

ANNUAL CONFERENCE 2016



BC HEALTH LEADERS
CONFERENCE

Final
Program



Leading Through Engagement!
Let's cut to the chase...
and engage!

November 1 - 2, 2016
Westin Bayshore Hotel, Vancouver, BC



CANADIAN COLLEGE OF
HEALTH LEADERS
COLLÈGE CANADIEN DES
LEADERS EN SANTÉ

Sponsors

The 2016 conference is sponsored by the following organizations who are committed to the development of healthcare in the province.

Platinum



Gold



Networking Reception



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Bronze



Conference App

**BACK BY POPULAR DEMAND –
THE 2016 APP HAS BEEN DESIGNED FOR YOU!**

Why not have the conference program at your finger tips? You will see detailed information on each session, speaker photos and some interesting facts and information provided by our valued sponsors. There may even be an invitation or two from one of those sponsors to drop by their booth and win a prize.

Sponsored by Accreditation Canada



#BCHLC2016

Twitter hashtag/url:

<https://twitter.com/hashtag/bchlc2016>

2016 Planning Committee

Rachael Roberts (Chair)

Senior Director, Engagement and Learning,
Provincial Health Services Authority
Chair, BCHLDC

Moe Baloo, CHE

BC Lower Mainland Chapter Representative
Project Lead – Patient Transition
Providence Health Care - Hornby

Doug Blackie

Workforce Planning & Management Branch
Ministry of Health

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Corporate Director, Accreditation &
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Provincial Health Services Authority

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Northern Health

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Providence Health Care

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and Chapter Support

Brenda Shields

Leadership Development

Ray J. Racette, CHE

President and CEO

LEADS Community of Practice

What it is ...and how it could work for you...

“A community of practice is a group of people who share a concern or a passion for something they do, and learn how to do it better as they interact regularly.”

Jean Lave and Etienne Wenger



First – let us introduce Erna Hagge.

Erna is the founder and president of Hagge Global Institute and a partner in Deberna. She is a Consultant, Coach, Educator and Author and will facilitate the LEADS Community of Practice during the conference. Erna will be working with delegates, who wish to participate, each step of the way. Erna will be your coach, guide and available between sessions to answer your questions at the Registration Desk.

Next – let’s discuss what this is and what benefit it offers you (there is no additional cost - should you wish to participate – we’ll make it easy).

This approach is based on 3 theories: adult learning principles, social learning and a community of practice system. This process will integrate and build on the LEADS framework and its Domains and will provide a foundation that forms LEADS Community of Practice. To help you focus in on what engages you, when it comes to leadership development, we have provided you with a personal planner. Each of you should have received your own LEADS Learning Planner/ Tracker and general information by e-mail in late October. Limited copies are also available at the Registration Desk.

This planner will help you set clear intentions for your own personalized learning experience during the conference. Use it to self-direct your learning on your own, when working with learning partners (triad) and after the conference to sustain and continue your learning through the LEADS Community of Practice system. This is your opportunity to take advantage of having your own personal coach, to learning more about LEADS and to apply the LEADS framework to each session you attend. We guarantee it will enrich your learning!

Let’s get started!

You have your planner/tracker document, you’ve met Erna Hagge your Coach, you may wish to join or form a group (triad) to work together or work on your own if you prefer. Erna will be your Coach and your guide from the opening of the conference to the closing and beyond. All you have to do now is head into the Opening Session and Erna will help you take it from there!

LEADS Domains

Lead Self

Capabilities: Self-awareness, manage self, develop self, demonstrate character

Engage Others

Capabilities: Foster development of others, contributes to the creation of healthy organizations, communicate effectively, build teams

Achieve Results

Capabilities: Set direction, strategically align decisions with vision, values and evidence, take action to implement decisions, assess and evaluate

Develop Coalitions

Capabilities: Purposefully build partnerships and networks to create results, mobilize knowledge, demonstrate a commitment to customers and service, navigate socio- political environments

Systems Transformation

Capabilities: Demonstrates systems/critical thinking, encourage and support innovation, orient themselves strategically to the future, champion and orchestrate change

WIFI Access Information

1. Please connect to the wireless network **Westin Conference** and open your internet browser.
2. On the portal page, please input the provided access code **engage 2016**, and click the ‘Login’ button.
3. You will then be redirected to the Westin Bayshore homepage, at which point, you may go to any website of your choice

Program-at-a-glance

Tuesday, November 1, 2016

7:00 am – 4:00 pm	Registration	<i>Coat Check</i>
7:00 – 7:45 am	Continental breakfast	<i>Buffet: Bayshore Ballroom Foyer, Seating: Salon E/F</i>
7:45 – 8:30 am	OPENING CEREMONIES	<i>Salon ABC</i>
	<i>Sue Owen, Chair, Canadian College of Health Leader Honourable Terry Lake, British Columbia Minister of Health (invited)</i>	
8:30 – 9:30 am	OPENING KEYNOTE	<i>Salon ABC</i>
	Leading for Employee Engagement	
	<i>Speaker: Kevin Kruse, New York Times best-selling author, Leadership columnist for Forbes, speaker and performance coach</i>	
9:30 – 10:00 am	Refreshment break and exhibits	<i>Bayshore Ballroom Foyer</i>
10:00 – 11:45 am	PLENARY	<i>Salon ABC</i>
	Engagement...the Practical Side	
	<i>Facilitator: Shauna Fenwick, Certified Executive Coach, MA Leadership and Training</i>	
11:45 am – 12:45 pm	Networking luncheon and exhibits	<i>Bayshore Ballroom Foyer</i>
12:45 – 1:45 pm	CONCURRENT SESSIONS	
	1. Want Better Engagement? Engage	<i>MacKenzie Room</i>
	2. On the Road to Team Optimization: The Journey of a PICU Care Team to Improved Work Culture	<i>Marine Room</i>
	3. Strategic Engagement: A Roadmap for Driving Engagement Through a Co-created Recognition Philosophy	<i>Seymour Room</i>
	4. Creating Engaging Relationships Transforms Culture	<i>Salon D Room</i>
1:45 – 2:00 pm	Transition	
2:00 – 3:00 pm	CONCURRENT SESSIONS	
	5. Engaging Family Physicians to Transform Primary Care: the Victoria Division of Family Practice	<i>MacKenzie Room</i>
	6. Engaging Leadership Shifts: From Surviving to THRIVEing	<i>Marine Room</i>
	7. Learning to engage our First Nations Partners in Hospital Design. The North Island Hospitals Project Experience	<i>Salon D Room</i>
	8. Evidence Based Leadership: Making the Connection Between Patient, Family and Provider Engagement	<i>Seymour Room</i>
3:00 – 3:30 pm	Refreshment break and exhibits	<i>Bayshore Ballroom Foyer</i>

3:30 – 4:30 pm

PLENARY

Engaging in Change: The Power of Storytelling to Inspire Action

Salon ABC

Speakers:

Jillianne Code, PhD, Assistant Professor, Faculty of Education, University of Victoria, Co-chair, Oversight & Advisory Committee, Patient Voices Network, Heart Transplant Recipient
Angie Chan, Project Manager, Surgical Improvement, Doctors of BC (Specialist Services Committee)
Raquel Miles, Patient Partner – Patient Voices Network, Community Services Manager – Northern Health

4:30 – 6:00 pm

Networking reception

Sponsored by Carillion



Bayshore Ballroom Foyer

Wednesday, November 2, 2016

7:00 am – 12:00 pm

Registration

Coat Check

7:30 – 8:15 am

Continental breakfast

Buffet: Bayshore Ballroom Foyer, Seating: Salon E/F

8:15 – 9:15 am

KEYNOTE

WestJet's High Care Culture

Salon ABC

Speaker:

Janeen Speer, MBA, CHRP, CPCC, VP, Talent & Organizational Development, WestJet

9:15 – 10:30 am

PLENARY

Salon ABC

Better. Together. How BC is Supporting Physician Engagement

Speakers:

Allan Seckel, QC, Chief Executive Officer, Doctors of BC
Dr. Brenda Hefford, Executive Director, Practice Support and Quality, Divisions of Family Practice

10:30 – 11:00 am

Refreshment break and exhibits

Refreshment break sponsored by SafeCare BC



Bayshore Ballroom Foyer

11:00 am – 12:00 pm

CONCURRENT SESSIONS

- 9. Engaging Through Strategic Alignment *Seymour Room*
- 10. A Must Have for High Performance – How to Successfully Engage Hospital Physicians *MacKenzie Room*
- 11. Creating a Culture of Engagement: An Evolution from Lead Self... to Systems Transformation *Marine Room*
- 12. The Physician-Administrator Dyad Model of Healthcare Leadership *Salon D Room*

12:00 – 2:15 pm

NETWORKING LUNCHEON, EXHIBITS AND CLOSING KEYNOTE

Why Health Leadership Matters Now, More Than Ever.

Salon ABC

Rex Murphy, Social Commentator, Editorialist & Distinct Canadian Voice

2:15 – 2:30 pm

Closing Remarks

Salon ABC

Conference program

Tuesday, November 1, 2016

7:00 am – 4:00 pm **Registration** **Coat Check**

7:00 – 7:45 am **Continental breakfast** **Buffet: Bayshore Ballroom Foyer, Seating: Salon E/F**

7:45 – 8:30 am **OPENING CEREMONIES** **Salon ABC**



Sue Owen, Chair, Canadian College of Health Leader
Honourable Terry Lake, British Columbia Minister of Health (invited)

8:30 – 9:30 am **OPENING KEYNOTE** **Leading for Employee Engagement** **Salon ABC**



Speaker:

Kevin Kruse, *New York Times* best-selling author, Leadership columnist for *Forbes*, speaker and performance coach

9:30 – 10:00 am **Refreshment break and exhibits** **Bayshore Ballroom Foyer**

10:00 – 11:45 am **PLENARY** **Engagement...the Practical Side** **Salon ABC**



Facilitator:

Shauna Fenwick, Certified Executive Coach, MA Leadership and Training

11:45 am – 12:45 pm **Networking luncheon and exhibits** **Bayshore Ballroom Foyer**

12:45 – 1:45 pm **CONCURRENT SESSIONS**

1. Want Better Engagement? Engage

MacKenzie Room

Speakers:

Melissa Crump, Consultant, Organizational Development, Fraser Health Authority

Jacqueline Block-Glass, Coordinator/Consultant, Organizational Development, Fraser Health Authority

Dale Min, Project Manager, Leadership & Organization Development, Fraser Health Authority



2. On the Road to Team Optimization: The Journey of a PICU Care Team to Improved Work Culture

Marine Room

Speakers:

Doreen Perschon, Principle, En-Gauge Consulting Inc.

Shannon Duncan, RN, MN, Patient Care Manager, Pediatric Intensive Care Unit, Stollery Children's Hospital



3. Strategic Engagement: A Roadmap for Driving Engagement Through a Co-created Recognition Philosophy

Seymour Room

Speakers:

Jeff Dionne, Interim Manager for Corporate Learning & Organizational Development, St. Joseph's Health Centre

Dr. Jerry Maniate, Chief, Department of Medical Education & Scholarship, St. Joseph's Health Centre (Toronto)



4. Creating Engaging Relationships Transforms Culture

Salon D Room

Speakers:

Wolf Klassen, CHE, Vice President, Program Support, Michael Garron Hospital, Toronto East Health Network

Lorrie Hamilton, Director, Patient Experience, Michael Garron Hospital, Toronto East Health Network

Saleem Chattergoon, CHE, Manager, Special Projects, Michael Garron Hospital, Toronto East Health Network



1:45 – 2:00 pm

Transition break

Bayshore Ballroom Foyer

**5. Engaging Family Physicians to Transform Primary Care:
the Victoria Division of Family Practice**

MacKenzie Room

Speakers:

Dr. Katharine McKeen, FP and Board Co-Chair, Victoria Division of Family Practice

Dr. Steve Goodchild, FP and Board Co-Chair, Victoria Division of Family Practice

Alisa Harrison, Executive Director, Victoria Division of Family Practice



6. Engaging Leadership Shifts: From Surviving to THRIVEing

Marine Room

Speakers:

Samantha Stevens, Leadership Consultant, People Development, Fraser Health Authority

Zayna Kunic, Leadership Senior Consultant, People Development, Fraser Health Authority



**7. Learning to Engage our First Nations Partners in Hospital Design.
The North Island Hospitals Project Experience**

Salon D Room

Speakers:

Monique Hebert, Project Manager, Relocation Services, North Island Hospital Project, Island Health

John Fitzgerald, Clinical Project Director, North Island Hospital Project, Island Health

Kim Roberts, Health Director, Kwakiutl District Council



**8. Evidence Based Leadership: Making the Connection
Between Patient, Family and Provider Engagement**

Seymour Room

Speakers:

Cathy Hecimovich, CHE, Chief Executive Officer, Central West CCAC

Bonnie Cochrane, CHE, Director, Partner Development & Coach, Studer Group Canada



3:00 – 3:30 pm

Refreshment break and exhibits

Bayshore Ballroom Foyer

3:30 – 4:30 pm

PLENARY

**Engaging in Change:
The Power of Storytelling to Inspire Action**

Salon ABC

Speakers:

Jillianne Code, PhD, Assistant Professor, Faculty of Education, University of Victoria,
Co-chair, Oversight & Advisory Committee, Patient Voices Network, Heart Transplant Recipient

Angie Chan, Project Manager, Surgical Improvement, Doctors of BC
(Specialist Services Committee)

Raquel Miles, Patient Partner – Patient Voices Network, Community Services Manager –
Northern Health



4:00 pm

Registration Closes

4:30 – 6:00 pm

Networking reception
Sponsored by Carillion



Bayshore Ballroom Foyer

Wednesday, November 2, 2016

7:00 am – 12:00 pm **Registration** **Coat Check**

7:30 – 8:15 am **Continental breakfast** **Buffet: Bayshore Ballroom Foyer, Seating: Salon E/F**

8:15 – 9:15 am **KEYNOTE** **WestJet's High Care Culture** **Salon ABC**



Speaker:

Janeen Speer, MBA, CHRP, CPCC, VP, Talent & Organizational Development, WestJet

9:15 – 10:30 am **PLENARY** **Salon ABC**

Better. Together. How BC is Supporting Physician Engagement

Speakers:

Allan Seckel, QC, Chief Executive Officer, Doctors of BC

Dr. Brenda Hefford, Executive Director, Practice Support and Quality, Divisions of Family Practice



10:30 – 11:00 am **Refreshment break and exhibits** **Bayshore Ballroom Foyer**
Refreshment break sponsored by SafeCare BC 

11:00 – 12:00 pm **CONCURRENT SESSIONS** **9. Engaging Through Strategic Alignment** **Seymour Room**

Speakers:

Ila Watson, Vice President, Transformation and CHRO, Sault Area Hospital

Shauna Hynna, Director of Transformation, Sault Area Hospital



10. A Must Have for High Performance – How to Successfully Engage Hospital Physicians

MacKenzie Room

Speakers:

Dr. Robin Walker, Integrated Vice President Medical Affairs & Medical Education, LHSC & St. Joseph's Health Care London

Mitch Hagins, General Manager, Studer Group Canada

Dr. Sarah Jarmain, Site Chief Mental Health Care, Chair Medical Advisory Committee, Director Medical Quality, St. Joseph's Health Care London



11. Creating a Culture of Engagement: An Evolution from Lead Self... to Systems Transformation

Marine Room

Speaker:

Eric Hanna, CHE, President and CEO, Arnprior Regional Health



12. The Physician-Administrator Dyad Model of Healthcare Leadership

Salon D Room

Speakers:

Dr. Laura Calhoun, Provincial Medical Director, Addiction Mental Health, Alberta Health Services

Marianne Stewart, Senior Program Officer, Primary Care, Alberta Health Services

Mark Snaterse, Executive Director, Addiction Mental Health (Edmonton), Alberta Health Services



12:00 – 2:15 pm

NETWORKING LUNCHEON, EXHIBITS AND CLOSING KEYNOTE



Why Health Leadership Matters Now, More Than Ever.

Salon ABC

Speaker:

Rex Murphy, Social Commentator, Editorialist & Distinct Canadian Voice

2:15– 2:30 pm

Closing remarks

Salon ABC

New for 2016 **DON'T MISS YOUR OPPORTUNITY TO WIN FABULOUS PRIZES!**

Pick up your PASSPORT at the registration desk and travel through the exhibits! Some of your favourite exhibitors... and some new ones too... will be waiting to greet you and stamp your PASSPORT.

Once you have collected 12 stamps on your passport – drop it in the box at the registration desk and be sure to attend the luncheon on November 2nd when all draws will take place. GOOD LUCK!

Thank you to our 2016 sponsors

Platinum

Providence Health Care

Booth #13

1081 Burrard Street, Vancouver, BC V6Z 1Y6
Telephone: 604-806-9090
www.providencehealthcare.org

Providence Health Care (PHC) is one of Canada's largest faith-based health care organizations, operating 17 health care sites in Greater Vancouver. PHC operates one of two adult academic health science centres in the province – St. Paul's Hospital – that performs cutting-edge research in more than 30 clinical specialties, and focuses its services on six "populations of emphasis": cardio-pulmonary risks and illnesses, HIV/AIDS, mental health, renal risks and illness, specialized needs in aging and urban health and is home to the B.C. Centre for Excellence in HIV/AIDS.

Drop by our booth to find out more about Providence Health Care and what career opportunities are currently available.

<https://www.linkedin.com/company/8151?trk=tyah>
<https://www.facebook.com/ProvidenceHealthCare.BC>
https://twitter.com/Providence_Hlth
<https://www.youtube.com/user/ProvidenceVancouver>

Vancouver Coastal Health

Booth #12

11th floor, 601 West Broadway, Vancouver, BC V5Z 4C2
Telephone: 604-736-2033
www.vch.ca | Feedback@vch.ca

Vancouver Coastal Health is responsible for the delivery of \$3.4 billion in community, hospital and residential care to more than one million people in communities including Richmond, Vancouver, the North Shore, Sunshine Coast, Sea to Sky corridor, Powell River, Bella Bella and Bella Coola.

Gold

Fraser Health

Booth #14

Suite 400, Central City Tower
13450-102nd Avenue, Surrey, BC V3T 0H1
feedback@fraserhealth.ca

Fraser Health is the largest health authority in the province, serving more than 1.7 million people from Burnaby to Hope. We are committed to providing excellent health care to those in our care, whether they are in our hospitals, in their homes or in our communities.

The communities we serve are culturally and geographically diverse including approximately 38,100 First Nations residents, new Canadians and refugees. We care for newborns, centenarians and everyone in between. Our 25,000 employees, 2,600 physicians and 8,000 volunteers are committed to living our values of respect, caring and trust in pursuit of our vision: Better health. Best in health care.

Stop by our booth and say hello. We'd love to meet you.

Provincial Health Services Authority (PHSA)

Booth #8

700-1380 Burrard St, Vancouver, BC V6Z 2H3
Telephone: 604-675-7400
Conference Contact: careers@phsa.ca

The first organization of its kind, the Provincial Health Services Authority (PHSA) has a unique role in BC's health system. We ensure that BC residents across the province have access to a coordinated provincial network of the most specialized health-care services.

We partner with the regional health authorities that provide direct and long term care, over five geographic areas of BC.

We also partner with the First Nations Health Authority on projects and initiatives.

Interior Health Authority

108 – 1815 Kirschner Road, Kelowna, BC V1Y 4N7
careers@interiorhealth.ca | Jobs.interiorhealth.ca

Our health care leaders are committed to high quality patient care and health outcomes. Expert knowledge and experience contribute to the success of leading diverse and multi-disciplinary teams. Their collaborative style, effective communication and relationship building make them key mentors to allow all of our dedicated employees growth and success. Positive attitudes produce positive results. Their passion and motivation combined with a commitment to set new standards of excellence, makes Interior Health the right choice for you.

Medtronic

99 Hereford St, Brampton, ON L6Y 0R3
Toll-free: 1-800-217-1617 | www.medtronic.ca
Jessica Rudd | Jessica.rudd@medtronic.com

As a global leader in medical technology, services and solutions, Medtronic helps to improve the lives and health of millions of people each year. We use our deep clinical, therapeutic, and economic expertise to address the complex challenges faced by healthcare systems today. Let's take healthcare Further, Together. Learn more at Medtronic.ca.

Networking Reception

Carillion Canada

7077 Keele Street, Concord, Ontario L4K 0B6
Telephone: 905-532-5200 | www.carillion.ca
Contact: Keith Kerr, Vice President Business Development, Health Services | kkerr@carillion.ca

Carillion is a global provider of a range of facility management solutions, servicing some of the most critical and complex environments in the healthcare sector with a patient-focused approach. We provide support service to over 150,000 properties globally, offering facilities management services, including energy management, strategic asset management, engineering, cleaning, security and portering, housekeeping, and more.

Carillion is the proud sponsor of the Monday, November 1, late afternoon reception. We look forward to meeting you!

Silver

3M

300 Tartan Drive, London, ON N5V 4M9
Telephone: 519-451-2500 | www.3m.ca

Help your teams improve patient outcomes across the continuum of care, from the hospital to the clinic, long-term facility to home, with medical supplies and clinical expertise you can rely on.

BC Care Providers Association Booth #10

738-4710 Kingsway, Burnaby, BC V5H 4M2
Telephone: 604-736-4233 | www.bccare.ca

The BC Care Providers Association is the leading industry association for BC's Continuing care sector. We have been serving private and non-profit community care providers for 40 years. Our growing membership includes over 300 residential care, assisted living, home support and commercial members across British Columbia.

This year we will be celebrating our 40th anniversary. We invite you to come and join us at our 40th Annual Conference at the Fairmont Chateau Whistler May 28th-31st, 2017. Special government and health authority delegate rates are available.

BC Patient Safety & Quality Council

Booth #7

201-750 W Pender Street, Vancouver, BC V6C 2T7
Telephone: 604-668-8210 | www.bcpsqc.ca
twitter.com/bcpsqc | info@bcpsqc.ca

The BC Patient Safety & Quality Council provides leadership across British Columbia's health care system to efforts designed to improve the quality of health care. Our relentless pursuit of quality is powered by relationships and collaborations with patients, the public and health care partners, as well as our resources and the diverse expertise of our team.

We work where we are needed within the province's health care system. Visit our table and find out how.

Core Strengths/PSP Canada **Booth #11**

Suite 204-575 Osprey Avenue, Kelowna, BC V1W 5A7
Toll-free: 1.888.927.7347 | www.corestrengths.ca
Contact: Sarah Hargreaves
shargreaves@personalstrengths.ca

Core Strengths is a learning program that aligns with LEADS in building the personal and interpersonal leadership skills needed to effectively influence and engage others. It provides a framework for leaders to create a culture of accountability, where people take ownership of their choices and their results. This program incorporates 2 valid assessments for understanding the motives that drive our behaviours. An Action Plan provides a “roadmap” that enables participants to practice and sustain their learning.

Wine Is Heart Healthy! Stop by Core Strengths for a chance to win a “Taste of the Okanagan”!

First Nations Health Authority **Booth #6**

501-100 Park Royal South, Coast Salish Territory
West Vancouver, BC
Toll free: 1-866-913-0033 | www.fnha.ca

The First Nations Health Authority is responsible for planning, management, service delivery and funding of health programs, in partnership with First Nations communities in BC. The organization works to reform the way health care is delivered to BC First Nations through direct services, provincial collaboration, and health systems innovation. For more information on the FNHA visit: www.fnha.ca/about

Have you pledged your commitment to cultural safety and cultural humility in the BC Health System? Visit us on site and join the #itstartswithme campaign!

LifeLabs **Booth #5**

3680 Gilmore Way, Burnaby, BC

LifeLabs is a leading Canadian health care company dedicated to making a difference in patient care for over 55 years. We help health care providers diagnose, treat, monitor and prevent disease through cost-effective laboratory and genetic testing services. Continual improvement and innovation keep LifeLabs at the forefront of our field, providing health care providers and their patients with the latest specialized tests. Through over 300 collection centres and 15 laboratories located in BC, Alberta and Ontario, we deliver over 100 million laboratory tests, supporting 19 million patient visits annually.

Visit our booth to learn more.

Northern Health - Corporate Office

Suite 600, 299 Victoria Street, Prince George, BC V2L 5B8
Telephone: 250-565-2649 | Fax: 250-565-2640
Website: <https://northernhealth.ca>
General e-mail inquiries: hello@northernhealth.ca

Northern Health provides health services to 300,000 people over an area of 600,000 square kilometers in the province of British Columbia.

Bronze

Accreditation Canada

1150 Cyrville Rd, Gloucester, ON K1J 7S9

All Canadians have the right to safe, high-quality health services. This is what Accreditation Canada is all about. Through our standards and accreditation programs, we work with health care organizations to help them improve quality, safety, and efficiency so they can offer you the best possible care and service.

Aramark **Booth #15**

811 Islington Avenue, Toronto, ON M8Z 5W8
Telephone: 416-255-1331 | www.aramark.com
Contact: Bryan Stewart – stewart-bryan@aramark.ca

Aramark delivers experiences that enrich and nourish people’s lives through innovative services in food, facilities and clinical technology. In healthcare environments, Aramark provides clinical nutrition, patient and resident dining, retail food and catering, housekeeping, laundry and linen, transport, call-centre, supply-chain management, plant operations and maintenance, and biomedical engineering and diagnostic imaging equipment services.

In 22 countries across the globe, Aramark provides award-winning services to hospitals, universities, schools, stadiums, businesses, municipalities and many other clients.

Compass Group Canada

1 – 400 Prologis Blvd., Mississauga, ON L4W 0G2
Contact: Sharon McDonald, CHE
President Compass Group Canada Healthcare
Sharon.McDonald@compass-canada.com
Office: 905-568-4636 x7423
Cell: 647-287-6860

Compass Group Canada's Morrison Healthcare division provides hospital culinary programs and expertise in patient and retail foodservice programs. Our patented Steamplicity patient food service model uses an innovative cooking method with a patented valve control system which steams food using the natural moisture in the ingredients, ensuring all the natural flavours and nutritional value are retained, while delivering exceptional patient satisfaction. Our Crothall Healthcare division provides expertise in environmental services, call centers, portering and laundry/linen distribution.

SafeCare BC

Booth #9

738 4710 Kingsway, Burnaby, BC V5H 4M2
Telephone: 604-630-5572 | www.safecarebc.com

SafeCare BC (SCBC) is an industry funded, non-profit society working to ensure injury free, safe working conditions for long term care (LTC) workers in BC. SafeCare strives to be the industry leader in advancing injury prevention and safety training for LTC workers. We are committed to improving health and safety within the work place and responding to the needs and priorities of our members.

Drop by SafeCare BC's booth with your business card to enter a draw for a gift basket!

Stryker

Booth #1

45 Innovation Drive, Hamilton, ON L9H 7L8

Stryker Canada is responsible for providing products and services that add value to the efforts of medical professionals and aid in the delivery of quality health care to Canadians. Stryker develops, manufactures and markets specialty surgical and medical products such as patient care and handling equipment, orthopaedic implants, trauma systems, powered surgical instruments and endoscopic systems.



CANADIAN COLLEGE OF
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Maintenance of certification

Attendance at this program entitles certified Canadian College of Health Leaders members (CHE / Fellow) to **10.50 Category I** credits toward their maintenance of certification requirement.

To our much loved speakers...

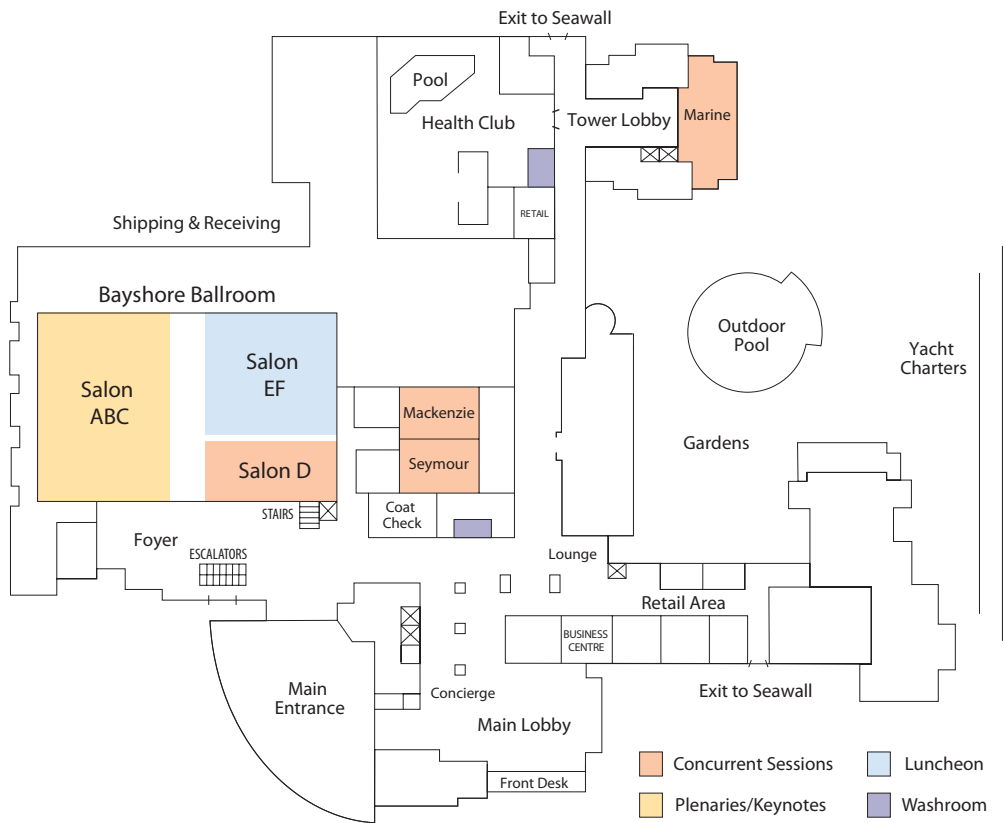
Cue the confetti! Pop the champagne corks! Sound the applause! We could not do this without you!

Please accept a heartfelt thank you, from all of us, for the wonderful contribution you've made at this conference

As a token of our sincere appreciation, the Canadian College of Health Leaders, has made a donation to the Canadian Red Cross, on your behalf, so that the inspiration and teaching you leave behind today will make a difference tomorrow!

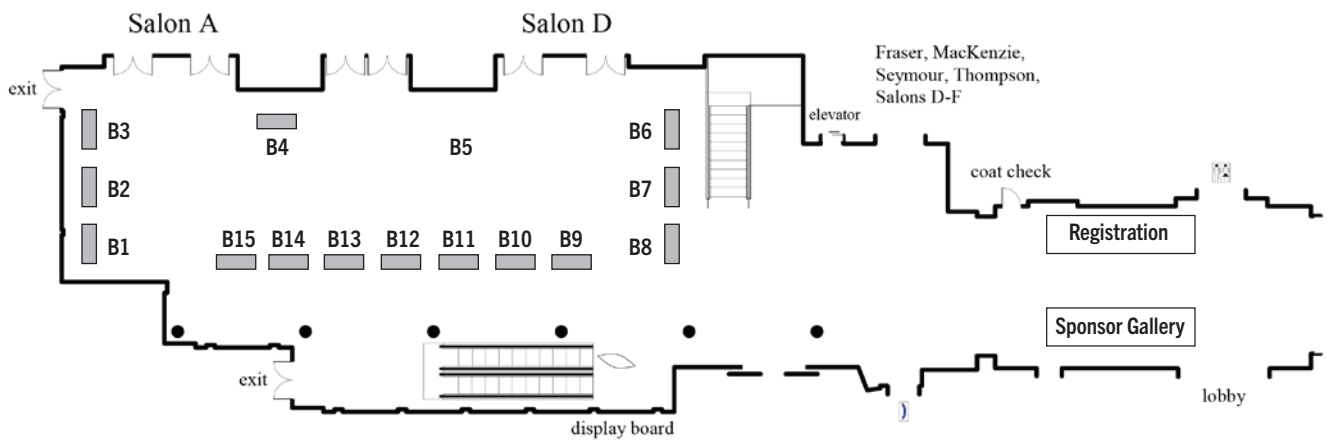
Floorplan

The Westin Bayshore – Lobby level



Exhibitors

Bayshore Ballroom Foyer and Exhibition



- B1 - Stryker
- B2 - Royal Roads University
- B4 - College of Registered Nurses of BC
- B5 - LifeLabs
- B6 - First Nations Health Authority

- B7 - BC Patient Safety & Quality Council
- B8 - Provincial Health Services Authority
- B9 - SafeCare BC
- B10 - BC Care Providers Association
- B11 - Core Strenghts/PSP Canada

- B12 - Vancouver Coastal Health
- B13 - Providence Health Care
- B14 - Fraser Health
- B15 - Aramark



CANADIAN COLLEGE OF
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THE CANADIAN COLLEGE OF HEALTH LEADERS PROVIDES MEMBERS WITH THE NETWORK, TOOLS AND RESOURCES TO IMPROVE ENGAGEMENT IN HEALTHCARE



For more information visit our web site: cchl-ccls.ca

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Theme: Team Leadership

Dates: October 12 – 13, 2017

Location: Empress Hotel & Vancouver Convention Centre
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