



British Columbia  
**HOSPICE**  
PALLIATIVE CARE  
Association

# CONFERENCE 2017

EXTENDING THE CIRCLE OF COMPASSION

**FRIDAY and SATURDAY, May 26-27, 2017**

**RADISSON VANCOUVER AIRPORT HOTEL**

**8181 CAMBIE ROAD, RICHMOND, BC**

# OASSIS Benefit Plans for not-for-profits

Organizational or Affiliate BCHPCA membership makes your not-for-profit eligible to join OASSIS

## Welcome!

**OASSIS is a not-for-profit organization. Together we are strong** - when not-for-profit organizations choose not-for-profit vendor partners in their procurement plan they ultimately support and leverage the buying power and capacity of the entire sector. Social enterprise partnerships keep dollars within our sector's economy and within the communities we serve.

## Who?

OASSIS is a not-for-profit organization, and has been providing employee benefit plans to the not-for-profit sector since 1990 and partners with Green Shield Canada, Great West Life and Ceridian.

## What?

*We understand.* Each year our organizations are challenged to find more efficiencies and cost-savings. OASSIS was created to serve the not-for-profit sector exclusively.

## Why?

### Exceptionally Affordable Plans

Why pay more? OASSIS is a not-for-profit organization with rates set to cover claims and administrative costs only. We were created to support people - not profits.

### Guaranteed Acceptance for all Employees

Employees who enroll at the start of the plan (or within 31 days of their eligibility date) are **automatically approved** for enrolment in the plan without a health questionnaire.

### Comprehensive Employee Benefits

With 5 packaged plans to choose from, with a Made 2 Measure option (1-75 employees), and custom plan design for larger groups (25+ employees), OASSIS can provide a plan just right for your organization's needs.

### Benefit Plans Made for Not-for-Profits

1 or 1000+ employees – full time, part-time & contract employees - all are eligible.

### Excellence in Service

Year after year we receive **top scores for customer satisfaction** from our members.

### Broker Free = Commission Free

With OASSIS, buy direct - without a broker, and without broker fees & commissions. **Save your money!**

### Dependable Rates!

OASSIS members can count on dependable, stable rates year after year. How does your plan compare?

## How?

Request a Quote Online: [www.oassisplan.com](http://www.oassisplan.com) or contact:

Flora de Mintich,  
Director of Sales & Marketing  
1-888-233-5580 Ext. 305  
[flora@oassisplan.com](mailto:flora@oassisplan.com)



# CONTENTS

Welcome	2
Strategic Plan	2
Program at a Glance	3
Plenary Sessions & Presenter Bios	6
Breakout Sessions & Presenter Bios	9
Breakout Session 1 Details	9
Breakout Session 2 Details	11
Breakout Session 3 Details	13
Breakout Session 4 Details	14
Breakout Session 5 Details	17
Venue Map	18
Exhibitors, Advertisers & Sponsors	19

# WELCOME

## Dear Conference Participants,

Welcome to the BC Hospice Palliative Care Association's 2017 Conference focused on "Extending the Circle of Compassion"! We are delighted to present a conference in partnership with the BC Centre for Palliative Care, once again offering workshops and networking time for the entire interdisciplinary team of caregivers aiming to improve BC citizen's end-of-life and/or bereavement time. We know from the front-line to the philosophical that if we strengthen and enlarge the compassion within community, we will improve everyone's life and wellbeing. So, I hope you enjoy the educational offerings, the connecting times, the food and the fun at this Conference. Thank you for attending and sharing your expertise!



Margaret (Meg) Milner, RN, BSN, MA  
BCHPCA President

### Board of Directors

President	Margaret (Meg) Milner
Vice President	Dr. Marylene Kyriazis
Vice President	Donna Flood
Secretary-Treasurer	Caine Liu

### Regional Directors

Fraser	Dr. Heather Mohan
Interior	Ruth Edwards
North	Sandi Armitage
Provincial	Dr. Karen Cook
Vancouver Coastal	Elizabeth Beddard-Huber
Vancouver Island	Susan Steen

### Staff

Executive Director	M.Y. Lorraine Gerard
Administrative Assistant	Bonnie Atwood

### BC HOSPICE PALLIATIVE CARE ASSOCIATION

Suite 1100 - 1200 West 73rd Avenue  
Vancouver BC V6P 6G5  
office@bchpca.org

Toll Free: 1-877-410-6297  
T: 604-267-7027  
F: 604-267-7026

# STRATEGIC PLAN

## Societal Vision

Dying and grieving are part of life.

Every British Columbian will have a personal advance care plan and access to responsive, quality care when dying or grieving.

## Organizational Vision

Every British Columbian adult will have a personal advance care plan in a secure provincial registry accessible to their care providers.

## Mission

BCHPCA leads in

- promoting responsive, quality hospice palliative care in British Columbia;
- educating British Columbians on personal advance care planning; and
- advocating for equitable access to responsive, quality care.

## Values

BCHPCA

- respects its relationships and partnerships
- is compassionate and caring
- is progressive and focused
- is trustworthy

## Strategic Goals

BCHPCA will

- engage and educate British Columbians, including public leaders, about responsive, quality care and advance care planning;
- develop resources with its partners for British Columbians to discuss, document, and register their advance care plans; and
- increase and diversify sustainable revenue and other resources, and recruit effective people to implement its strategic plan.

# PROGRAM AT A GLANCE

## FRIDAY, MAY 26, 2017

<b>0700</b>	Onsite Registration Opens
<b>0730 – 0830</b> Ballroom A, B & C	Buffet Breakfast
<b>0830 – 0845</b> Ballroom A, B & C	Welcome from BCHPCA – Meg Milner, President, BCHPCA
<b>0845 – 0900</b> Ballroom A, B & C	Introduction – Lorraine Gerard, Executive Director, BCHPCA First Nations Blessing - Elder Shane Pointe
<b>0900 – 1000</b> Ballroom A, B & C	Introduction – Meg Milner, President, BCHPCA <b>Care for Our Care Partners</b> Michelle O'Rourke
<b>1015 – 1015</b> Pre-function Lounge	Refreshment Break
<b>1015 – 1100</b> Ballroom A, B & C	Introduction – Dr. Marylene Kyriazis, Vice President, BCHPCA <b>A Palliative Approach to Care: What does that really mean?</b> Della Roberts
<b>1115 – 1200</b>	Concurrent Session 1
<b>1A</b> Richmond Room	Introduction – Sandi Armitage, Regional Director – North, BCHPCA <b>Earlier, More, Better Communication: An Introduction to the Serious Illness Conversation Guide</b> Elizabeth Beddard-Huber
<b>1B</b> Cambie Room	Introduction – Ruth Edwards, Regional Director – Interior, BCHPCA <b>SOARing with Hospice Societies for Compassionate Care</b> Terry Webber, and Hospice Society Representatives
<b>1C</b> Bridgeport Room	Introduction – Susan Steen, Regional Director – Vancouver Island, BCHPCA <b>Digital Engagement Strategies for Non-Profits</b> Alistair Henning
<b>1D</b> Salon C	Introduction – Kathleen Yue, Consultant Education and Partnership Initiatives, BC Center for Palliative Care <b>Palliative Care for Patients with Advanced Dementia: Dying in the Dark</b> Maureen Shaw
<b>1200 – 1330</b> Ballroom	BCHPCA ANNUAL AWARDS LUNCHEON
<b>1330 – 1415</b> Ballroom A, B & C	Introduction – Donna Flood, Vice President, BCHPCA <b>What Matters Most: Building Capacity for Person-Centered Care</b> Dr. Doris Barwich
<b>1430 – 1515</b>	Concurrent Session 2
<b>2A</b> Salon C	Introduction – Dr. Marylene Kyriazis, Vice President, BCHPCA <b>The Incredible Role of Family &amp; Friend Caregivers</b> Barb MacLean

## PROGRAM AT A GLANCE FRIDAY, MAY 26, 2017 (cont.)

<b>2B</b> Cambie Room	Introduction – Dr. Heather Mohan, Regional Director – Fraser, BCHPCA <b>“A Day to Remember” Promoting Grief &amp; Loss Awareness in High School Students</b> Pam Pastirik & Susan Steels
<b>2C - Part 1/2</b> Bridgeport Room	Introduction – Susan Steen, Regional Director – Vancouver Island, BCHPCA <b>FUNDRAISING: It’s Not About the Money</b> David Love
<b>2D</b> Richmond Room	Introduction – Kathleen Yue, Consultant Education and Partnership Initiatives, BC Center for Palliative Care <b>Palliative Care Meets Cardiology: Integrating Palliative Care in Cardiac Disease Management</b> Dr. Tony Verma
<b>1515 – 1530</b> Pre-function Lounge	Refreshment Break
<b>1530 – 1615</b>	Concurrent Session 3
<b>3A</b> Salon C	Introduction – Meg Milner, President, BCHPCA <b>Generations Together: A Powerful Connection to Better Health</b> Sharon MacKenzie
<b>3B</b> Cambie Room	Introduction – Elizabeth Beddard-Huber, Regional Director – Vancouver Coastal, BCHPCA <b>Volunteer-Facilitated Advance Care Planning: Workshops for the Public</b> Rachel Carter
<b>3C - Part 2/2</b> Bridgeport Room	Introduction – Susan Steen, Regional Director – Vancouver Island, BCHPCA <b>FUNDRAISING: It’s Not About the Money</b> David Love
<b>3D</b> Richmond Room	Introduction – Kathleen Yue, Consultant Education and Partnership Initiatives, BC Center for Palliative Care <b>What Happens at the End of Endstage Renal Disease?</b> Dr. Rachel Carson
<b>1615 – 1700</b>	BCHPCA – Regional Meetings – <b>Room TBC</b>
<b>1615 – 1700</b>	Clinicians’ Debrief Session – <b>Room TBC</b>
<b>1700 – 1730</b>	Free Time
<b>1730</b>	Departure for the PEAK of VANCOUVER Social Event

## PROGRAM AT A GLANCE SATURDAY, MAY 27, 2017

<b>0845-0945</b> Ballroom A, B & C	Introduction – Dr. Heather Mohan, Regional Director – Fraser, BCHPCA <b>Medically-Assisted Death and Voluntary Euthanasia: Unique Grieving Factors and the Potential for Complicated Grief</b> Dr. Erica Srinivasan
---------------------------------------	---

# PROGRAM AT A GLANCE

## SATURDAY, MAY 27, 2017 (cont.)

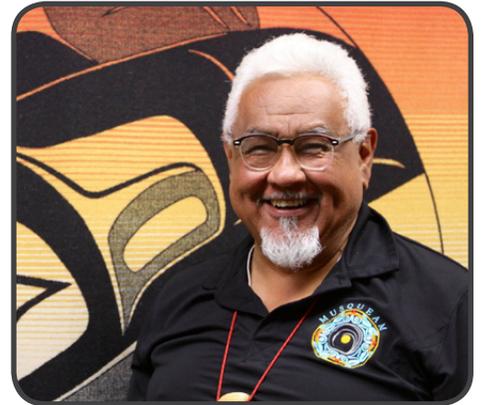
<b>0945-1015</b> Pre-function Lounge	Refreshment Break
<b>1015-1100</b>	Concurrent Session 4
<b>4A</b> Richmond Room	Introduction – Donna Flood, Vice President, BCHPCA <b>Home is Where the Care Is: Supporting End of Life in Long Term Care</b> Margaret (Meg) Milner
<b>4B</b> Cambie Room	Introduction – Sandi Armitage, Regional Director – North, BCHPCA <b>Seeking Volunteer Voices to Help Shape Ongoing Training for BC's Hospice Volunteers</b> Heather Maddox
<b>4C</b> Bridgeport Room	Introduction – Ruth Edwards, Regional Director – Interior, BCHPCA <b>Certificate Program on End of Life: SFU Continuing Studies</b> Margaret Easton
<b>4D - Part 1/2</b> Salon C	Introduction – Kathleen Yue, Consultant Education and Partnership Initiatives, BC Center for Palliative Care <b>Goals of Care in Serious Illness Conversations Tips &amp; Tools for Busy Health Care Professionals</b> Elizabeth Beddard-Huber and Dr. Gillian Fyles
<b>1115-1200</b>	Concurrent Session 5
<b>5A</b> Cambie Room	Introduction – Donna Flood, Vice President, BCHPCA <b>Dying in Your Own Home</b> Catherine Andrews
<b>5B</b> Richmond Room	Introduction – Dr. Marylene Kyriazis, Vice President, BCHPCA <b>Hospice Volunteer Navigators: An Early, Palliative, Compassionate Community Approach to Care</b> Dr. Barbara Pesut
<b>5C</b> Bridgeport Room	Introduction – Ruth Edwards, Regional Director – Interior, BCHPCA <b>So the New Society Act is in Place – Now What?</b> Bryan Millman
<b>5D - Part 2/2</b> Salon C	Introduction – Kathleen Yue, Consultant Education and Partnership Initiatives, BC Center for Palliative Care <b>Goals of Care in Serious Illness Conversations Tips &amp; Tools for Busy Health Care Professionals</b> Elizabeth Beddard-Huber and Dr. Gillian Fyles
<b>1200 - 1330</b> Ballroom	Lunch and BCHPCA Annual General Meeting
<b>1330 - 1430</b> Ballroom A, B & C	Introduction – Meg Milner, President, BCHPCA <b>PANEL - Honouring the End of Life- Faith Traditions Share Their Stories</b> Pastor Chris Yue and Panelists
<b>1430 - 1445</b> Pre-function Lounge	Refreshment Break
<b>1445 - 1500</b> Ballroom A, B & C	Conference Wrap-up
<b>1500 - 1530</b> Ballroom A, B & C	Introduction – Lorraine Gerard, Executive Director, BCHPCA <b>A Take-Home Message from a Patient, Caregiver &amp; Advocate</b> Jim Mulcahy

# PLENARY SESSIONS & PRESENTERS

## First Nations Welcome & Blessing

### Elder Shane Pointe

ELDER Shane Pointe is from the Point family and is a proud member of the Musqueam and Coast Salish people. He is a highly respected Musqueam community member, ceremonial traditional speaker and cultural educator. He provides protocol and ceremonial guidance for many cultural events – locally, nationally and internationally. He has worked in various capacities such as: Aboriginal Support Worker (AEEW VSB), Trial Support Coordinator for the Indian Residential School Survivors Society, Native Alcohol and Drug Awareness Program worker with the Musqueam Indian Band, in the Longhouse Leadership Program at the First Nations House of Learning (University of British Columbia), and most recently, he was appointed Aboriginal Elder-in-Residence and Knowledge-Keeper at the Vancouver School Board.



## Care for our Care Partners



True care and compassion form the foundation for the provision of Hospice Palliative Care. As we are called to extend this circle of compassion into our communities, Michelle will explore how we can be leaders in encouraging our colleagues and partners to remain healthy and foster their own sense of wellness for their members.

### Michelle O'Rourke, RN, MA

Integrated Program Coordinator, Chatham-Kent Hospice and the Oncology and Palliative Care Programs, Chatham-Kent Health Alliance, Ontario

Michelle O'Rourke brings a varied background which includes emergency nursing, pastoral care, parish nursing and hospice palliative care. An award-winning author of two books, 'Befriending Death: Henri Nouwen and a Spirituality of Dying' and 'Embracing the End of Life: Help for Those Who Accompany the Dying', she recently helped to design and build a new 10-bed residential hospice in Chatham, Ontario. Michelle currently serves as the Integrated Program Coordinator for both

Chatham-Kent Hospice and the Oncology and Palliative Care Programs at the Chatham-Kent Health Alliance and enjoys speaking and teaching especially in the areas of palliative care, spirituality, grief and self-care.

*"I have seen many die, surrounded by loved ones, and their last words were 'I love you.' There were some who could no longer speak yet with their eyes and soft smile left behind that same healing message. I have been in rooms where those who were dying made it feel like sacred ground."*

*-Stephen Levine*

# PLENARY SESSIONS & PRESENTERS (cont.)

## A Palliative Approach to Care: What does that really mean?

Drawing on an extensive clinical background and iPANEL findings, this plenary explores the changing landscape of end of life care, in particular, practices that have diminished a palliative orientation in care outside of specialist palliative care; proposes components of a palliative approach; and highlights opportunities to improve experiences through adopting, adapting and integrating a palliative approach into usual care. Participants will be inspired to consider how they too can support a shift to a palliative approach.

### **Della Roberts RN, MSN, CHPCN(C)**

Della Roberts is a Clinical Nurse Specialist in the Palliative & End of Life Care Program in Island Health, iPANEL co-investigator, Adjunct Professor School of Nursing University of Victoria and LEAP Master Facilitator. She has been instrumental in contributing to palliative policy, education and practice development in BC, including initiatives to integrate a palliative approach into residential, acute and home care settings.



*“Until he extends the circle of his compassion to all living things,  
man will not himself find peace.”*

*-Albert Schweitzer*

## What Matters Most: Building Capacity for Person-Centered Care



This session will highlight the work of the BC Centre for Palliative Care within the current national and provincial landscape to promote uptake of a palliative approach to care as well as enhance Advance Care Planning, Serious Illness and Compassionate Community initiatives.

### **Dr. Doris Barwich MD, CCFP(PC)**

Associate Professor, Division of Palliative Care, Department of Medicine, UBC Executive Director, BC Centre for Palliative Care

Dr Doris Barwich is the Executive Director for the BC Centre for Palliative Care – a provincial hub for innovation in the areas of Advance Care Planning, system level support re palliative care initiatives and Compassionate Communities. She is an Associate Professor in the Division of Palliative Care, Department of Medicine at the University of British Columbia. Doris has been involved in several regional, provincial and national initiatives including leadership and research in the area of Advance Care Planning and various initiatives to support primary palliative care

and received numerous awards for this work. As Past President of the Canadian Society for Palliative Care Physicians she has been very involved in the current national debate regarding Physician Hastened Death. She enjoys time with family, travel and seeing new places.

# PLENARY SESSIONS & PRESENTERS (cont.)

## Medically-Assisted Death and Voluntary Euthanasia: Unique Grieving Factors and Potential for Complicated Grief



Physician-assisted death and death by euthanasia are relatively “new” ways to die. This has specific outcomes for griever. Dr. Srinivasan will review literature related to the grief responses that are unique to physician-assisted death and euthanasia. She will also share her research findings on bereavement experiences following an assisted death in Oregon, focusing on factors that may potentially lead to complicated grief. Implications for providing support to those who are grieving a death under Canada’s Medical Assistance in Dying law will be discussed, as well as directions for future research.

**Dr. Erica G. Srinivasan, PhD, BA**

Assistant Professor (Psychology) , University of Wisconsin-LaCrosse

Dr. Erica G. Srinivasan is an Assistant Professor of Psychology at the University of Wisconsin-La Crosse, where she also serves as the Director for the Center for Death, Grief and Bereavement, is Co-Chair for the Gerontology Emphasis, and is on the Planning Committee for the University’s International Conference on Death, Grief and Bereavement. Her primary

research is in the areas of grief, loss and physician-assisted death.

## Honouring the End of Life: Faith Traditions Share Their Stories

**Facilitator: Pastor Chris Yue, Saanichton Bible Fellowship**

Panelists:

- Parin Dossa PhD, MA, BA Professor of Anthropology, SFU
- Jagbir Kaur RN, MN Education Resource Nurse, BCCA
- Rev. Doug Longstaffe Profession Leader, Spiritual Care/Multifaith Services, VCH

Additional panelists to be confirmed

## Jim Speaks: A Take-Home Message from a Patient, Caregiver & Advocate

Jim Mulcahy recently opened the Palliative Care Matters| National Consensus Building Conference in Ottawa with this heartfelt presentation to the entire Canadian hospice palliative care community. His message is made possible to BCHPCA’s conference attendees by permission from the Palliative Care Institute, Covenant Health and Mr. Mulcahy.

**Featuring, Jim Mulcahy, Antigonish, NS**

Jim Mulcahy was born and raised in Halifax; he has spent the bulk of his adult years in Antigonish, a small university town in North Eastern Nova Scotia where he taught English and drama in the local public school system for over thirty years. Forced to retire from teaching after his second cancer diagnosis, Mr. Mulcahy became actively engaged as a patient advocate serving on a variety of local, provincial, and national healthcare committees. He has been the keynote speaker at a number of provincial and national hospice/palliative care conferences and in 2013 was awarded an honorary doctoral degree from St. Francis Xavier University in recognition of his contributions as an educator, and patient advocate. For the past twelve years Mr. Mulcahy has been the primary care giver for his wife, Sarah, who is in the latter stages of Huntington’s Disease. Three of their four adult children have also been diagnosed with the same illness, and a year ago, their three year old grandchild was diagnosed with an incurable, life threatening blood disorder. Mr. Mulcahy and his family were the subject of “A Story of Care”, a palliative care resource video produced by the Canadian Virtual Hospice and the Canadian Association of Schools of Nursing.



# BREAKOUT SESSIONS & PRESENTERS

## Breakout Session 1

### **1A Earlier, More, Better Conversation** **An Introduction to the Serious Illness Conversation Guide**

To facilitate earlier, more and better conversations for seriously ill patients in British Columbia, the BC-Centre for Palliative Care (BC-CPC) has adopted the work of the Serious Illness Care (SIC) Program of Ariadne Labs at Harvard Medical School. Early conversations matter and have been associated with better outcomes for patients and families in the face of a serious life limiting illness.

The structured guide helps clinicians elicit the patient's understanding of their illness, their decision-making preferences, share prognostic information or functional status, understand goals and fears, review sources of strength, explore views on trade-offs and impaired function, and identify wishes and next steps for family involvement. The aim is to provide care that aligns with a person's goals and values.

This presentation will outline the Serious Illness Conversation Program and the BC CPC's role in influencing its use within British Columbia.

**Elizabeth Beddard-Huber, RN, MSN, CHPCN(C), Project Manager**  
Serious Illness Conversation Guide, BC Centre for Palliative Care

Elizabeth Beddard-Huber, a graduate from the University of British Columbia has worked in the field of palliative care as a clinician, instructor and researcher. She worked at the BC Cancer Agency, Vancouver, Auckland General Hospital, New Zealand, in a rural community and at a tertiary hospital as part of the Palliative Care Team at Vancouver General Hospital. Currently she is a Consultant with the BC Centre for Palliative Care and project manager on the Serious Illness Conversation Pilot Initiative; the Vancouver Coastal Regional Director with the BC Hospice Palliative Care Association and an Adjunct Professor with the School of Nursing at UBC.

### **1B SOARing with Hospice Societies for Compassionate Care**

The Seed Grant program, under the BC Center for Palliative Care and in partnership with the BCHPCA, empowers community organizations to initiate novel, innovative and scalable projects to enhance public awareness about advance care planning and palliative care, and enables better access to compassionate care closer to home for British Columbians living with and dying from serious illness and their families.

Participants will hear from some of the hospice societies in BC who SOARed with their communities to pull their Strengths and assets together to take advantage of the Opportunities that the Seed Grant provided them, in order to reach their Aspirations for their community. They will share the Results that have occurred or are striving for.

Come and be amazed at the contributions of compassionate care that hospice societies are providing in BC communities.

**Terry Webber, RN, BSPN, Co-Lead and Community Liaison**  
Compassionate Communities and Seed Grant Initiative  
BC Centre for Palliative Care and Hospice Society Representative

Terry is a registered nurse, registered psychiatric nurse having worked in numerous hospital and community settings including critical care. She continues as a palliative care nurse clinician with the Fraser Health Authority. She has also co-authored several palliative care nursing articles. In her spare time, Terry has used her nursing skills to provide volunteer support to non-profit organizations in community development work. Terry was honored to receive the 2014, "CRNBC Award for Nursing Excellence in Clinical Practice."

She has been with the BC Center for Palliative Care since 2015, currently acting as the community liaison with the Seed Grant Program and co-lead for the Centers Compassionate Community Initiative. Her passion is in community development and education to promote person centered care for people affected by advancing serious illness, including their family caregivers.

# BREAKOUT SESSIONS & PRESENTERS (cont.)

## 1C Digital Engagement Strategies for Nonprofits

Hands-on training on how to use social media marketing to increase engagement, brand and cause awareness and how to use specific tactics like live streaming during your own and community events.

**Alistair Henning, Chair**  
ArtsScene, Vancouver

With a proven track record helping projects – from startups to websites with 40 million monthly page views – connect with audiences online, Alistair lives on the cutting edge of digital marketing and trends. He has served as a Board Member for numerous community organizations, and is currently Chair of ArtsScene Vancouver.

## 1D Palliative Care for Patients with Advanced Dementia: Dying in the Dark

Recent years have seen a growing recognition that dementia is a progressive, fatal illness and that patients nearing the end-of-life receive inadequate palliative care. There are barriers to accessing palliative care for patients in the terminal phase including lack of recognition of the end stages of dementia, lack of identification of terminal symptoms, and inadequate knowledge about life extending therapies. To address these gaps, this presentation aims to help the participant to: (1) understand the natural history of dementia, (2) examine the research evidence supporting a palliative approach for advanced dementia, and (3) identify the dimensions of a gero-palliative approach.

**Maureen Shaw, RN, MN**  
retired

Maureen is a Clinical Nurse Specialist in Gerontology (retired) who provided consultation to patients/ families and staff about issues associated with aging and illness. Her focus was on dementia, emphasizing patients in the advanced stages with behavioral disturbances. Most recently, Maureen has advocated for a palliative approach for patients with advanced dementia who are nearing the end-of-life

At VGH, Maureen developed the Acute Care for Elders (ACE) Units and the Emergency Department Geriatric Triage Nurse Program, both interventions aimed at improving the quality of care for hospitalized older adults.

Maureen has received an award of excellence from the College of Registered Nurses of BC and a YWCA Woman of Distinction nomination. With UBC colleagues, she published research-based papers on (1) the role of the Geriatric Triage Nurse and (2) the impact of education for nurses caring for hospitalized older adults. Maureen is currently a member of a Quality Standards Committee for two long-term care facilities and an adjunct professor with the UBC School of Nursing.

***“Compassion is not a relationship between the healer and the wounded. It’s a relationship between equals. Only when we know our own darkness well can we be present with the darkness of others. Compassion becomes real when we recognize our shared humanity.”***

*-Pema Chödrön*

# BREAKOUT SESSIONS & PRESENTERS (cont.)

## Breakout Session 2

### 2A The Incredible Role of Family and Friend Caregivers

**Our Story** offers perspectives on building a volunteer based Advance Care Planning community engagement program. From describing how to begin to creating robust community partnerships to visioning how to create a community culture shift the team hopes to ensure each of us gets what we want when we are dying. The workshop will offer ideas on what has worked well coupled with the challenges and opportunities faced along the journey and in to the future.

**Barb MacLean, MA, Executive Director**  
Family Caregivers of BC (FCBC)

Barb is the Executive Director for Family Caregivers of British Columbia (FCBC) with over 30 years' experience in the non-profit sector. Her passion is fostering collaborative approaches that keep the person and family at the center of planning. Barb has come to know the stories of hundreds of dedicated family and friend caregivers who cared for their loved ones with life-limiting illness. She also knows first-hand what it's like to juggle work, raising a family and care-giving as she joined her family in caring for her mom during her fight with cancer and end-of-life care. Barb sits on the BC Centre for Palliative Care's Compassionate Communities Advisory Committee.

### 2B "A DAY TO REMEMBER:" Promoting Grief and Loss Awareness in High School Students

Many students are faced with the death of a peer, family member and/or teacher by the time they reach high school, yet few programs exist to prepare students for the inevitability of death and loss in their lives. The purpose of this pilot project was to provide an opportunity for students to learn about death and grief while providing support for grieving students throughout the day via drop-in groups and individual support during the day. A variety of activities were implemented to support students to memorialize their loved ones through a memory wall, Twitter feeds and a moment of silence. Further, education was provided for teachers to address the challenges of supporting grieving students and faculty. Evaluation of the project was conducted through online surveys.

**Pam Pastirik, RN, MSN, PNC(C), Senior Teaching Associate**  
University of New Brunswick, St. John Campus

Pam Pastirik, is a Senior Teaching Associate at the University of New Brunswick, Saint John Campus. She has been a nurse educator for over 25 years in undergraduate nursing programs at UNB and University of Alberta. Her clinical expertise is in maternal-child health and she holds active certification in perinatal nursing. She is also pursuing a post-degree module in Thanatology at the University of Western Ontario. Her academic interests are in family nursing and bereavement education. She is also the coordinator for Camp Kerry Atlantic, a bereavement program for families experiencing loss.

**Susan Steels, MSW, RSW, Social Worker**  
Southlake Regional Health Centre, Newmarket, ON.

Susan received her undergraduate degree from St. Thomas University, in Fredericton New Brunswick, and a Master of Social Work from the University of Toronto. She is an active member of many community and hospital committees and mentors students from the Factor-Intewash Faculty of Social Work at the University of Toronto and York University. Her research interests are in the area of senior care and quality improvement. Through her 25 year career in acute care she has passionately embraced the value of creating positive experiences for patients in later years and at the end of life.

# BREAKOUT SESSIONS & PRESENTERS (cont.)

## 2C FUNDRAISING: It's Not About Money - Part 1 of 2

How many of us grew-up and spoke with our family about money? Some of us still hesitate to broach the topic and that remains a key reason making an 'ask' can be so terrifying. During this two-part session, participants will explore the fundamentals of raising funds, clarify the board's and non-fundraising staff's role in the fundraising process and uncover the reasons why people donate. No matter your experience level, our time together will prompt action for next week and next year.

**David Love, Principal**  
LoveFundraising

David Kennedy lives and works in Peterborough, Ontario. He is an accomplished facilitator and presenter who brings a wonderful combination of theory, skilled knowledge and life experience. David has worked professionally in various fields including Health, Education, Grief Counseling and Hospice. David serves as adjunct faculty for the Canadian Centre for Bereavement Education and Counseling as part of programs offered by the Department of Social Work University of Toronto and teaches a course on *Cultural, Philosophical and Spiritual Issues in Death and Dying*. In 2008, David joined Hospice Peterborough as Bereavement Coordinator and Spiritual Care Director. In this capacity he oversees the bereavement aspects of Hospice Peterborough working with children, teens and adults as well as community education. He also provides support for those actively dying and their families.

## 2D Palliative Care Meets Cardiology: Integrating Palliative Care in Cardiac Disease Management

There lies a substantial care gap with the provision of palliative care in end stage heart disease. This session will recognize the need for palliative care in cardiac patients through 1) understanding the natural history of end stage heart disease 2) identifying the reasons for inadequate palliative care support in cardiac patients and 3) establishing models to help improve integrative care. Research supporting the need for such integrative care will be highlighted. Indications for cardiac medications and devices will also be briefly reviewed.

**Dr. A. Tony Verma, MD, CCFP, FRCPC, Cardiology Fellow**  
Department of Cardiology, UBC

Dr Tony Verma will be completing his cardiology training next month and will embark on a palliative care fellowship at UBC. His goal is to provide integrative palliative and cardiac care to end stage heart disease patients. Prior to cardiology, he completed training in Internal medicine and also Family medicine. He is a graduate of UBC medical school.

***"Compassion is a verb."***

*-Pema Chödrön*

## Breakout Session 3

### 3A Generations Together: A Powerful Connection for Better Health

With stories, video and photographs, Sharon will take you on a voyage of discovery about the power of purposefully connecting young and old. The message is hopeful. With minimum effort, negligible cost and a lot of fun, together we can make a difference that empowers the very people for whom we take responsibility. This intergenerational connecting gives personal responsibility back to the young and old, and pays huge dividends that are surprising. Bringing generations together respectfully contributes to better mental, emotional, social and physical health. It re-builds community in its most fundamental sense.

**Sharon MacKenzie, Med (UBC), Executive Director**

[i2i intergenerational Society, Victoria BC](#)

Sharon MacKenzie has worked across Canada connecting children and youth purposefully and respectfully with older persons, improving health through elimination of isolation and loneliness. An educator of over 30 years, Kindergarten to University, Sharon has researched and written the four national, government-funded intergenerational resources. She is founder of i2i Intergenerational Society, Intergenerational Day Canada (est. 2010) and a CNPEA Director. For a decade, she developed and field-tested in BC a highly successful 'Intergenerational Immersion model', Meadows School Project ([intergenerational.ca](#)). The power of her intergenerational work has been recognized by WHO, Education and Health Ministries, Rotary, BC Premiers Award, Generations United Washington, DC, Journal of Intergenerational Relations, BC Healthy Living Alliance and IFA. She is a mother of three, grandmother of five, and believes community starts in the heart.

### 3B Volunteer-Facilitated ACP Workshops for the Public

Advance care planning (ACP) is a process that supports people, and their families, in preparing to make decisions about their future health care. It involves understanding and sharing their values, beliefs and wishes regarding health care. ACP prepares them, or their substitute decision maker, for conversations with health-care providers about the treatments they receive, to help in getting the care that's right for them.

ACP interventions have traditionally been conducted by health-care providers, however non-experts or peers could facilitate many key elements. These elements include increasing awareness, provision of information about the process, encouraging readiness, and supporting conversations.

Some community organisations, such as hospice societies, have developed initiatives that utilise volunteers as peer/non-expert facilitators of workshops that educate the public and support them in engaging in ACP. The BC Centre for Palliative Care (BC CPC) collaborated with these organisations to develop a training curriculum for this model of ACP workshop. Through our seed grant program, we have worked with hospice societies across the province to spread and evaluate these volunteer facilitated ACP workshops throughout British Columbia.

In this session, we will aim to answer the following questions:

- What happens in these workshops?
- How did the volunteers find this facilitation role?
- How do the hospice societies support the volunteers?
- Did the workshops work? Did members of the public that attended the workshops engage in ACP?

**Rachel Carter, PhD, Research Manager**

[BC Centre for Palliative Care, New Westminster, BC](#)

Rachel Carter is the Research and Advance Care Planning (ACP) Manager at the BC Centre for Palliative Care. She has worked in ACP research and implementation in Canada and Australia, working on local, provincial and national ACP projects. For the last year, Rachel has been managing a research project exploring the roles of community organisations and volunteers in ACP.

# BREAKOUT SESSIONS & PRESENTERS (cont.)

## 3C FUNDRAISING: It's Not About Money, part 2 of 2

See session description and speaker profile at 2C

David Love, Principal  
LoveFundraising, Vancouver, BC

## 3D What Happens at the End of "Endstage Renal Disease"?

Endstage Renal Disease (ESRD), also known as Stage 5 Chronic Kidney Disease, is increasingly prevalent, in particular in the geriatric population. By the end of this session, participants should be able to: (1) Estimate survival (median, range) with and without dialysis treatment for their patients with Endstage (Stage 5) Renal Disease; (2) List 4 things that predict prognosis in ESRD; (3) Identify symptoms their patients might expect in the terminal phase of both conservatively managed ESRD and those who stop/withdraw from dialysis therapy, and (4) Consider conservative management with shared decision making as an option for our ESRD patients

Dr. Rachel Carson, MD, FRCPC, Community Nephrologist  
Nanaimo, BC

Dr. Rachel Carson is a community nephrologist in Nanaimo as well as a Clinical Instructor for UBC, having lead the establishment of a new full service renal program for Central Vancouver Island from 2008-2012. She has a Bachelor of Engineering (Chemical) from McGill University and an MD from Queens University. After initial training as a family physician, she did specialty training in Internal Medicine at UBC and her Nephrology fellowship at the University of Western Ontario. In addition to her general nephrology practice, she has a longstanding interest in research, end-of-life care and advance care planning.

## Breakout Session 4

## 4A Home is Where the Care Is: Supporting End of Life in Long Term Care

The perceptions and expectations of long term care can be misconstrued, particularly during the elders' and their loved ones' end of life experience. Focusing on a home-like environment and resident-centred care and support, end of life in long term care can be intimate, responsive and heart-warming based on a background of staff and volunteer preparation through education, mentoring, policies and programs. Support systems are in place, albeit in the background. This approach has been unequivocally supported through resident, family and loved ones' responses of verbal, non-verbal and/or written positive acknowledgment (qualitative data).

Margaret (Meg) Milner, RN, BSN, MA, Health Care Consultant, Nelson, BC  
President, BCHPCA Board of Directors

Meg has had the privilege of supporting elders in care for over 22 years in numerous roles including: frontline Nurse, Site Leader, Director Clinical Services and Vice President Quality Assurance. She has worked for Interior Health Authority and Park Place Seniors Living in Alberta and BC. She was the Kootenay Boundary Convalescent Program, Residential Program and Hospice Palliative Lead. She was Assistant Nursing Director and taught in the Nurse Practitioner Program at University of Alberta for 4 years. She has developed proposals for and led teams in opening new long term care sites. Most recently, as a health-care consultant she supports those in long term care including assisted living, seniors' housing and complex care.

# BREAKOUT SESSIONS & PRESENTERS (cont.)

## 4B Seeking Volunteer Voices to Help Shape Ongoing Training of BC's Hospice

The BC Centre for Palliative Care and the BC Hospice Palliative Care Association are supporting this Master's project – which will include a provincial survey to determine the ongoing and advanced training needs of hospice volunteers throughout BC. In this presentation, Heather Maddox will share ideas and suggestions that build on what is currently in place and that align with The Volunteer Standards for Hospice Palliative Care in British Columbia (2008). There will be discussion and an opportunity to provide input from the session participants.

**Heather Maddox, MSN Candidate**  
Gonzaga University, WA

Heather McKay Maddox is a MSN Candidate in Health Systems Leadership at Gonzaga University, Spokane WA. She has returned to Canada after 20 years in the US; Heather graduates August 2017. Her nursing vocation has spanned 26 years in palliative care, hospice, community health and emergency /trauma/ICU in England, Canada and the US working as clinician, educator, consultant, and leader. For the last year she has worked with a nonprofit providing clinical leadership to two hospice facilities in East Vancouver. Heather, a passionate community builder, believes that volunteers continue to be the heart of hospice philosophy.

## 4C Certificate Program on End of Life: SFU Continuing Studies

According to the Quality End-of-Life Care Coalition of Canada, the collective impact of medical advances, increased longevity, and a rapidly aging population will increase annual deaths in Canada 40% by 2026. For B.C. this means that, in less than a decade, annual deaths will increase from 32,000 to 45,000. The SFU Continuing Studies department is currently developing an interdisciplinary certificate program on end of life to be launched in 2018, designed to complement the continuum of end-of-life care in BC. This certificate program will incorporate end-of-life perspectives from the social sciences, humanities, spiritual, ethical, legal, public health, and clinical disciplines. The program will be open to anyone who wants to enhance their personal insight and confidence in the increasingly complex field of end of life care (e.g., healthcare professionals, educators, volunteers, care-givers, etc.). While the curriculum is under development, program developers are actively seeking feedback and input from all interested parties.

**Margaret Easton, PhD Candidate**  
SFU Graduate Liberal Studies

Margaret Easton is a PhD candidate in the SFU Graduate Liberal Studies program studying constructions of successful aging and successful dying from an interdisciplinary perspective. Margaret has MA's in Gerontology and Graduate Liberal Studies, and undergraduate degrees in General Studies and Women/Gender Studies. She has taught: Adult Development and Aging at the University of Calgary; Bill C-14: The Long History of Suicide, Euthanasia, and Assisted Dying in the SFU Liberal Studies 55+ program, and Financial Abuse Prevention with BC financial institutions. Margaret is currently the Coordinator for the SFU Shadbolt Graduate Liberal Studies Big Idea Seminar Series, and is working with SFU's Liberal Arts/55+ Program to develop an interdisciplinary certificate program on end of life designed to complement the continuum of end-of-life care in BC.



# BREAKOUT SESSIONS & PRESENTERS (cont.)

## 4D Goals of Care in Serious Illness Conversations

### Tips and Tools for Busy Health Care Professionals - Part 1 of 2

The BC Centre for Palliative Care is working with patients, families, caregivers, clinicians, health administrators, researchers and community organizations to influence a provincial initiative to improve serious illness conversations. Our aim is for goal concordant care for individuals throughout British Columbia.

In this two-part workshop we will provide background to and introduce the Serious Illness Conversation Guide, patient and family tools as well as recommended system change strategies, all developed and tested by Ariadne Labs-Harvard Medical School. The tools are designed to help patients prepare for the conversation, help clinicians guide the conversation and then help patients talk to their families. The workshop will focus on skills development using the guide through role play and structured feedback from experienced and newly trained facilitators. System change strategies will be discussed to encourage participants to identify how they could use the serious illness conversation guide within their clinical practice to promote goal concordant care for their patients

**Elizabeth Beddard-Huber, RN, MSN, CHPCN(C), Project Manager**

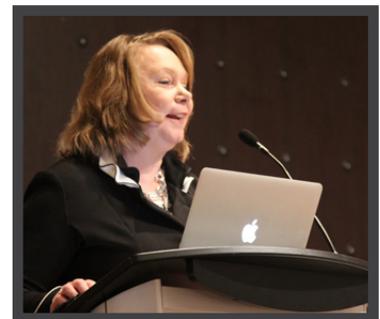
Serious Illness Conversation Pilot Initiative, BC Center for Palliative Care

Elizabeth Beddard-Huber, a graduate from the University of British Columbia has worked in the field of palliative care as a clinician, instructor and researcher. She worked at the BC Cancer Agency, Vancouver, Auckland General Hospital, New Zealand, in a rural community and at a tertiary hospital as part of the Palliative Care Team at Vancouver General Hospital. Currently she is a Consultant with the BC Centre for Palliative Care and project manager on the Serious Illness Conversation Pilot Initiative; the Vancouver Coastal Regional Director with the BC Hospice Palliative Care Association and an Adjunct Professor with the School of Nursing at UBC.

**Dr. Gillian Fyles, MD, Physician Lead**

Serious Illness Conversation Implementation Committee, BC-CPC

Gillian Fyles is the Medical Leader of the Pain and Symptom Management/Palliative Care Program at the BC Cancer Agency (BCCA) Sindi Ahluwalia Hawkins Centre for the Southern Interior and the Co-Chair BCCA Advance Care Planning Working Group. She is the physician lead for the Serious Illness Conversation Implementation Committee for the BC Centre for Palliative Care..



# BREAKOUT SESSIONS & PRESENTERS (cont.)

## Breakout Session 5

### **5A Dying in Your Own Home – Key Elements for Consideration**

Many people with a palliative diagnosis would like to stay in their own homes until the very end of their life. An integrated approach to planning for a home death is essential. This presentation will focus on lessons learned and strategies implemented to support people to die at home in Vancouver including necessary conversations, legal concerns and available support. Examples from current practice will be used to help attendees gain insight into the conditions that can help better prepare clients and their circles of support for a death at home.

**Catherine Andrews, BA, BSN, CHPCN(C), Palliative Clinical Resource Nurse**  
South Health Unit, VCH

Catherine Andrews is currently the Palliative Clinical Resource Nurse at the South Health Unit in Vancouver. Her role is embedded in the community team as a support to clinicians of all disciplines to work with clients with a palliative diagnosis and to help solve complex palliative care challenges in community settings. She has worked in acute palliative care units, hospices and in people's homes providing both frontline care and leadership.

### **5B Hospice Volunteer Navigators: An early, palliative, compassionate community approach to care**

NCARE is a program in which hospice volunteers, trained in navigation, provide early palliative support to clients living in community. Based upon a successful pilot, NCARE is now being implemented and evaluated in diverse hospice contexts across Canada. Participants in this session will hear NCARE pilot findings and will have the opportunity to work with the NCARE implementation toolkit.

**Dr. Barbara Pesut, PhD, RN Faculty**  
School of Nursing, University of BC- Okanagan

Barbara Pesut is a faculty member in the School of Nursing at the University of British Columbia, Okanagan campus and holds a Canada Research Chair in Health, Ethics and Diversity. Her program of research seeks to improve care for older adults living with advancing chronic illness with a specific focus on rural populations.

### **5C So the new Society Act is in place...now what?**

The new Societies Act came into force on November 28, 2016. Now what? Join us in this session to learn how this new legal development affects your society and how to ensure ongoing compliance.

**Bryan Millman, Associate Lawyer**  
Norton, Rose, Fulbright, Canada LLP

Bryan is lawyer at Norton Rose Fulbright Canada LLP in Vancouver with a focus on the law of charities and other entities in the voluntary sector. He provides advice on matters related to the establishment, administration and regulation of charities, societies and other not-for-profit and tax-exempt organizations in Canada.

# BREAKOUT SESSIONS & PRESENTERS (cont.)

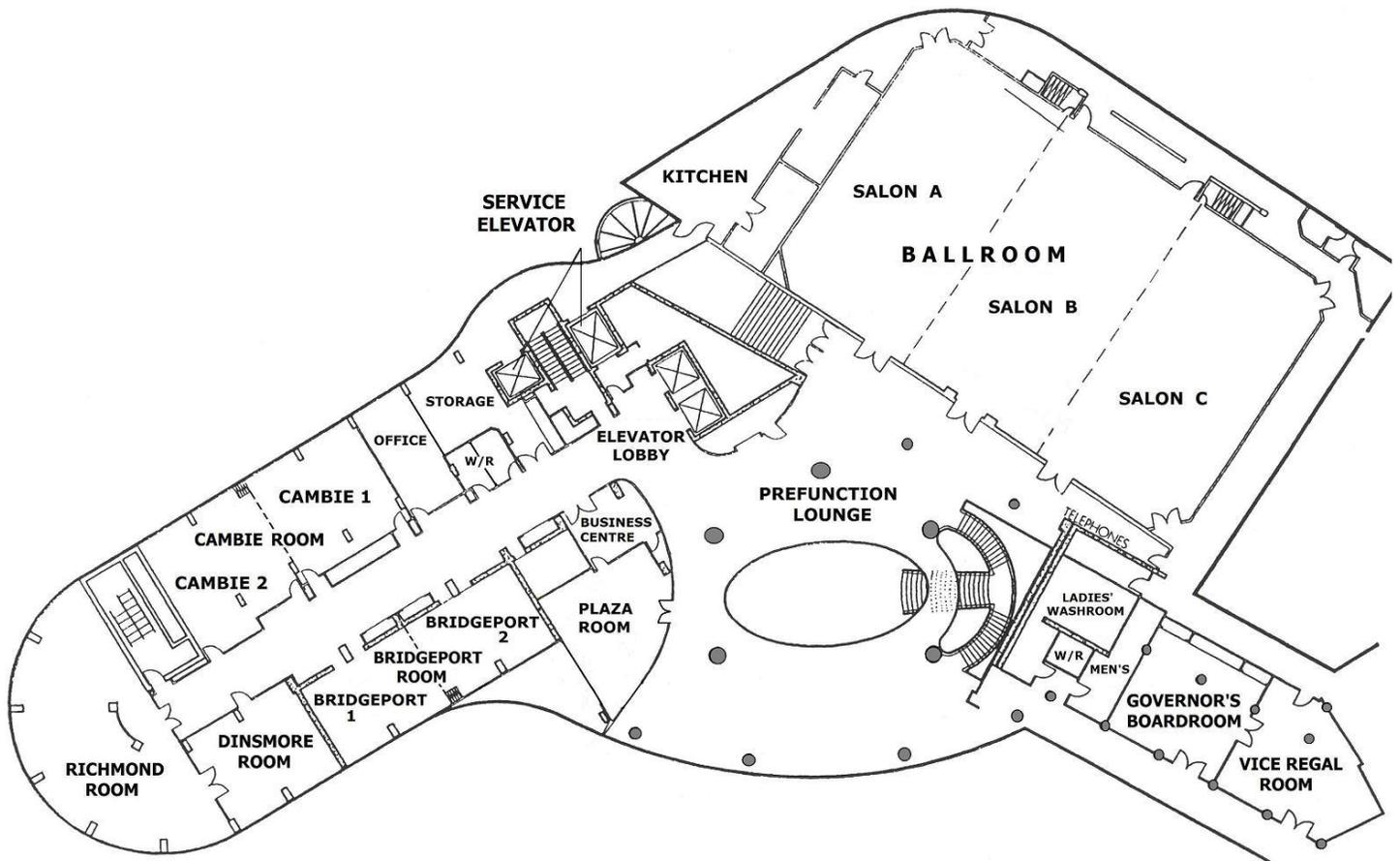
## 5D Goals of Care in Serious Illness Conversations Tip and Tools for Busy Health care professionals - Part 2 of 2

See session description and speaker profiles at 4D

Elizabeth Beddard-Huber, RN, MSN, CHPCN(C)

Dr. Gillian Fyles, MD

## VENUE MAP



# Exhibitors

**BC Patient Safety & Quality Council**

**OASSIS Plan**

**BC Centre for Palliative Care**

**The Steven Company & First Quality**

**Care at Home Services**

**Tomkins, Wozney, Miller and Co.**  
Chartered Professional Accountants

**Douglas College**

**Victoria Hospice**

**Life and Death Matters**

## 2017 Conference Committee

**Margaret Milner, President, BCHPCA**

**Elizabeth Beddard-Huber, Regional Director, BCHPCA-VC**

**Donna Flood, Vice-President, BCHPCA**

**Dr. Doris Barwich, Executive Director, BC-CPC**

**Terry Webber, Co-Lead Compassionate Communities Initiative, BC-CPC**

**Kathleen Yue, Education Coordinator, BC-CPC**

**M.Y.Lorraine Gerard, Executive Director, BCHPCA**

**Thank you for your support!**

**Cheat Day Everyday**



ROCKY MTN  CHOCOLATE

*Thank  
You*

*To the BC Hospice & Palliative Care  
Association, its members, and all  
attendees of Conference 2017.*

***We appreciate the work you do and  
the heartfelt care you provide!***



Full-service web and marketing solutions since 2001  
www.digitalheights.com | (604) 644-2315

---

**EXTEND A HAND TO THOSE IN NEED.  
NURSING FOR A COMPLEX WORLD.**

The Palliative Approach in Nursing Practice course at the BCIT School of Health Sciences prepares nurses to support and comfort patients and their families who are facing life-limiting illnesses. Learn more at [bcit.ca/specialtynursing](http://bcit.ca/specialtynursing)

**BCIT**<sup>TM</sup>

## Hospice Insurance Program

*An exclusive insurance program for BCHPCA members  
designed specifically for Hospice organizations*

### Tailor made package includes

- Business Property
- Business Interruption & Extra Expense
- Crime Coverage
- Legal Assist
- Professional Liability
- Commercial General Liability
- Directors & Officers Liability
- Competitive premiums

Proud Members and Supporters of  
the BC Hospice and Palliative Care Association

---

[www.westlandinsurance.ca](http://www.westlandinsurance.ca)

### *Contact*

**Brenda Erickson**, CIP, CAIB

Senior Account Executive

#200 - 2121 160th Street, Surrey, B.C. V3Z 9N6

D 778-545-2126

F 1-866-775-6859

E [berickson@westlandinsurance.ca](mailto:berickson@westlandinsurance.ca)

*Your best coverage is our only policy*





Vantage Point  
has worked with  
more than

**25 HOSPICE &  
PALLIATIVE CARE**

organizations across  
British Columbia.

## Better Serve Your Hospice & ITS MISSION.

### **EFFECTIVE LEADERSHIP IS CRITICAL TO MAKING GOOD ORGANIZATIONS GREAT.**

Vantage Point's board governance programs and services support leaders and board members to build competencies that make a positive impact in their organizations.

Our programs and services focus on core and advanced governance topics from basic oversight to shared leadership.

- Board Governance Workshops
- Board Governance Academy
- Board Retreats
- Governance Consulting
- Strategic Planning
- Executive Director Recruitment Support

**Make a difference as a  
not-for-profit leader.**

**Contact Vantage Point today**

 **vantage point**

604 875 9144

[thevantagepoint.ca](http://thevantagepoint.ca)



**MEDICAL  
PHARMACIES**

**60  
YEARS**

# No time for celebrating.

## WE'RE BUSY FOCUSING ON THE NEXT 60 YEARS.

Since our founding in 1957 as a prescription only pharmacy, we have been at the forefront of pharmaceutical care in Canada. To celebrate our 60th anniversary we're doing what we always do – focus on the future. Our vision is to continue to invest in research and innovation so that you can continue to improve the lives of your residents every single day.

- First pharmacy in North America to build integrated functionality to PointClickCare® eMAR solution
- Set industry gold standard with introduction of pouch-packaging in long-term care
- Platinum member of Canada's 50 Best Managed Companies



**Medical Pharmacies Group Limited**  
medicalpharmacies.com • 1-866-689-3169





A SPECIAL  
**'Thank You'**  
to  
**Our Sponsors**



**BC** PATIENT SAFETY  
& QUALITY COUNCIL

Working Together. Accelerating Improvement.



care at home  
services

**CareRx**  
INTEGRATED PHARMACY

*proudly a division of*

**Centric Health**

**Thank you for so kindly supporting the BC Hospice Palliative Care Association's 2017 Conference "Extending the Circle of Compassion"!**