



West Coast Conference on Aging

Equity Influencers: Transforming Health Care for Aging Populations

May 31 - June 1, 2024



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SPEAKERS



Dr. Eli Puterman

Associate Professor, School of Kinesiology,
University of British Columbia & Conference Emcee

Dr. Eli Puterman, PhD, is an Associate Professor in the School of Kinesiology at the University of British Columbia in Vancouver, British Columbia, Canada. He is the Canada Research Chair in Physical Activity and Health since 2015 and was recently elected as a Member to the Royal Society of Canada College of Scholars, Artists and Scientists. Dr. Puterman is Co-Lead of the Community Engagement & Intersection Committee of the University of British Columbia's Edwin H. S. Leong Centre for Health Aging. His research program has focused on non-biological processes, including psychosocial and behavioural factors, that impact mental, physical, and cellular health, with the goal of revealing new insights into our understanding and treatments of disease and mortality.



Elder Thelma Stogan, Elder Arthur Stogan & Felica Stogan Coast Salish Elders

Elder Thelma, Arthur & granddaughter Felica Stogan are descendents of the Musqueam First Nation. Their great grandfather was the Hereditary chief of this unseeded territory of the Musqueam. The Musqueam, Squamish and Tsleil-Waututh Nation now share this territory.



Dr. Francis Maza

Vice President, Mission Ethics & Spirituality, Providence Health Care

Francis Maza is the Vice President of Mission, Ethics & Spirituality for Providence Health Care. Francis has a history of over 25 years in ministry both as a practitioner and as a senior leader in Catholic health care. Francis draws from his pastoral and incarnation theology, his experience as a clinical and organizational ethicist, and his training as a certified Spiritual Care chaplain to address the multiple issues facing Catholic health care today. Francis is passionate about teaching and the formation of leaders. His research interests include spirituality and ethics, in particular the areas of moral distress, and moral resilience, and mission formation.



Fiona Dalton

President & CEO, Providence Health Care

Fiona Dalton became President and Chief Executive Officer of Providence Health Care on April 23, 2018. She holds a BA Honours in Human Sciences from The Queen's College, Oxford University and received an Honorary Degree of Doctor of Science from the University of Southampton in 2017.

Ms. Dalton has amassed over 27 years of increasingly senior health care experience, distinguishing herself as a values-based leader, cultivating ethical organizational cultures that put patients and residents first. Under her previous leadership as the CEO of University Hospital Southampton NHS (National Health Service) Foundation Trust in the United Kingdom, the NHS's Care Quality Commission ranked the hospital as 'Good' overall and 'Outstanding' in the "Well Led" category.

She is passionate about improving patient outcomes and organizational performance by focusing on improving quality, safety, staff wellness, staff engagement, and fiscal and environmental stewardship. She is an ardent champion of enabling and spreading research and innovation that have positive real-world impacts.

Her diverse health care experience, commitment to Truth & Reconciliation with Indigenous People, emphasis on collaboration, innovation, organizational culture and performance excellence are leading Providence to help transform health care for all British Columbians.



Dr. Zayna Khayat

Health Futurist, University of Toronto and Deloitte Canada

We are proud to host Dr. Zayna Khayat, health futurist and co-author of the seminal book *The Future of Aging*, to discuss innovation opportunities for the future of aging!

Zayna Khayat is the in-house health futurist with Deloitte Canada's Healthcare and Life Sciences practice. She is adjunct faculty in the Health Sector Strategy stream at the Rotman School of Management at the University of Toronto where she instructs courses in healthcare innovation and partnerships in the health MBA program. Zayna is a Growth Advisor at Teladoc Health in Canada, and advises a few emerging health startups. Zayna previously led the Futures team with national home healthcare and aging social enterprise, SE Health, as their Future Strategist. Dr. Khayat was previously the lead of health system innovation at MaRS Discovery District, a health innovation hub in Toronto, Canada. In 2017 she was seconded to the REshape Innovation Centre at Radboud university medical centre in the Netherlands. Zayna completed her Ph.D. in diabetes research from the University of Toronto (2001), followed by a career in strategy consulting, including as a Principal in the healthcare practice of The Boston Consulting Group (BCG).



Dr. Sandra Lauck

Nurse Clinician Scientist, Providence Health Care and Associate Professor, School of Nursing, University of British Columbia

Dr. Sandra Lauck cares about outcomes for people with frailty. Over a decade ago, she collaborated with a team of clinicians who revolutionized the way we perform minimally invasive aortic valve implants. Through an unwavering focus on the specific clinical needs of frail older adults, Dr. Lauck contributed to developing ways of caring for patients to optimize the impact the innovations in the treatment of heart valve disease.

As a nurse clinician scientist at St. Paul's Hospital and an associate professor at the UBC School of Nursing, Dr. Lauck focuses on the delivery of health services to support the implementation of innovative approaches to cardiac disease. Dr. Lauck's program of embedded research focuses on the integration of patients' perspectives and the development of processes of care. She is interested in the integration of geriatric best practices in the delivery of cardiac care. As a UBC Knowledge Exchange & Mobilization Scholar, she is committed to linking clinical practice, policy, and scholarship through an active engagement with patients, clinicians, researchers, and government organizations.



Dr. Vikram Palanisamy

Psychiatrist

After completing psychiatry training, Dr. Palanisamy underwent specialisation in psychiatry of Intellectual Disability (ID). He has been working in Canada since 2017 specifically addressing the mental health needs of people with Intellectual and developmental disability. He runs memory clinics for people with Intellectual Disabilities and has contributed to development of care pathways for this specialised population.



Dr. Nancy Jokinen

Adjunct Professor, School of Social Work, University of Northern BC

Nancy Jokinen has a MSW with a Gerontology Specialization and a PhD in Community Rehabilitation and Disability Studies. As a social worker, she worked with older adults with chronic mental illness, adults in long term care, and as a manager of a special care unit for adults with dementia. Currently Nancy is an Adjunct Professor with UNBC's School of Social Work, on the USA Board of Directors for the National Task Group on Intellectual Disabilities and Dementia Practices, a organizing member of International Summit on Intellectual Disabilities and Dementia, and co-leads the NTG-Canadian Consortium on Intellectual Disabilities and Dementia. She also co-leads training workshops across provinces on dementia as it affects adults with intellectual disabilities.

Biography continued on next page



Recently Nancy co-led a project funded by the PHAC-DSF that produced a guide and resources for community support of adults with intellectual disabilities affected by dementia and their families. Nancy has peer-reviewed publications (articles and chapters) and has made numerous presentations to national and international audiences.

Roddy MacDonald

Adjunct Professor, School of Social Work, University of Northern BC

Roddy MacDonald is the Fraser Health Manager for Health Services for Community Living, Choices in Support for Community Living, Nursing Support Services (Delegated Care), and Children's Services Resource Team. Prior to this role, he was the Fraser Health Manager for Acquired Brain Injury Services. Rod has a Master's Degree in Social Work and spent many years working as a Mental Health & Substance Use clinician and Team Leader both in Vancouver and New Westminster.



Danielle Prpich

Executive Director, Long Term Care and Assisted Living Strategy and Policy, B.C. Ministry of Health

With over two decades of public service experience spanning British Columbia and Ontario, Danielle Prpich is a seasoned leader in senior care policy and strategy. Currently serving as the Executive Director of Long-Term Care and Assisted Living Strategy and Policy at the Ministry of Health, Danielle has been instrumental in shaping policies that enhance the quality of life for seniors across the province.

Danielle's unwavering dedication to advocating for seniors stems from her profound belief in their well-being and dignity. Throughout her eight years with the BC Ministry of Health and her extensive career as a public servant, she has been a driving force in advancing senior care initiatives and fostering inclusive communities.

Danielle's educational background includes a Bachelor's degree from the University of Victoria and a Post-graduate Diploma in Business from Sheridan College, providing her with a robust foundation in both senior care and business practices. She leverages this unique blend of expertise to develop innovative solutions that address the complex needs of aging populations.

A firm believer in the power of collaboration and knowledge exchange, Danielle actively promotes dialogue and partnership among stakeholders to tackle the evolving challenges faced by seniors. She is committed to driving positive change through inclusive policies and programs that prioritize the well-being and dignity of seniors.



Grace Shyng

Registered Audiologist and UBC Clinical Assistant Professor & Co-Chair, Help BC Hear Better

Grace Shyng is a Registered Audiologist and Hearing Instrument Practitioner in BC, and a Clinical Assistant Professor with the UBC School of Audiology and Speech Sciences. She is the co-founder and Director of Audiology at Network Hearing Health, a comprehensive audiology private practice in Port Coquitlam BC. Grace has nearly 30 years of clinical experience and has worked in many different roles, including Clinical Audiologist, Head of Audiology and Executive Director of a non-profit organization.

Her areas of interest include hearing health and aging, amplification, tinnitus management, and communication accessibility. Throughout her career, Grace has actively volunteered and served on many audiology and professional committees. Currently, she is co-chairing the Help BC Hear Better group, an initiative to create a provincial funding program for hearing health services and hearing aids in BC.



Elissa Robb

Educational Audiologist & Committee Member, Help BC Hear Better

Elissa Robb has been practicing audiology for over 10 years and is the District Audiologist for School District 43 in Coquitlam, BC. Prior to this, she worked at a multifaceted, not for profit organization focusing on adult amplification. She is a Clinical Instructor with UBC's School of Audiology and Speech Sciences.

Since 2013, Elissa has served on committees advising about service provision for Deaf and hard of hearing students in post-secondary education throughout BC. Elissa was awarded the Canadian Association of Educators of the Deaf and Hard of Hearing – BC Advocacy Award for her work with students. Her passion for accessibility stems from personal experience navigating post-secondary studies with hearing loss.

Elissa is a lifetime member of the Canadian Hard of Hearing Association (CHHA) and served on the Vancouver Branch board from 2014 - 2019. She currently serves on the CHHA Scholarship Committee and is an active member of the Help BC Hear Better committee.



Karen Harper
Councillor, District of Saanich

Karen is currently a councillor in the District of Saanich, in her third term. She is currently chair of the Arts, Culture and Community Wellbeing Committee at the district which aligns with her interest in seniors and aging. Additionally, she is the Vice Chair of the Water Commission, and a member of numerous other committees.

Her background includes 17 years as a teacher with positions at the secondary and elementary levels, as a classroom teacher and teacher librarian and worked as well in the French immersion program. During that time, she was a union activist and labour negotiator, which led to her second career as a staff person at the BCTF where she was responsible for the income security and pension programs and was a pension plan trustee. It was there that she managed the Teachers' short- and long-term disability plan and began her experience and knowledge in the impact of various disabilities on people's ability to function, including hearing loss. While there she championed the first rehabilitative return to work program in the province, which has now become the norm in most places of employment. This phase of her life led to her last career in the public service, senior vice president/ Chief Knowledge Officer at the BC Pension Corporation, where she was responsible for a myriad of portfolios including pension board relations, policy development, legal services, information technology and communications.

After completing forty years in various parts of the public service, she retired, and took some time out to enjoy life - reading, bicycling, French groups, travelling, etc. and then decided to return to public life and ran for Saanich Council successfully.



Dr. Kathy Pichora-Fuller
Professor Emerita, University of Toronto

Kathy Pichora-Fuller is Professor Emerita (Psychology, University of Toronto) and Adjunct Professor (Gerontology, Simon Fraser University). She was a faculty member in the School of Audiology and Speech Sciences at the University of British Columbia (1992-2002). For over three decades, she has translated her research on auditory and cognitive aging to address the rehabilitative needs of older adults with age-related hearing and cognitive impairments, with a more recent focus on social engagement and healthy aging, including promoting brain health. She is the audiology expert for the Canadian Longitudinal Study of Aging and the Canadian Consortium on Neurodegeneration in Aging. She received the Speech-Language and Audiology Canada Eve Kassirer Lifetime Achievement Award (2021) and the International Award of the American Academy of Audiology (2014).

Biography continued on next page

In 2022 she was inducted as a Fellow of the Canadian Academy of Health Sciences. She started the International Society of Audiology “Hearing in Later Life” Working Group in 2023. Currently, she is Past President of the International Collegium of Rehabilitative Audiologists (ICRA) and is the ICRA representative on the WHO World Hearing Forum. She represents the International Society of Audiology on the World Rehabilitation Alliance working group on primary care and serves. She became the Chair of the Bowen Island Municipality Accessibility Advisory Committee in 2023.



Ann Thomas

Social Worker, Central City Lodge

Ann is formally educated as social worker and can be found Sunday to Thursday during daylight hours at Central City Lodge mixing it up with a unique and engaging set of residents and a fabulous team of colleagues. She has a passion for developing and increasing health and housing services for clinically complex Older Adults. She joined the team at CCL after working with elders at risk as a housing and social navigator struggling with the limited resources available for this population. In her spare time Ann enjoys a good puzzle, adventuring and laughing with friends, and gardening with her feline companion Oz.



Shelley West

Social Worker, Central City Lodge

Shelley spent 15 years working for MCFD as a child & youth counsellor in mental health & forensics before switching gears and becoming a social worker. After completing her MSW, she spent time working in hospital before landing at Central City Lodge where she has been authentically and enthusiastically social working since 2016.

While Shelley has supported folks all along the life span, her clients' have always been the type who demand to 'live life on their own terms'. Shelley believes deeply in others' right to self-determine and she is fascinated by the intersection of capacity, aging, and risk. When she's not at work, Shelley enjoys thrifting, crocheting & taking naps. She can also be found happily flipping burgers & selling candy bags at the concession of her local Little League.



Sally-Anne Stelling

Exercise Lead, BC Brain Wellness Program

Sally-Anne Stelling is the exercise lead at the BC Brain Wellness Program and works alongside students in the UBC Physical Therapy and Research Clinic. Her role includes assessments, exercise prescription and program development. Having obtained a Physiotherapy degree from Pretoria University, she has worked in South Africa, Scotland and Canada in both public health and private practice and has experience in acute care, long term rehabilitation and outpatient settings. She brings her experience in neurological rehabilitation, orthopaedics, paediatrics, women's health, sports injuries and geriatrics to the program. Sally is passionate about helping people function to the best of their ability, to facilitate and improve functional movement and assist people in reaching their goals.



Alisa Hashimoto

Program Coordinator, BC Brain Wellness Program

Alisa Hashimoto is a Program Coordinator for the BC Brain Wellness Program. Her role includes program management in operation, evaluation and research. She joined the BC Brain Wellness Program team in 2022 while completing her Bachelor of Science degree at UBC in Integrated Science, specializing in Physiology and Food Nutrition and Health. Upon graduation in 2023, she has taken on a full-time role for the program's operation and research. She has a keen interest in health promotion and viewing health from multiple perspectives including the importance of diet and physical exercise.



Dr. Brendan McCormack

Head of The Susan Wakil School of Nursing and Midwifery (inc. Sydney Nursing School) & Dean, Faculty of Medicine and Health, The University of Sydney.

Head of The Susan Wakil School of Nursing and Midwifery (inc. Sydney Nursing School) & Dean, Faculty of Medicine and Health, The University of Sydney. Extraordinary Professor, University of Pretoria, South Africa; Professor of Nursing, Maribor University, Slovenia; Visiting Professor, Ulster University; Adjunct Professor, Zealand University Hospital/University of Southern Denmark.

Brendan's research focuses on person-centredness with a focus on the development of person-centred cultures, practices and processes. Brendan has 600 publications, he is a Fellow of the American Academy of Nursing and holder of the Sigma 'International Nurse Researcher Hall of Fame'. He has been selected as a member of The Academia Europaea and in 2023 was awarded an Honorary Doctorate from The University of Maribor, Slovenia.



Mark Blandford

**President & CEO, Providence Living Society
Vice President Seniors Care, Providence Health Care**

Mark Blandford was appointed as the President and CEO of Providence Living in December 2022, in addition he holds a role as Vice President, Seniors Care, Clinical & Operations at Providence Health Care (PHC).

Mark is a Registered Occupational Therapist who also holds a Master's Degree in Leadership from Royal Roads University. He has worked clinically in a wide variety of settings in the UK, Nova Scotia and on Vancouver Island. These include geriatrics, acute medicine, rehabilitation as well as community and long-term care. Front line clinical management roles in seniors care and assisted living were followed by his appointment as Director of Development at the non-profit Beacon Community Services where he was responsible for long term care, assisted living and supported housing services. In 2014, Mark was seconded to the BC Ministry of Health as Deputy Seniors Advocate with the newly created provincial Office of the Seniors Advocate for British Columbia where he supported the Seniors Advocate in the delivery of her first 4 major reports. Before joining Providence Health Mark's other leadership roles have included Clinical Director of Acute Operations at the Victoria General Hospital and from 2018 until 2020 Executive Director, Seniors Health, Long Term Care and Primary Care at Island Health on Vancouver Island.



Fancy C. Poitras

Director, Indigenous Cultural Safety Development, Providence Health Care

Fancy C. Poitras is a public policy professional with more than 15 years' experience. Currently, she is the Director of Indigenous Cultural Safety Development at Providence Health Care. Her previous experience includes time with the City of Burnaby as its first Indigenous Relations Manager, more than six years with the First Nations Health Authority in strategic policy and intergovernmental affairs, and five years with the Government of Canada. In addition, Fancy runs a part-time consulting business, focused on Indigenous issues, public policy, and governance.

Fancy has a Master's degree in Public Policy and a Post-Baccalaureate Diploma in Social Policy Issues from Simon Fraser University, and a Bachelor of Arts in Political Science from University of Alberta. She currently sits on the Strategic Advisory Committee for the YWCA's City Shift project and the BC College of Nurses and Midwives Inquiry Committee, and has previous board executive experience with Dying with Dignity Canada and Lumara Grief & Bereavement Care Society (formerly Camp Kerry Society).

A member of Mikisew Cree First Nation, Treaty 8 territory, Fancy grew up primarily in Denendeh (Northwest Territories and northern Alberta). She lives in Burnaby with her spouse and their cat.



Isobel Mackenzie

BC Seniors' Advocate, 2014-2024

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

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

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

**Dr. Kimberly J. Lopez****Assistant Professor, University of Waterloo**

Dr. Lopez works as an Assistant Professor in the Department of Recreation and Leisure Studies, Faculty of Health, at the University of Waterloo in Ontario, Canada. As a community-engaged qualitative researcher, Kim is interested in critically examining structures that (re)produce oppressions affecting experiences of long-term care, helping work, migration, and labourer well-being.

**Dr. Shannon Jackson****Physician Lead, Value Based Health Care, Providence Health Care**

Dr. Jackson is a hematologist primarily interested in non-malignant blood conditions including inherited and acquired bleeding disorders. She is Medical Director of the Adult Provincial Bleeding Disorders Program, practices at St. Paul's Hospital and is a Clinical Professor of Medicine at UBC. Dr. Jackson is passionate about measuring health outcomes that matter to patients and transforming to a Value Based Health Care model of care. She has completed her Masters in Health Care Transformation at the Value Institute for Health and Care, at the University of Texas Austin, further training at Harvard University, and obtained her Green Belt VBHC Certification from the Value Based Health Centre of Europe. Currently Dr. Jackson is working as the Physician Lead for Value Based Health Care at Providence Health Care and active in several committees related to Health Systems Redesign.

**Dr. Larry Barzelai****Chair of the BC Branch of the Canadian Association of Physicians for the Environment**

Dr. Larry Barzelai is a family physician, Assistant Professor at UBC and Chair of the BC Branch of the Canadian Association of Physicians (CAPE) for the Environment. CAPE collaborates with other organizations, nationally and internationally to work effectively and build power together. CAPE supports physicians and other health care professionals to be advocates for healthier environments and ecosystems. Dr. Barzelai is passionate about understanding and communicating the impacts on climate change, particularly for vulnerable populations including older adults.



Dr. Joy Masuhara

Family Physician, Older Adult Mental Health & Regional Medical Director, Equity, Diversity and Inclusion, Vancouver Coastal Health

Dr. Joy Masuhara is a Family Physician who has worked in Older Adult Mental Health for more than 25 years, with the latter half focusing primarily on Chinese older adults. She also spearheaded a Physician-Led Quality Improvement project aimed at improving the quality of and access to mental health services for frail Chinese seniors. Dr. Masuhara is the Inaugural Regional Medical Director of Equity, Diversity and Inclusion at Vancouver Coastal Health. She leads change toward a more equitable future with her lived experiences breaking down discriminatory social and cultural structures.



Sandra Lee

Social Worker & Senior Manager for Little Mountain Place and Little Mountain Court at Vancouver Coastal Health

Sandra Lee is a Social Worker and has had a long history with Providence Health working as a front-line social worker in various health care settings at Mount Saint Joseph, Holy Family Hospital and St. Paul's Hospital. Sandra worked in a social work leadership role for several years before moving to an Operations Leader position in Long-term care. Over the past nine years, she has served as the Operations Site Leader/Senior Manager at three very distinct long-term care homes and is currently the Senior Manager for Little Mountain Place and Little Mountain Court at Vancouver Coastal Health.



Chris Morrissey

Educator and Community Developer

Chris Morrissey has worked as an educator and community developer in several countries including, US, Malaysia, Brunei, Chile, and Canada. She was the first program coordinator of Qmunity's Generations Project, a program developed to support the older members of the LGBTQ+ Community. This included providing education to health care providers. She and her partner, Bridget, challenged Canada's Immigration Laws in 1992 which resulted in the formation of LEGIT, Canadian Immigration for Same-sex partners and the eventual change in the law recognizing same-sex partners as part of the family class. Chris and Rob Hughes, their lawyer, went on to begin the Rainbow Refugee Society. In mid-2011, Chris began noticing changes in Bridget. Their dementia journey began and included assessments, hospitals, hospice, residential care. At the time, they knew no other members of the LGBTQ+ community who were out both as queer and with dementia.



Dr. Eileen M. Wong

Long-term Care Quality Improvement Physician Lead, Providence Health Care

Dr. Eileen Wong is a family physician working at Providence Health Care (PHC) with a focus in Elder Care including Long-term Care (LTC) and Rehabilitation. She is currently the PHC LTC Physician Lead for Quality Improvement and Co-Chair of PHC LTC Quality Council. In addition to her QI work, she is Co-Lead of the Food Working Group with PHC Environmental Stewardship Team and a member of Doctors of BC's Council for Health Promotion. She hopes to spark change in the healthcare food system by bringing a QI lens to measure the food experience of older adults and ultimately reducing food waste. Her personal multiple encounters with the healthcare system as patient and caregiver also give lived experience which underpins her passion about QI as a means to bring positive systems change for patients.



Maria Klar

Clinical Specialist, Canadian Institute for Health Information (CIHI)

Maria Klar is a Clinical Specialist at the Canadian Institute for Health Information (CIHI) where she has been for the past five years. Maria enjoys teaching the interRAI assessments to clinicians across the country and beyond. She also provides clinical support to jurisdictions undergoing the transition to the new suite of interRAI assessments.

Prior to CIHI, Maria spent many years at the Ministry of Health in Alberta as a clinical and subject matter expert developing and enhancing their provincial continuing care information system.



Rachel Almaw

Graduate Student, University of Waterloo, pursuing her Master's of Science in Kinesiology and Health Sciences

Rachel Almaw (she/her) is a graduate student at the University of Waterloo, pursuing her Master's of Science in Kinesiology and Health Sciences. Her research focus lies at the intersection of race and health within a Canadian context. Currently, she is collaborating with Dr. Kimberly Lopez and the Free from Harm Team, delving into the experiences of racialised individuals working as personal support workers in long-term care homes in Ontario.



Shihori Scott-Moncrieff

HUGS Administrative Assistant, Health Urgent Guide Services for Japanese Canadian Internment Survivors, Nikkei Seniors Health Care and Housing Society



Laura Wong

HUGS Guide, Health Urgent Guide Services for Japanese Canadian Internment Survivors, Nikkei Seniors Health Care and Housing Society



Yvonne Nakano

Administrative Manager, Health Urgent Guide Services for Japanese Canadian Internment Survivors, Nikkei Seniors Health Care and Housing Society



Marcia Carr

Clinical Nurse Specialist for Older Adults & Nikkei Seniors Health Care and Housing Society's Steering committee lead for HUGS



Robert Nickerson

Communication Expert, Leading Collaboration, Inclusion and Curiosity

Rob Nickerson is an actor, writer, producer and teacher, but is best known as a pioneer in the use of Improvisation as a teaching tool in non-theatrical applications. For the past thirty-three years Rob's high-energy, experiential, improv-based workshops have taught thousands of accountants, marketers, engineers, bankers, IT technicians, doctors, lawyers, C-suite executives, and salespeople of all types how learning skills and techniques from the Art of Improvisation can help individuals, teams and whole organizations maximize their creative, collaborative potential.

On the corporate side, Rob has designed and delivered workshops and/or keynotes to Microsoft, Blackberry, Pernod Ricard, Manulife, AOL, Walmart, Novartis, AB InBev, Open Text, Bell, Astra Zeneca, The World Bank and Rio Tinto to name just a very few.

In the Academic world, Rob has been on the faculty of the IHT and TGM programs at INSEAD in Fontainebleau, France, as well as being a contributor to their Executive Programs. In addition, Rob has been a regular guest lecturer at McGill University's Desautels Faculty of Management. He has also lectured at University of Alabama Birmingham, Brandeis University, the University of Toronto and Western University.

Rob has been featured in Fortune magazine, co-authored a research paper on leadership (published in a peer-reviewed journal) and hosted a World Health Organization meeting on global food diplomacy for the Gates Foundation.



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CONCURRENT SESSION MODERATORS



Rebecca Brown

Resident Care Manager and Site Leader, St. Vincent's Brock Fahrni, Providence Health Care (PHC)

Rebecca Brown is currently the Manager and Site Leader at Brock Fahrni Long-Term Care home at PHC. Prior to being a manager, Rebecca worked as a Registered Nurse and is currently completing her Masters in Health Leadership and Policy through the University of British Columbia.



Tasia Tsatsanis

O.T., MOT, Leader Quality of Life and Resident Experience, Long-term Care and Assisted Living, Providence Health Care

Tasia Tsatsanis is the Leader for Quality of Life and Resident Experience at PHC's Long-Term Care (LTC) program. In this role, she spearheads several initiatives aimed at fostering holistic well-being and a normalized life for residents. Central to these efforts is the implementation of the Home for Us model of care across PHC and Providence Living's LTC homes, which seeks to break down institutional barriers allowing for more nurturing connections and enabling residents to lead fulfilling lives that align with their individual preferences and desires.



Danielle Richards

Manager, Clinical Excellence & Program Education, Long-term Care and Assisted Living, Providence Health Care

Danielle is the Manager of Clinical Excellence and Program Education with Long-term Care at PHC. Danielle worked for the Public Health Agency of Canada during the pH1N1 outbreak and held a variety of education and practice roles with Infection Prevention and Control at PHC, including during the COVID-19 pandemic.

Danielle supports seniors' care and seeks creative solutions where resources and systems may be limiting. She has a number of specialist certifications, significant international nursing experience and numerous awards for her contributions. With her counsel and guidance, Danielle supports the Vancouver Cancer Drivers Society and is a Board Member for a charity supporting students in Ghana. Danielle holds a Masters of Arts in Human Security and Peacebuilding. The focus of her nursing clinical practice was in Emergency Medicine.



Ashley Payne

Director of Operations, Seniors Care Program, Providence Health Care

Ashley Payne, MSW RSW has a wealth of experience in social work, particularly in the field of seniors care and has held various leadership roles within different healthcare organizations. With a Master's degree in Social Work from York University and a Bachelor's degree in Social Work and Women's Studies from the University of Victoria, Ashley has a strong academic background to complement their practical experience in roles such as Social Worker, Resident Care Manager, and Medical Assistance in Dying Response Lead.