

DEMENTIA RATE IN
DECLINE

3 MESSAGE FROM
CEO

4 BCCPA MEMBER
PROFILE

6-7 2013
CONFERENCE
PHOTO
HIGHLIGHTS



BC CARE PROVIDERS ASSOCIATION

Care Quarterly

A newsletter for long term care providers and home support agencies in BC

Final Edition Summer 13



Mark your calendar! The BC Care Providers Association will be holding its next annual conference in Whistler on May 25-27, 2014. If you are interested in becoming a sponsor or exhibitor, please contact Maria Capostinsky at mcapostinsky@bccare.ca.

Dementia Rate in Decline: British and Danish Study

Two recently published studies have found that the dementia rate in older adults is dropping. On July 16, 2013, The New York Times reported:

The British study, published in The Lancet, and the Danish one, which was released last week, also in The Lancet, soften alarms sounded by advocacy groups and some public health officials who have forecast a rapid rise in the number of people with dementia, as well as in the costs of caring for them. The projections assumed the odds of getting dementia would be unchanged.

Yet experts on aging said the studies also confirmed something they had suspected but had had difficulty proving: that dementia rates would fall and mental acuity improve as the population grew healthier and better educated. The incidence of dementia is lower among those

better educated, as well as among those who control their blood pressure and cholesterol, possibly because some dementia is caused by ministrokes and other vascular damage. So as populations controlled cardiovascular risk factors better and had more years of schooling, it made sense that the risk of dementia might decrease. A half-dozen previous studies had hinted that the rate was falling, but they had flaws that led some to doubt the conclusions.

For more information about dementia and support, visit the Alzheimer Society of B.C. website (www.alzheimerbc.org). The Society is dedicated to helping people concerned with or facing dementia have the confidence and skills to maintain quality of life. It is also committed to ensuring public perceptions reflect the real issues, and to securing funding for support and research.

Minister of Health Lunch: Hon. Terry Lake

A Vision for Taking Care of BC Seniors

On **Wednesday, October 9th, 2013** the BCCPA will be co-hosting a special lunch featuring guest speaker the Hon. Terry Lake, Minister of Health.

This will be a great opportunity to hear directly from the Minister regarding his vision for the future of the continuing care sector in BC and network with your colleagues.

Location: Fairmont Waterfront Hotel, 900
Canada Place

Tickets: \$60 members – \$480 per table + GST
\$95 non-member – \$750 per table + GST

Contact: Maria Capostinsky –
mcapostinsky@bccare.ca

604-736-4233 ext 226

Advocating service excellence for seniors

TO BECOME A MEMBER
AND LEARN MORE, VISIT
www.bccare.ca



FURNITURE SOLUTIONS



HERITAGE HEALTHCARE

Heritage works with your ideal price range, providing quality furnishings and services

CONTACT US FOR MORE INFORMATION

TOLL FREE 1 877 886 2000 Alex Jones ajones@heritageoffice.com www.heritageoffice.com
LOCATIONS: ■ VANCOUVER ■ KELOWNA ■ KAMLOOPS ■



A Message from BC Care Providers Association CEO BCCPA changing with the times



The *Care Quarterly* has been a regular form of communication for the BCCPA for the better part of the last decade – but this will be our last edition.

Ceasing production of the *CQ* will not only lessen the impact to the environment, it will also help to reduce costs and afford us the opportunity to strengthen our online communications.

In May we launched a redesigned website including several new social media channels such as Facebook, Twitter and LinkedIn. In only eight short weeks, we have been able to deliver some amazing results:

- We have written **60+** new posts on a range of topics. There were over **11,000** page views from **4,700+** unique visitors (3,600+ first time visitors and 1,100 returning visitors)
- Our LinkedIn group already has **70+** new members
- Our new e-newsletter signed up almost **100** new subscribers
- Over 150 separate tweets have been sent out on a variety of topics since May 1st from our @BCCareProviders account
- Our new YouTube channel generated over **800** unique views of the videos we've developed.

Our world is changing, and so too should the way we communicate with our members and the public. The *CQ* served a useful purpose in helping to keep the continuing care sector informed on issues of concern – but it is no longer capable of keeping up with our modern 24-7 wired world.

Despite the phasing out of the *CQ*, the BCCPA is committed to keeping you up-to-date regarding the key issues facing the sector each day. That's why if you haven't already done so, I'd encourage you to seek out one of the following opportunities to keep in touch with us:

- Sign up for our e-newsletter at www.bccare.ca
- Read the CEO Member Report (Members only)
- Join our LinkedIn group
- Follow us on Twitter
- "Like" us on Facebook
- Read our website "In The News" and "Feature Story" section

Thanks again for reading *CQ* over the years and I look forward to communicating with you online!

Sincerely

Daniel Fontaine
CEO



Westland Insurance Care Providers Insurance Program

*Proud Members and Supporters of
the BC Care Providers Association*

An exclusive insurance program designed specifically for Senior Care and Retirement facilities.

This package includes a broad selection of comprehensive coverage extensions, designed to provide the highest level of insurance protection.

For more information contact:

Mike McCormack, CIP, CRM, CAIB
Phone: (604) 543-7788 Toll Free: 1-800-899-3093
e-mail: mmccormack@westland-insurance.com

www.westland-insurance.com

Your best coverage is our only policy

Quick Facts

COMMITTED TO QUALITY CARE

- The BC Care Providers Association has taken a "zero-tolerance" approach when it comes to the abuse of seniors in care.
- Our Association has developed a new *Best Practices Guide* to help reduce the need to administer anti-psychotic medication.
- We established an online guide to develop intergenerational programs for schools, care homes and community groups.
- We developed new health and safety guidelines aimed at better protecting residents and staff at seniors' care homes across the province.
- BC Care Providers introduced an easy-to-read guide designed to assist with the establishment of resident/family councils and to support the momentum of existing councils.

Sun
Glow



FOOD SERVICE LTD.

Proud members and supporters of the BC Care Providers Association

At Sun Glow, our goal is to provide quality products and outstanding service.

We offer a full beverage program of all varieties of juices, teas & coffees, and sugar-free products, as well as specialty products specifically for health care.

We also offer 24 hour dispensing equipment service and equipment training for your staff.

With 30 years in the industry, we have the knowledge and skills to make your beverage program a success.



Contact us today to see how we can help your company.



Sun Glow Food Service
1-877-580-3369
604-580-3369
www.sunglow.ca

Profile: Yvonne Wallace Focuses on Client Needs



Yvonne Wallace works as a client service coordinator for the new Acquired Brain Injury Program at Saint Elizabeth in Vancouver

Raised by a single mother, Yvonne Wallace was encouraged from a very young age to show compassion to those in need and offer assistance however you can.

“Whenever there was somebody that needed something, they came to our house,” she explains. “It was just the way I was raised.”

As the Client Service Coordinator for the new Acquired Brain Injury Program for Saint Elizabeth in Vancouver, Yvonne helps to connect those Community Service Workers with clients with brain injuries. She focuses her job around helping the diverse group of clients find an ideal match within a worker who can assist them with integrating into the community.

With experience in the healthcare industry

since 1979, Yvonne began as a community health care worker and brought her skills to B.C. when she moved to Surrey from Ontario. She began working at the Langley Lodge and fine-tuned her skills working with clients over the next few years.

After volunteering in the activation department of the facility she found that she really enjoyed her work with the organizational side of the industry. Changing to a position as a coordinator of an adult day program challenged Yvonne to a leadership role and showed her she had strength in that area. She decided to accept a further challenge and go to school.

After completing a Bachelor of Arts in Sociology and Psychology with a Major interest in Gerontology at Simon Fraser

University, she decided to venture out onto her own as a consultant for a few years.

Taking a position as a supervisor in home support with her current company; Saint Elizabeth, allowed her to join a close knit company she could grow with. Her experience within numerous areas of the company allowed her to oversee the type of work required within different types of care.

When asked what the most rewarding aspect of her career is, Yvonne described the satisfaction within her role.

“Being able to give a client, regardless of what their needs are, what they really want, whether it’s somebody to spend some time with them, somebody to help them do something that is really meaningful or just seeing that they finally have some relief,” she explained. “All the clients that I’ve worked for just want a voice and acknowledgement of their human dignity. Being able to provide that for them is really the most wonderful thing that I can do.”

Being surrounded by strong teams of people and being a strong leader allows Yvonne to remind her team members how appreciated they are within their roles. Working with clients in their homes can often feel very detached from a team of workers as you are not clustered together, but she enjoys the challenge of making her teams feel valued.

“I feel really happy when my teams feel like they are doing a good job,” she said. “I get very close to my teams.”

Her organizational skills find her wearing a number of hats within her role. While the majority of her time is spent taking care of the communicative and administrative aspects of her teams, she does go out to set up the service between the client and their care worker.

Acting as a contact for the clients, she focuses her time on making sure that their needs are met. Through quarterly reviews and maintaining a relationship with the clients, Yvonne can address client concerns and keep both the worker and the client happy.

Yvonne had some great advice to those entering the industry. She said that learning time management needs to be a primary focus. Those who aren’t sure if they would be a good fit for the senior care sector should make sure they are happy and love doing it. Being successful within this field means enjoying what you do and finding happiness doing the sometimes stressful work.

As a very proud grandmother of four, Yvonne loves family and travelling with her husband.

“I have a really good life. It took a long time to get here but I have a really good life.”

-Written by freelance writer Angie Holubowich for the Seniors Care HR Planning Committee. Funding for this project was provided by the Canada-British Columbia Labour Market Development Agreement


marsh.ca


MARSH CANADA PROVIDES A SPECIALIZED INSURANCE PROGRAM AND RISK ADVICE FOR THE SENIOR CARE AND COMMUNITY SERVICES INDUSTRY

MARSH IS A PROUD MEMBER AND SUPPORTER OF THE BC CARE PROVIDERS ASSOCIATION WITH A DEDICATED HEALTH TEAM IN VANCOUVER AND NETWORK OF GLOBAL RESOURCES.

LOUISE CHAMBERLAIN, CAIB: 604 692 4832 | LOUISE.CHAMBERLAIN@MARSH.COM

Partnering for impactSM
Marsh is one of the Marsh & McLennan Companies, together with Guy Carpenter, Mercer, and Oliver Wyman.



Welcome to New BCCPA Members!

CHCA:

Saint Elizabeth Health Services

Vancouver, BC
www.saintelizabeth.com

Residential:

Kiwanis Village

Nanaimo, BC
www.kiwanisvillage.ca

Brocklehurst Gemstone Care Centre

Kamloops, BC
www.burongroup.ca

Carlton Gardens Care Centre

Burnaby, BC
www.chartwellreit.ca

Lakeview Lodge

West Kelowna, BC
www.balticproperties.ca

Commercial:

Canadian Society of Nutrition Management

Toronto, ON
T: 1 866 355 2766
csnm@csnm.ca
www.csnm.ca

Reputations Management Corp

Vancouver, BC
Contact: Michael Davis
T: 604 689 8801
mdavis@reputations.com
www.reputations.com

Supplying the Healthcare Industry with Quality Linen Products for over 43 Years

Bed & bath linens, Staff & Patient Garments,
Incontinence Products, Laundry Carts & Bags,
Kitchen & Dining Room Linens & more



Tex-Pro Western Limited

828 Powell Street, Vancouver, B.C., V6A 1H8
Toll Free: 1-800-663-9266 Vancouver 604-254-9551
Fax: 604-254-2550

Email: sales@texpro.net or jhusting@texpro.net
www.texpro.net

The space provided to Medical Pharmacies for this column
was included in their Gold sponsorship of the 2013 Annual Conference



Established in 1957, Medical Pharmacies Group Limited (MPGL) is a leading provider of innovative pharmacy services and solutions in LTC, Retirement and Community settings. The company services over 450 homes and 40,000 seniors.

MPGL is a privately owned Canadian company that has been recognized as one of Canada's 50 Best Managed Companies for the past thirteen years and is a Platinum member.

For the past 50 years MPGL has been at the forefront of delivering exceptional pharmaceutical care to residents of LTC and retirement homes. MPGL continually "raises the bar" by participating in clinical research and introducing new clinical programs or technologies that improve resident care and operational efficiencies within the Home.

MPGL has dedicated Clinical Consultant Pharmacists who provide customer service, educational support and who ensure that our customers remain compliant within the ever-changing regulatory framework.

MPGL is also continuing to lead the industry in service and technological innovations as demonstrated by the following:

- MPGL's industry leading Accuracy rate is 99.9993%. This is the result of a rigorous in-pharmacy quality assurance process and investment in innovative technologies.
- MPGL has the most experience of all pharmacy providers in eMAR having been the first pharmacy to invest in this technology in 2004. **MPGL currently has over 18,000 residents on eMAR.** The robust knowledge and expertise of MPGL's Information Technology and eMAR teams ensures that its customers get full value from their eMAR system regardless of which vendor system they use: Catalyst, PointClickCare, Med-eCare or Goldcare.
- MPGL provides the **MED-ePen®** digital prescription ordering systems to facilitate the prescription ordering process for physicians and nurses within the home.

At, MPGL the focus remains on the delivery of superior pharmaceutical care. MPGL continues to develop expertise in LTC and Retirement pharmacy services as well as new capabilities and innovative services that support superior resident care.



BC CARE PROVIDERS
ASSOCIATION

Advocating service excellence for seniors

Advertising + Distribution:
Maria Capostinsky
mcapostinsky@bccare.ca

www.bccare.ca

Photo Highlights from the BCCPA Conference in Whistler 2013



Sunday golf tournament



Special "foodie" optional tour



Delegates participate in evening dinner entertainment



Baked goods on the "foodie" tour



What if the Impossible Was Possible?

A membership in Complete Purchasing Services delivers:

- Time and cost savings for your purchases
- Operational support & staff training tools for your managers
- Personalized solutions & support through a locally-based Account Manager

Learn more about the possibilities a membership in Complete Purchasing Services can deliver to your facility:
Hugh Holloway, Director of Business Development
604.521.5727 ext 226
1.888.638.9988 ext 226

www.eCPS.ca

 **COMPLETE**
Purchasing Services Inc.
An ARAMARK Company

Photo Highlights from the BCCPA Conference in Whistler 2013



Delegates ham it up with host Steve Pollard



Registration is now open!



The special dinner events trigger some laughs



Former minister Ralph Sultan provides remarks



George Abbott (L), Penny Priddy & Vaughn Palmer (R)



Board director Liz Monrad wins a Jeffrey Simpson book



One of the excellent workshops held on site



Group waits to depart for optional tour

BCCPA 36th Annual Conference | May 5-7, 2013 | Whistler BC

Putting Seniors First



**BC CARE PROVIDERS
ASSOCIATION**

Thank you

*To our sponsors
for their generous support*

Platinum Sponsor



Silver Level Sponsors



SILVER GROUP PURCHASING



Sunday Reception Sponsor



Monday Reception Sponsor



Bronze Sponsor



Lunch Sponsor



Coffee Break Sponsors

Stonebridge Financial Corporation
Torrison HR Management Solutions

Prize Table Sponsors

FortisBC
Heritage Health Care
Rexall Specialty Pharmacy

Golf Sponsors

Select Sound & Communications Ltd
Westport Manufacturing

General Support Sponsors

Advanced Health Care Products
Advocare Health Services
BMO
Capital West Mortgage Inc.
CareRx Pharmasave
Carewest Real Estate Services

Conduit Coaching
MediSystem Pharmacy
SimeQ Care Inc
Tandus Flooring
TD Commercial Banking
Westbridge Group Valuation Partner