activities Sponsors



Meal & Break Sponsors

