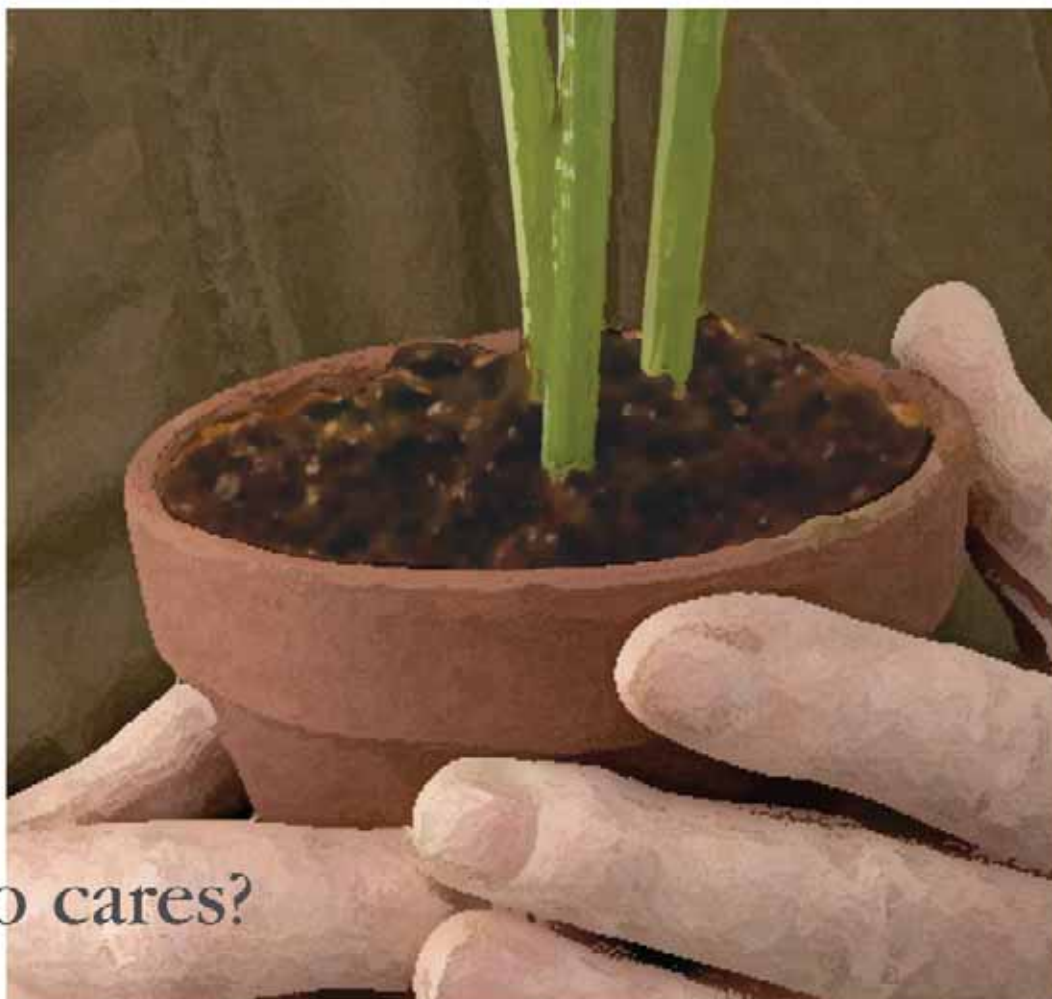


Making a **difference**

APRIL 30 – MAY 2, 2007 | WESTIN HARBOUR CASTLE, TORONTO
REGISTRATION GUIDE



Who cares?

You do. You care about the quality of care your home is able to provide. You care about upholding standards, while resident care, regulations and organizational practices continue to change. You care about employees and their desire to continually grow and develop workplace skills and leadership competencies. And of course, most of all, you care about the quality of life experienced by those *in* your care. Silver Meridian is a training and consulting company committed to helping those who care for LTC residents achieve the best in care and organizational practices through innovative, topical and result-focused seminars, workshops and certificate programs. We incorporate the best and most current strategies — onsite, so there is minimal disruption to care schedules — or at our training facility.

To learn more about how Silver Meridian is raising the standard of care, please call us at: 905-433-0040 or see our web site at: www.silver-meridian.com. **We care too.**

Silver
MERIDIAN™
We care too

2007 Annual Meeting and Convention

Keynote and Guest Speakers

OPENING KEYNOTE

MONDAY APRIL 30, 7:00 P.M. – 8:30 P.M.



My Adventures In Canadian Television: An Evening With Rick Mercer

Sponsored by: **MediSystem**
Pharmacy
A MEMBER OF THE MARI COMPANY

If laughter truly is the best medicine, fill your prescription to be wildly entertained at this not-to-be-missed event. "Canada's unofficial opposition", comedian and political satirist will take you on a hilarious romp through some of the best moments from his hit television shows.

He invites you behind the scenes of classic Canadian moments: his interview with Jean Chrétien over lunch in a Harvey's restaurant, "Talking to Americans" and his visits with Canadian troops in Bosnia and Afghanistan. He understands what amuses, delights and occasionally enrages Canadians about our politicians, our media elite and our great neighbor to the south. The result is a mesmerizing display of comedic satire that engages the mind and the funny bone.

Rick Mercer has won numerous Gemini awards for his writing and performances, was the 2004 recipient of The National Arts Centre Award at the Governor General's Awards for the Performing Arts and claimed the Sir Peter Ustinov Award at the prestigious Banff Television Festival. He has become Canada's most celebrated entertainer because of his ability to connect with ordinary Canadians as illustrated in his historic one-hour CBC special, *Rick Mercer's Talking to Americans*, which attracted 2.7 million viewers across Canada, making it the highest rated comedy special in the history of Canadian television. Mercer currently hosts *The Rick Mercer Report*, one of the CBC's most popular and acclaimed shows.

KEYNOTE

TUESDAY MAY 1, 8:30 A.M. – 10:00 A.M.



Your Money and Your Life: The Effect of For Profit Health Care

Does private, for profit service buy better health care? Is it more cost effective? Are health outcomes better? According to recent studies, the answer to all of the above is a resounding no. This evidence has strong implications for health care delivery in Canada and here's your opportunity to find out why.

In this enlightening address, Dr. P.J. Devereaux will review the evidence regarding health outcomes and the payment for care in investor-owned, private, for profit health care versus private, not-for-profit delivery in hospital, long term care and outpatient settings. He'll also discuss why there is a need to face the challenges and support policy for a not-for-profit health care delivery system and update our thinking when it comes to long term care.

Dr. P.J. Devereaux, BSc., PhD, MD, has worked in internal medicine, cardiology and health research methodology and holds a Canadian Institutes of Health Research New Investigator Award. He has undertaken research comparing health outcomes and payment for care in investor owned, private, for profit and private not-for-profit health care delivery systems.



OANHSS

OVER **85**
YEARS OF
Experience

The Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS) is the provincial association representing providers of long term care, services and housing for seniors. Member organizations operate more than 27,000 long term care beds and over 5,000 seniors' housing units across the province.

Highlights

- New hotel
- Focus on current issues
- 3 tours to organizations
- Annual General Meeting and Issues Forum
- A Magical Evening of Masquerade
- Awards Breakfast
- Pre-convention education
- Certified administrator alumni gathering
- **4 education streams**
 - Care and Services
 - Integration and Collaboration
 - Management and Operations
- **Sponsored by Marsh Canada Limited**
- Governance and Leadership
- Educational stream for board members
- Bigger and better tradeshow

Are you a seasoned professional?

Convention 2007 has excellent opportunities for professional growth and development.

- Connect with thought leaders and others with extensive long term care experience.
- Share your knowledge and expertise.
- Network with VIPs and Ministry officials.
- Participate in sessions tailored to management.
- Register today!

Keynote and Guest Speakers continued...

KEYNOTE

WEDNESDAY MAY 2, 9:00 A.M. – 10:30 A.M.



Michael Decter: Navigating Canada's Health Care: The User Guide to Getting the Care You Need

Is our health care system too complex for Canadians? Thousands of questions from Canadians inspired leading health authority Michael Decter to offer a navigation guide to our increasingly intricate system. In this engaging address, find out what he learned on his journey to help patients get the right treatment and resources at the right time. What are Canadians' greatest frustrations when it comes to health care? What should they know but don't? And what can your organization do to make access easier?

Decter's intriguing view of health care and health care reform may illuminate your place in the system and inspire you to clear a pathway for the thousands of patients who have difficulty managing the system. He'll also appeal to the potential patient in you with practical, reasonable and smart advice on how to chart a course for yourself in the early years (child-bearing and rearing), the middle years (assembling a good health care team) and managing aging (dealing with chronic disease and making the best use of Canadian resources).

As chair of the Health Council of Canada and former chair of the National Board for the Canadian Institute for Health Information, Michael Decter has more than 25 years of experience in the public and private health sectors. A Harvard-trained economist, he is also the former deputy health minister for the Ontario government. Decter is co-author of *Navigating Canada's Health Care: The User Guide to Getting the Care You Need* targeted to both consumers and health care organizations.

GUEST SPEAKER (INVITED)



George Smitherman Minister of Health and Long-Term Care

GUEST SPEAKER (INVITED)



Monique Smith, MPP Parliamentary Assistant to the Minister of Health and Long-Term Care

Making a difference

2007 Annual Meeting and Convention



Convention 2007 will focus on the countless ways we are all *Making a Difference*. From the efforts of individuals to the strength of organizations to the important contributions of the not-for-profit sector, our work reaches far and wide to move long term care forward. This year we'll celebrate our successes, look ahead to where we want to go and learn new and innovative ways to get there.

To be the best, you must learn from the best. Our spectacular lineup of experts will bring you up-to-date on the latest changes and developments in the field, equip you with tools to help you become even more efficient in your work, and present new ideas, important experiences and knowledgeable perspectives.

Of course, having a good time mingling with friends and colleagues is a big part of the convention too! A Magical Evening of Masquerade, ice martini bar reception, certified administrator alumni gathering, tours, AGM and issues forum and celebratory luncheon are some of the exciting activities and events we have planned. And the trade show, a big draw every year, will once again be your one-stop-shop for all the latest products and services.

This must-attend event will refresh, recharge and inspire you to tackle challenges, old and new.



POINT, CLICK, WIN!

Register *on-line*
You could win \$250!

www.oanhss.org OANHSS – Your Source for LTC Information

Top 5 Reasons to Attend!

- 1 **Insights** – Obtain updates on the latest long term care issues and developments.
- 2 **Practical Strategies**
– Take away ideas you can use.
- 3 **Tradeshow** – Find out about the latest products and services.
- 4 **Professional Development**
– Stay on top of emerging issues.
- 5 **Networking Opportunities**
– Catch up with friends and colleagues and meet new ones.

Who Should Attend

Exceptional learning opportunities, a wealth of resources, unique perspectives and the latest from sector experts make this year's convention, *Making a Difference*, a must attend for staff in long term care, seniors' housing and community services including:

- Administrators/executive directors
- Housing managers
- Board members
- Senior managers
- Food services/dietary managers
- Program managers
- Housing managers
- Environmental services managers
- Financial managers
- Community service managers
- Nurse managers
- Business managers

Pre-Convention education

(Please indicate interest on the registration form – separate fee)



More Educational Opportunities!

- More in-depth discussions on issues
- Learn from industry leaders
- Earn points towards Administrator Recertification
- Register today – space is limited.

Attend a pre-convention session and receive **10 points** and attend the full convention and receive **25 points** towards Administrator Recertification.

Pre-Convention Session A

Sponsored by **ARJO**

MONDAY APRIL 30, 10:00 A.M. – 4:30 P.M.

Be Prepared! Infection Control and Pandemic Planning in Long Term Care Homes

Public health experts tell us that another flu pandemic could happen anytime. They also tell us that if we are prepared, we can reduce the number of people who become infected. Here is your opportunity to get up-to-date on the best practices and current issues in pandemic planning and infection control. Don't miss this chance to hear leading experts and practitioners inform you of your obligations and offer strategies on the most efficient ways to meet them. You'll learn where to find help and where to start.

The morning will focus on current infection issues and new developments. Infectious diseases specialists will share their knowledge and insight on how to deal with emerging strains and new practice guidelines in order to co-ordinate various services and ensure quality of care. In the afternoon, experts will inform you of the pandemic planning requirements for long term homes that stem from the provincial pandemic plan. You'll also receive tips on how to work with your colleagues to develop your own customized plan. Whether your organization is just getting started or planning is already under way, you're sure to advance your knowledge in this informative session.

Session Objectives:

- Infection Control
 - Discover the latest on old and new bugs.
 - Understand the expectations of public health and the ministries of labour and health and long-term care.
 - Learn about the current practices in infection control in the long term care sector and the most recent developments on a core competency program.
- Pandemic Planning
 - Understand the difference between infection control and pandemic planning.
 - Find out the roles of the Ministry of Labour and Public Health and what kind of support you can expect from each.
 - Learn how to access support and strategies to strengthen the link with public health.
 - Gain insight into what is happening in the acute care sector and how to anticipate and cope with service interruptions.

Presenters:

Jim Gauthier has been working in infection control for almost 18 years. He has also worked in acute care and for Providence Continuing Care in Kingston.

Dr. Leon Genesove is a provincial physician with the Ministry of Labour in the professional and specialized services' occupational health and safety branch.

Anne Bialachowski, B.scN, CIC, is the regional co-ordinator for the LHIN4 area, a member of the provincial infectious disease committee and is an infection control practitioner at Hamilton Health Sciences Centre. She has studied infection control resources and related practices in long term care homes.

Tamara Johnson is unit manager, health and wellness, and an infection control practitioner at St. Joseph's Villa in Dundas.

Allison Stuart is the director of the emergency management unit at the Ministry of Health and Long-Term Care.

Pre-Convention Session B

MONDAY APRIL 30, 1:00 P.M. – 4:30 P.M.

Rolling Out MDS: What You Need to Know

Whether your organization is an MDS early-adopter or is not yet on board, this session is a must. Get the latest on plans for the roll out of this new common assessment tool to all long term care homes and find out what you need to know and how to get ready.

Examine the pros and cons of taking a “wait and see” approach to MDS and the potential value of upfront knowledge and proactive steps to ease the transition for your organization. Members of the project team will offer information about funding and other support available and answer your questions from IT, clinical, training and management perspectives. Regardless of your organization’s stage of implementation, you will gain valuable tips on how to identify and conquer the challenges in your way.

Session Objectives:

- Get an update on the roll out of RAI-MDS across the province and where your organization stands in relation to requirements.
- Learn about the benefits of getting on board and the risks associated with not proceeding.
- Find out where and how to get specific support that will help you progress with implementation and sustain momentum.
- Learn from early-adopters about the challenges of implementing MDS and the real value they see coming out of this tool.

Presenters:

Shelley Kapitan, Continuing Care E-Health Program, Ministry of Health and Long-Term Care

SooChing Kikuta, Continuing Care E-Health Program, Ministry of Health and Long-Term Care
Early Adopters – TBA



Convention schedule

MONDAY APRIL 30, 2007

9:00 a.m. – 8:00 p.m.	Registration Open
10:00 a.m. – 4:30 p.m.	Pre-Convention Workshop A – Be Prepared! Infection Control and Pandemic Planning in Long Term Care Homes Sponsored by ARJO Canada Inc.
1:00 p.m. – 4:30 p.m.	Pre-Convention Workshop B – Rolling Out MDS: What You Need to Know
7:00 p.m. – 8:30 p.m.	OPENING KEYNOTE My Adventures in Canadian Television: An Evening with Rick Mercer Sponsored by Medisystem Pharmacy – A Shoppers Drug Mart Company
8:30 p.m. – 10:00 p.m.	Ice Martini Bar Reception in Tradeshow
10:00 p.m. +	OANHSS Hospitality Suite Sponsored by PointClickCare

TUESDAY MAY 1, 2007

7:00 a.m. – 5:00 p.m.	Registration Open
7:30 a.m. – 8:30 a.m.	Continental Breakfast Sponsored by Medisystem Pharmacy
8:30 a.m. – 10:00 a.m.	KEYNOTE: Dr. P.J. Devereaux Your Money and Your Life: The Effect of For Profit Healthcare GUEST SPEAKER: George Smitherman, Minister of Health and Long-Term Care (invited)
10:00 a.m. – 2:30 p.m.	Tradeshow Open
10:00 a.m. – 11:00 a.m.	Break in Tradeshow Sponsored by Gordon Food Service
10:30 a.m. – 1:30 p.m.	TOUR #1 Momiji Health Care Society: Energy Conservation in Action
11:00 a.m. – 12:30 p.m.	CONCURRENT WORKSHOPS #2 Are You "Recruitment Ready"? #3 New Directions: Regulating Care in Retirement Homes #4 Dementia Care: Closing the Distance Between Knowledge and Action #5 Benchmarking 101: How to Manage Costs and Improve Quality #6 Catching Up and Speaking Out: Shaping the Future of Health Care #7 Screening Out the Bad Apples: Employee Background Checking #8 Long Term Care Funding: Does it Make "Cents"?
12:30 p.m. – 2:30 p.m.	Lunch in Tradeshow
2:30 p.m. – 4:00 p.m.	CONCURRENT SESSIONS #9 Royal Ottawa Place: A Long Term Care Home with a Difference #10 Palliative Care: A Team Approach #11 Preventative Measures: Early Detection of Dysphagia in Stroke Survivors #12 Proving the Power of Your Recreation Program
2:30 p.m. – 5:00 p.m.	AGM and Issues Forum
4:15 p.m. – 5:30 p.m.	Certified Administrator Alumni Gathering Sponsored by Classic Care Pharmacy
4:15 p.m. – 5:30 p.m.	Housing Hospitality Suite
7:15 p.m. – 11:00 p.m.	A MAGICAL EVENING OF MASQUERADE Sponsored by Summit Pharmacy Inc.
10:00 p.m. +	OANHSS Hospitality Suite Sponsored by PointClickCare

WEDNESDAY MAY 2, 2007

7:00 a.m. – 1:00 p.m.	Registration Open
7:15 a.m. – 8:30 a.m.	Nursing and Food Services Breakfast Idea Exchange Sponsored by Baycrest Human Resources Management Consulting
8:00 a.m. – 8:30 a.m.	Breakfast
8:30 a.m. – 9:00 a.m.	OANHSS Awards Presentation
9:00 a.m. – 10:30 a.m.	KEYNOTE: Michael Decter: Navigating Canada's Health Care: The User Guide to Getting the Care You Need
10:30 a.m. – 12:30 p.m.	TOUR #13A Aphasia Institute: Toward Better Communication TOUR #13B Cultural Sensitivity at the Yee Hong Centre
10:45 a.m. – 12:15 p.m.	CONCURRENT SESSIONS #14 Governing After New Legislation #15 Doing More of What Works: Making the Case for Supportive Housing #16 Making Your Way Through the Education "Mind Field" #17 Reducing the Risk of Falls #18 Making Pleasurable Dining a Possibility #19 Connecting the Dots: e-Referrals and Access Tracking #20 Embracing Diversity in Long Term Care
12:30 p.m. – 2:00 p.m.	Celebration Luncheon
2:00 p.m. – 3:30 p.m.	CONCURRENT SESSIONS #21 Good Governance: Responsibility and Accountability #22 Good Design, Good Communities: Turning Required Spaces into Desired Places #23 Legal Refresher: Consent and Capacity and Advance Care Planning #24 Putting Health and Safety First #25 Building Your Own Professional and Personal Brand #26 Bill 140 and Labour Relations: Changing the Long Term Care Working Environment #27 Conquering the Wave of Change in Long Term Care



Special features

Pre-Convention Education

• Pre-Convention Workshop A

Be Prepared! Infection Control and Pandemic Planning in Long Term Care Homes **Sponsored by ARJO Canada Inc.**

• Pre-Convention Workshop B

Rolling Out MDS: What You Need to Know

Please sign up on the registration form.

Ice Martini Bar Reception in the Tradeshow

MONDAY APRIL 30, 2007

8:30 P.M. – 10:00 P.M.

Connect with colleagues and check out what's new in products and services for long term care in the tradeshow.



Certified Administrator Alumni Gathering

TUESDAY MAY 1, 2007

4:15 P.M. – 5:30 P.M.

If you are a graduate of the OANHSS Administrator Certification program, plan to attend the alumni gathering — an opportunity to network and reacquire yourself with classmates and program facilitator Milton Orris. Sign up on the registration form.

Sponsored by Classic Care Pharmacy

Housing Hospitality Suite

TUESDAY MAY 1, 2007

4:15 P.M. – 5:30 P.M.

Mix and mingle with other housing providers in the OANHSS Hospitality Suite.

Gourmet Coffee

TUESDAY MAY 1, 2007

Enjoy gourmet coffee and fresh fruit smoothies while at the convention.

Sponsored by MORNEAU SOBECO



OANHSS Awards Presentation

WEDNESDAY MAY 2, 2007

8:30 A.M. – 9:00 A.M.

Recognizing excellence and sharing best practices and innovations. Submit an entry to win cash awards for your program or recognize a colleague's contributions to the not-for-profit sector. Contact Sharon Clark-Koufis, 905-851-8821 ext. 237 for more information.

Awards sponsored by

ARJO



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OANHSS Annual General Meeting and Issues Forum



TUESDAY MAY 1, 2007

2:30 P.M. – 5:00 P.M.

Join the board of directors for an opportunity to take the pulse of our association. Where have we been? Where are we going?

This closed session will provide a forum for all members to connect with the board and CEO to discuss issues and developments including the implications of Bill 140 and the Ministry of Health and Long-Term Care's new health care structure.

A Magical Evening OF Masquerade

TUESDAY MAY 1, 2007

7:15 P.M. – 11:00 P.M.

Sponsored by SUMMIT PHARMACY INC.



Nursing and Food Services Breakfast and Idea Exchange

WEDNESDAY MAY 2, 2007

7:30 A.M. – 8:45 A.M.

Sponsored by Baycrest Human Resources Management Consulting



What are the biggest challenges facing nursing and dietary services in long term care homes and community-based programs? This breakfast provides a forum for sharing ideas, innovative programs and success stories. Discuss what you see as the implications of Bill 140, the *Long Term Care Homes Act*, on the nursing and food services departments in homes. Talk about interdisciplinary initiatives in your organization to strengthen the link between food services and nursing. Facilitated by Margaret Ringland, OANHSS director of member relations and professional services, this is an opportunity to talk about the issues of critical importance at this time. **Please sign up on the registration form.**

TOURS

Go behind the scenes at three organizations:

TOUR #1

**Momiji Health Care Society:
Energy Conservation in Action**

TOUR #13A

Aphasia Institute: Toward Better Communication

TOUR #13B

Cultural Sensitivity at the Yee Hong Centre





SUMMIT PHARMACY INC.



Summit is an established leader in the provision of pharmacy services to long term care, retirement and special care/ group homes across Ontario.

Summit is at the forefront of innovation. We provide the best information technology, compliance packaging and delivery services.



Summit is committed to an interdisciplinary approach to care. Our staff includes pharmacists, registered nurses, registered practical nurses and certified pharmacy technicians.

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Email: colin.lebrun@sprx.ca
www.summitpharmacy.ca

Concurrent Sessions

Please select one session in each timeframe on the registration form.

TUESDAY MAY 1
11:00 A.M. – 12:30 P.M.

1 Momiji Health Care Society: Energy Conservation in Action (Management and Operations)



(10:30 A.M. – 1:30 P.M.)

It's a green culture at Momiji Health Care Society, a not-for-profit residence for Japanese Canadian seniors. The organization has developed a highly successful energy conservation program resulting in more than \$22,000 in savings to date for 2006/2007. Take a guided tour of the residence and find out how they have achieved these energy savings.

Momiji Health Care Society is located in Scarborough and operates 133 apartments with a full range of care and support services designed to help residents live independently in their own homes for as long as possible. Momiji also offers services and programs to seniors in the community through its Elderly Persons Centre. Lunch will be provided.

Session Objectives:

- Tour Momiji and observe conservation efforts first-hand.
- Hear how an innovative energy conservation program was developed, how it works and how it makes a difference.
- Discover ways to implement a similar program in your organization.

Presenter:

Birgitte Robertson is the executive director of Momiji Health Care Society.

2 Are You "Recruitment Ready"? (Management and Operations)

HealthForceOntario is an ambitious strategy designed to make Ontario the employer-of-choice for health care professionals. It features a number of innovative programs and initiatives that will make Ontario more competitive and help the province maintain a highly skilled health care workforce.

Find out what this program has to offer you and your organization and how to get on board. Discuss current and future issues related to recruitment and retention in the long term care sector. Through case studies and facilitated group interaction, you will learn about effective recruitment tools, strategies and resources that are available to help you become "recruitment ready".

Session Objectives:

- Find out how HealthForceOntario can help your organization attract and retain skilled staff.
- Learn about specific initiatives for the long term care sector.
- Hear about practical tools and resources available to assist you in your recruitment efforts.

Presenters:

Lynn Bury, director of marketing and recruitment, HealthForceOntario Recruitment Centre.

Rick Lees, manager, strategic development and education, HealthForceOntario Recruitment Centre.

TBA, Ministry of Health and Long-Term Care.



OANHSS
marketplace

OANHSS Marketplace is an employment service for members that offers cost-effective targeted advertising through broadcast email distribution and web postings.

Visit the Careers section of our website at www.oanhss.org to post a position or to view current positions available. For more information contact Ann Fuller at afuller@oanhss.org or 905-851-8821 ext 227.

3 New Directions: Regulating Care in Retirement Homes (Care and Services)

The provincial government is moving forward on its commitment to regulate care in retirement homes. This is a complex undertaking with far-reaching implications. Organizations that have or are considering housing with an unfunded care component need to pay close attention to this initiative and the impact it may have on your operations.

A panel of presenters representing a variety of perspectives will examine the issues and discuss what needs to be done to ensure that any new regulatory regime meets the objective of protecting residents while being reasonable, practical and fair to providers.

Session Objectives:

- Hear from senior government on potential policy directions coming from provincial consultations.
- Explore the potential impact of retirement home regulation on other parts of the continuum including long term care homes, supportive housing and home care.
- Find out OANHSS's position on care standards and how member providers are approaching these potential changes.

Presenters:

Geoffrey Quirt is the assistant deputy minister of the Ontario Seniors' Secretariat, which supports Ontario's minister responsible for seniors in his advocacy role on behalf of Ontario seniors across all provincial government activities.

Elizabeth Fulton, CAO, County of Frontenac, has worked for and with municipal governments for more than 25 years. She simultaneously holds the positions of CAO of the county and administrator of Fairmount Home, Frontenac's 96-bed long term care home.

John Colangeli is chief executive officer of Lutherwood, a non-profit organization that provides a range of programs, including life lease housing and assisted living for seniors. He has more than two decades of senior level experience in non-profits, hospitals and government, has been a policy adviser to two provincial ministers of health and continues to serve on a variety of task forces and non-profit boards.

Judith A. Wahl is executive director of the Advocacy Centre for the Elderly, a specialty community legal clinic that provides a range of legal services to low-income seniors in Ontario. She is a strong senior's advocate and brings her legal perspective.

4 Dementia Care: Closing the Distance Between Knowledge and Action (Care and Services)

Compelling anecdotal and empirical evidence confirms that person-centered care leads to positive outcomes for older persons with Alzheimer's Disease and related disorders, their families and caregivers. Despite this, the direct care provided by unregulated care providers to these residents in long term care homes often reflects a continuation of a more traditional task-oriented approach.

Research will be presented that provides an understanding of why unregulated care providers do not always use knowledge related to person-centered care. You will hear about the theory of "figuring it out in the moment" and learn how to translate it into strategies that can be put into practice to ensure high quality care for residents with dementia.

Session Objectives:

- Understand the day-to-day challenges faced by unregulated care providers in dementia care settings.
- Describe the process by which unregulated care providers use knowledge about person-centered care as a basis for their practice in dementia care settings.
- Identify strategies for supporting unregulated care providers' use of knowledge about person-centered care for their practice.

Presenter:

Nadine Janes, RN, PhD, is an assistant professor in Ryerson University's School of Nursing. She has spent her entire 20-year nursing career working in gerontology, beginning as an unregulated care provider in long term care and later as a registered nurse, clinical nurse specialist and nurse practitioner in both institutional and community care settings.



5 Benchmarking 101: How to Manage Costs and Improve Quality (Management and Operations)

Through innovative approaches to benchmarking, a number of long term care homes are enjoying enhanced quality of care, making better use of resources and improving employee job satisfaction. Find out how you can implement these positive changes in your organization as you hear their success stories and strategic advice.

Benchmarking works to optimize efficiencies by comparing an organization's actual performance to financial and operational standards. You'll take part in a discussion on the challenges and opportunities of benchmarking and learn how it can help you simplify processes, set priorities and pinpoint where it can have the biggest impact on organizational efficiency. Discover how it can also be used for monitoring and measuring key indicators and focusing quality improvement efforts.

Session Objectives:

- Learn from case studies how benchmarking can be used to improve processes and outcomes.
- Understand how benchmarking can be used to identify and focus on priority areas and manage costs.
- Share experiences and challenges with benchmarking.

Presenters:

Lois Cormack has worked with numerous OANHSS members to identify key benchmark targets to achieve significant efficiencies, as well as on a wide range of consulting projects, including operational reviews.

Shirley Person is the administrator at Grey Gables, Markdale.

Marjorie McNeil is the administrator at Lee Manor, Owen Sound.

Attention Nurses

The Ministry of Health and Long-Term Care has established a nurse training and education fund for RNs and RPNs. The Nursing Education Initiative has been set up to provide on-going funding to nurses to increase their knowledge and professional skills to enhance quality of care and services provided in Ontario. Funding towards the cost of this convention may be paid to individuals as well as organizations.

For more information on the Nursing Education Initiative please call the RAO FAQ line at 1-866-464-4405 or visit www.rnao.org.

6 Catching Up and Speaking Out: Shaping the Future of Health Care (Integration and Collaboration)

With so many developments in health care, you and your organization need to be up-to-date on the latest in the broader LHIN environment and the government's health care integration strategy. Here is an opportunity to learn more about it so you can become a proactive participant who offers valuable input in the integration process in your LHIN community.

You'll hear from LHIN CEOs about important provincial directions in e-health, mental health and population-based funding and find out what it all means to you. Learn about the role LHINs will have as they assume responsibility for funding and what it really means to the long term care sector. Make your voice heard by playing an active role in a time of great change and challenge!

Session Objectives:

- Find out about the current status and future plans of LHINs and the impact for long term care.
- Understand roles and responsibilities of provincial leads for e-health, funding and mental health.
- Get clarity on the role of LHINs related to funding for long term care.
- Get an update on community engagement initiatives.

Presenters:

Jean Trimnell has a master's of science degree in nursing and has held a variety of positions in mental health and addictions settings and in acute teaching hospitals in Toronto. She was CEO of the Northeast Mental Health Centre based in North Bay and Sudbury and now leads the North Simcoe Muskoka LHIN based in Orillia.

Mimi Lowi-Young is a senior health care executive with more than 30 years of experience in acute care, complex continuing care, rehabilitation, long term care and community health with extensive expertise in governance, strategic development and policy. She is the founding CEO of the central west LHIN.

Hy Eliasoph is the CEO of the central LHIN, which serves more than 1.5 million residents. Previously, he was a firm director with the National Health Services Consulting Practice of Deloitte Inc., senior director of strategic health policy at the Ontario Hospital Association, the first executive director of the Ontario Joint Policy and Planning Committee and held several diverse portfolios at the Foothills Medical Centre in Calgary.

Register online at www.oanhss.org for a chance to win \$250!

7 Screening Out the Bad Apples: Employee Background Checking (Management and Operations)

In an age of heightened security, it's more important than ever to hire honest, skilled employees with integrity. But how do you ensure what you see is what you'll get after the hiring process? Protect your organization by asking the right questions and performing the right background checks.

In this timely session, employment law expert Christina Hall will cover the basics of background checking, outline current trends and review the legal and practical requirements involved in checking references, education/professional certification, credit and police records. Arm yourself with the knowledge to make the right choice for your next hire.

Session Objectives:

- Learn how to reduce operational risk and gain an understanding of the types of background checks that can be conducted on job applicants, including which ones are appropriate for specific types of positions.
- Find out about the legal requirements that must be considered when implementing checks (i.e. human rights legislation and privacy law).
- Take note of the practicalities and tried and true methods for carrying out the various types of background checks.

Presenter:

Christina Hall is an associate with Fraser Milner Casgrain LLP's Employment and Labour Group in Toronto. Her practice focuses on providing strategic advice and representation to employers in employment law, human rights and health and safety matters. Hall is co-author of *HR Manager's Guide to Background Checks and Pre-Employment Testing* (Carswell).

8 Long Term Care Funding: Does it Make "Cents"? (Management and Operations)

Benjamin Franklin once said "a penny saved is a penny earned". But in the context of long term care, "a penny saved" is probably a ministry recovery. Organizations need to account for every penny, as funding is provided through numerous envelopes and supplemental pots on a per diem basis. The funding model for long term care is widely recognized as being the provincial government's most complex and difficult to understand set of formulas. This comprehensive primer on the logistics of the long term care funding model will focus on how it works, the challenges it presents and strategies to streamline the process in your organization.

Session Objectives:

- Gain a better understanding of the long term care funding model.
- Examine some of the inherent funding issues and problems that exist.
- Explore opportunities to simplify and improve the funding system.

Presenter:

Reg Paul is the director of administration and support services for the City of Toronto's Homes for the Aged division and an adviser to the OANHSS Resource Development Service. He has many years of experience working in the financial, administrative and information management sectors and has served on numerous provincial long term care committees and task forces.

TUESDAY MAY 1
2:30 P.M. – 4:00 P.M.

(Note: 2:30 p.m. – 5:00 p.m. AGM and Issues Forum is also being held)

9 Royal Ottawa Place: A Long Term Care Home with a Difference (Care and Services)

Since opening in 2004, Royal Ottawa Place has focused on providing an innovative and specialized environment for younger adults with stable but persistent mental illness. Since the needs of their resident population are not typically met by existing long term care homes, supportive housing, acute care hospitals or psychiatric facilities, they are in a class of their own.

But being "different" is not without its struggles. Staffing levels, funding issues and sourcing the needed expertise to provide quality care have been major challenges but, despite this, they have many success stories to share. Learn from the experiences of Royal Ottawa Place and gain insight into strategies to enhance your organization's capacity to serve a younger resident population.

Session Objectives:

- Increase your knowledge of the needs and challenges of a younger population living in a long term care setting and discover ways to meet them.
- Learn how you can effectively adapt your policies and procedures to serve a younger population
- Take away tools and examples to use in your workplace to enhance your organization's services to a younger resident population.

Presenters:

Lori Norris, administrator of Royal Ottawa Place and team manager of the geriatric psychiatry program at the Royal Ottawa Mental Health Centre, has 18 years of executive health care experience.

Lindsay Webber, Hon. B. Soc. Sc, R/TRO, is director of resident and family services at Royal Ottawa Place and has worked in the mental health field for 20 years in hospital and community-based settings.

Jay Fraser, director of care at Royal Ottawa Place, has 10 years of mental health nursing experience in both hospital and community-based settings.



10 Palliative Care: A Team Approach (Care and Services)

It takes a strong team to provide palliative care and nowhere is that more important than in long term care homes. From residents to staff in all positions, everyone is touched by this type of caregiving. Learn about one home's experiences in implementing a palliative care program including the challenges they've faced and the successes they've achieved along the way.

Find out about their unique palliative care baskets, practical 72-hour checklist to assess and fulfill resident needs and innovative staff "comfort corners" and memorial services. Whether you want to start a palliative care program or are looking to improve an existing one, you'll come away with proven strategies, policies and practices.

Session Objectives:

- Get a clear definition of what palliative care means in a long term care home.
- Gain an understanding of your organization's palliative care awareness and future needs.
- Identify how your team can develop a road map for palliative care planning.

Presenter:

Rena Bowen, RN, is the director of resident services at the Salvation Army Ottawa Grace Manor where she helped staff develop a palliative care program. She also teaches caregiving skills and connects with long term care and hospice programs throughout Canada.

11 Preventative Measures: Early Detection of Dysphagia in Stroke Survivors (Care and Services)

A significant number of stroke survivors live in long term care homes and are at risk for dysphagia – a common consequence of stroke that makes swallowing difficult and eating a challenge. The Heart and Stroke Foundation of Ontario has developed a new regional service delivery model that promises early identification of dysphagia in stroke survivors using a standardized screening tool called TOR-BSST®.

Join us to discover how the model was developed and get details on TOR-BSST® and a research project assessing the benefit of this model for stroke survivors in two long term care homes. Examine strategies for successfully implementing the model in your organization.

Session Objectives:

- Review the major components of the new dysphagia screening model.
- Learn how screening and assessment for dysphagia differ.
- Find out about issues related to implementing the regional service delivery model.

Presenters:

Rosemary Martino, MA, MSc, PhD, is an assistant professor in the department of Speech-Language Pathology at the University of Toronto. She has practiced as a speech-language pathologist (SLP) for more than 15 years with a dysphagia focus and is an active participant in provincial, national and international dysphagia outcome and evidenced-based standards initiatives.

Becky French, MSc, SLP(C), University Health Network, has a masters of science in Communication Sciences and Disorders at the University of Western Ontario and has worked with adult patients in rehabilitation and acute care settings.

The OANHSS website is your link to the latest updates on current and emerging issues in long term care and seniors' housing.

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12 Proving the Power of Your Recreation Program (Care and Services)

Activity programs in the care and community sectors are often undervalued by other health care disciplines. Learn how to validate the legitimacy of your recreation program by conducting quantified assessments of resident participation based on empirical and behavioural measures of performance.

Discover the importance of measuring seniors' performance in recreational pursuits, learn how to determine behavioural performance criteria for all types of activities and develop legitimate, performance-based scores applicable to the minimum data set (MDS) process. You'll also learn how to identify behaviour-based measurement criteria for specific activities.

Session Objectives:

- Demonstrate and articulate the importance of measuring participant performance in activity/recreation programs.
- Identify behavioural performance criteria.
- Learn how to use MDS compliant, performance-based participation scoring.

Presenter:

Ron Martyn is a professional speaker, recreationist and gerontologist with 30 years of experience in long term care. He is co-owner of Silver Meridian, an Ontario company exclusively serving the long term care community.

WEDNESDAY MAY 2
10:45 A.M. – 12:15 P.M.

13A Aphasia Institute: Toward Better Communication (Care and Services)



(10:30 A.M. – 12:30 P.M.)

Visit the Aphasia Institute for an interactive presentation and tour that will demonstrate sophisticated methods that are making communication possible for people with aphasia – a disorder caused by injury to the brain that affects a person's ability to communicate.

First, you'll get an overview of the unique partnership programs between the Aphasia Institute and long term care homes in the greater Toronto area. Then experts will provide insight into the experiences of individuals with aphasia in a long term care setting, followed by a discussion on the need for staff training in SCA™ (Supported Conversation for Adults with Aphasia). Learn about this unique approach and find out how the outreach partnership has led to a number of benefits for residents, such as higher quality of care improved communication skills and increased self-confidence.

Session Objectives:

- Tour the Aphasia Institute and learn about its programs, resources and the concepts of SCA™ with a live demonstration of the skills.
- Be introduced to aphasia-friendly pictographic resources used in aiding conversation for a person with aphasia and become familiar with the pictographic version of the Residents' Bill of Rights.
- Gain an understanding of aphasia, its impact on residents in long term care homes and the demonstrated benefits of training long term care staff and volunteers in SCA™.

Presenters:

Elyse Shumway, M.A., CCC – SLP, Reg. CASLPO, is a speech-language pathologist in private practice and the education consultant at the Aphasia Institute. She has worked in both clinical and management positions in acute care, rehabilitation and long term care settings. She has taught post-graduate courses at the University of Toronto in cognitive-communication rehabilitation for individuals with post-traumatic brain injuries.

Allison Tedesco, MSW, RSW, outreach manager at the Aphasia Institute, developed and implemented the outreach program and is working to expand the reach of the institute in reducing language barriers and promoting full life participation for adults with aphasia. She has been practicing as a social worker with the geriatric population and adults with disabilities for more than five years.

13B Cultural Sensitivity at the Yee Hong Centre (Care and Services)

(10:30 A.M. – 12:30 P.M.)



The Yee Hong Centre for Geriatric Care has become a model community in the long term care sector and has been hailed as a model of teamwork in action, with both government and community partnerships. Take a tour and see first hand what makes Yee Hong special.

With a focus on staff composition and special activation and dietary programs, see how Yee Hong has created culturally and linguistically-specific services for Chinese and South Asian Canadian communities. Gain an understanding of the needs of these communities, barriers to access and challenges in delivering care and services. There will also be an opportunity for discussion and exchanging ideas and practices for providing culturally appropriate care.

Session Objectives:

- Learn how Yee Hong Centre blends values and traditions of both Western and Eastern cultures.
- Find out about its unique programs designed to accommodate the resident population.
- Take away best practices and ideas to apply in your organization.

Presenter:

Amy Go is the executive director of Yee Hong Ho Lai Oi Wan Centre.

14 Governing After New Legislation (Governance and Leadership)

How will Bill 140, proposed new legislation for long term care homes, affect the way your not-for-profit organization is governed? It may have more implications than you think. Don't miss an engaging session that will outline the dos and don'ts of governing in a new regulatory environment.

Lawyer John Risk will also provide an overview of the role, rights and duties of directors of not-for-profit organizations, review the key components of good governance practice and provide practical advice for implementing them. **If you are a part of – or interact with – a not-for-profit governing body, you can't afford to miss this session.**

Session Objectives:

- Learn about the legislative context affecting not-for-profit governance, including Bill 140.
- Gain an understanding of accountability requirements related to not-for-profit governance.
- Identify strategies for effective board governance.

Presenter:

John Risk is a lawyer in the Toronto office of Borden Ladner Gervais. He advises health sector and non-profit clients on commercial matters, corporate governance, shared services, legislation and health policy, insured services under the Health Insurance Act, accountability agreements, privacy, physician services and contract negotiations.

Board Members and Municipal Leaders

Don't miss a full day of sessions focused specifically on issues of interest and concern to governing bodies of long term care organizations.

WEDNESDAY, MAY 2

- | | |
|--------------------------------|---|
| 9:00 A.M. – 10:30 A.M. | Keynote: Michael Decter
Navigating Canada 's Health Care: The User Guide to Getting the Care You Need |
| 10:45 A.M. – 12:15 P.M. | #14 Governing After New Legislation
How will Bill 140 affect the way your not-for-profit organization is governed?
(see page 18 for details) |
| 2:00 P.M. – 3:30 P.M. | #21 Good Governance: Responsibility and Accountability
Get an overview of the long term care environment, including funding and the role of boards in building stakeholder relationships. (see page 22 for details) |

Register Today!



15 Doing More of What Works: Making the Case for Supportive Housing (Care and Services)

Supportive housing is the “hidden gem” in the continuum of care for seniors. It is a viable alternative to more costly care in hospitals and long term care homes and plays an important role in maintaining the health, independence and quality of life of community-based seniors. Despite this, it often remains at the margins of the public policy agenda. Consumers, advocates and providers are putting increasing pressure on government to change this and new research is helping to build the case for enhancement and expansion.

Evidence from two studies, *When Home is Community: Community Support Services and the Well-Being of Seniors in Supportive and Social Housing* and *More Than a Building: Supportive Housing for Older Persons Living with Mental Illness*, will be presented and demonstrate that supportive housing is a viable, cost-effective model offering a “win-win” option that makes sense for seniors and the health care system.

Session Objectives:

- Explore the cost-effectiveness of supportive housing as a viable option for aging in place.
- Understand the importance and value of co-ordinated and integrated support services and case-management in supportive housing.
- Examine the impact of a values-based model of supportive services for older persons living with mental illness.

Presenters:

Suzanne Crawford is a registered social worker with LOFT Community Services and for the past 20 years she has been directly involved in providing supportive housing and other community-based services for older adults and seniors.

Dr. Katherine Boydell is a health systems research scientist in the Community Health Systems Resource Group and scientist in population health sciences at the Hospital for Sick Children. She is also an associate professor in the departments of psychiatry and public health sciences at the University of Toronto.

Janet Lum, Ph.D., is the co-chair of the Canadian Research Network for Care in the Community and is involved in a number of multi-university projects. She co-directs the graduate program in public policy and administration in the department of politics and public administration, Ryerson University.

16 Making Your Way Through the Education “Mind Field” (Management and Operations)

How do you make the right decision when it comes to choosing programs and tools that will meet the educational needs of staff caring for residents with dementia and responsive behaviours? Learn how communities of practice can enhance knowledge exchange and collaboration and help to identify education that supports practice change.

You’ll get suggestions and ideas to make your way through the education “mind field” so you can make appropriate education decisions for staff and volunteers. Learn about a new dementia education decision-making tool that will guide you through the process of determining the best programs and resources.

Session Objectives:

- Understand how communities of practice for dementia and responsive behaviours can support and enhance knowledge exchange and transfer.
- Learn how to use the new education decision-making tool to foster a healthy and safe place to live and work.
- Develop strategies to learn about available resources and existing programs that support ways of caring for residents.

Presenters:

Margaret Ringland is director of member relations and professional services with OANHSS and co-chair of the healthy and safe places to live and work task group that developed the decision tool.

Frances Morton, MHA, is the associate director of education at the Murray Alzheimer Research and Education Program and has professional experience in the community support services sector, teaching hospitals, long term care homes, provincial non-profit organizations and teaching institutions.

Robin Hurst, RN, BScN, MScN (c), CPMHN(C), GNC(C), is the clinical consultant for seniors’ care at Saint Elizabeth Health Care and the knowledge broker for the SHRTN community of practice for seniors’ with responsive behaviours.

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 towards Administrator Recertification.

17 Reducing the Risk of Falls (Care and Services)

Is it possible to predict – thus prevent – falls? Discover how you can do it in this informative session which will show you the latest tests to determine seniors' risk of falling.

Find out which impairments increase the possibility of falling and ways this information can be used to structure a preventative treatment program. Innovative research aimed at reducing falls in long term care settings will be presented and you'll have an opportunity to participate in a discussion on the preliminary findings.

Session Objectives:

- Gather valid and reliable methods for determining a risk of fall.
- Take away tips on how to structure a preventative program to reduce falls in your organization.
- Learn how a new care program and research aimed at reducing falls is proving effective.

Presenters:

Dr Mark Chignell is a professor of mechanical and industrial engineering at the University of Toronto, director of the Bell University Collaboration Laboratory and a visiting scientist at the IBM Centre for Advanced Studies. He is also president of Vocalage Inc. a consulting company that specializes in outsourced research, statistical analyses, usability engineering and voice applications.

Brenda Rusnak is the founder of ACTIVE Health Management, holds a bachelor of science degree in physical therapy and has extensive experience in health care management. She is a contributing author to *Disability and Claims Management*.

Anne Xu has a bachelor of mathematics and business administration and a master's degree of applied science in human factors. She has been involved in research projects in various domains, one of which studied the use of handheld devices in medicine to reduce adverse events at point of care.



18 Making Pleasurable Dining a Possibility (Care and Services)

With the introduction of decentralized foodservice comes a number of challenges and opportunities. Your response to this new direction may make the difference between success and failure. Here is your opportunity to arm yourself with information on preparing for and carrying out the transition to decentralization. You'll come away with proven methods to avoid unhappy staff, grumbling residents and problematic meal service.

Staff, resident and family training is important in the pleasurable dining experience. Learn how to educate others on new processes. Also, discover how to use technology to get the latest word from the registered dietitian to the cook's table to the steam table.

Session Objectives:

- Learn about the ministry's pleasurable dining standard.
- Take home three proven techniques to overcome resistance to new work methods.
- Learn about new technology that helps meet therapeutic nutrition requirements in a cost-effective manner.

Presenter:

Daniel J. Thompson is founder and president of Nutritional Management Services Ltd. and has more than 37 years of experience in foodservice. He has been a foodservice director and regional manager in various hospitals, long term care, educational, business and industry foodservice settings.



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19 Connecting the Dots: e-Referrals and Access Tracking (Integration and Collaboration)

Sharing records and managing information electronically means faster and more efficient service – and it's coming to a home near you. The e-Referrals and Access Tracking Project has developed a system that instantly moves messages and information from sender to recipient for action while tracking and collecting information safely and securely.

Get the inside track on how this new system will increase the accuracy and efficiency of the referral process for consumers and providers. Find out about the implications for the long term care sector, the benefits of moving beyond manual systems and how your organization can prepare to communicate information electronically.

Session Objectives:

- Learn about the success of the Central East CCAC in piloting the first e-referral project.
- Find out how the referral process is being automated.
- Understand how CCACs will now interact with long term care homes and what it will mean to the referral process.

Presenter: TBA

Housing Providers and those interested in Housing

Look for these special sessions!

- #3 New Directions: Regulating Care in Retirement Homes
- #15 Doing More of What Works: Making the Case for Supportive Housing
- #22 Good Design, Good Communities: Turning Required Spaces into Desired Places

Also join other housing providers in the OANHSS Hospitality Suite, Tuesday May 1, 4:15 pm – 5:30 pm.

20 Embracing Diversity in Long Term Care (Care and Services)

Communities across the province are more diverse than ever before. In order to provide responsive care and services, we must create cultural competence and collaborative delivery models. This interactive workshop will share intriguing perspectives about diversity from various communities.

Learn how to develop leading practices related to culturally responsive care and service through applied learning and alliances with community partners. Panel members will also offer information about collaborative models of care and diversity, as well as case studies and resource materials.

Session Objectives:

- Understand the diverse needs of Ontario's population and how to provide more responsive care and services.
- Increase awareness of the dynamics inherent when cultures interconnect and interact.
- Discuss successful models that reflect an understanding of diversity between and within cultures.

Presenters:

Sandra Pitters is general manager at the Toronto Homes for the Aged.

Vija Mallia is an administrator at Castlview Wychwood Towers, a diverse long term care home in downtown Toronto with multiple alliances with cultural communities.

Dick Moore is co-ordinator with The 519 Community Centre, a downtown community agency serving the lesbian, gay, bisexual and transgender community which collaborates with Toronto Homes for the Aged in creating gay positive environments.

Chris Denn is a board member of Concerned Friends, an advocacy group for citizens in Ontario's long term care homes, and is also chairperson of the Concerned Friends Steering Committee for supporting ethno-cultural and spiritual diversity in long term care homes.

Joanne Meade is supervisor of supportive housing with Toronto Homes for the Aged. With a social work background, she has established creative approaches to support a diverse tenant population in supportive housing sites.

WEDNESDAY MAY 2
2:00 P.M. – 3:30 P.M.

21 Good Governance: Responsibility and Accountability (Governance and Leadership)

The changing health care landscape makes it more important than ever to understand the relationships within your organizations, the sector and the community at large. Where does long term care fit in the overall health care picture? What challenges and opportunities do we face now and in the future? What does good governance mean in the context of responsibility and accountability?

With a focus on current governance trends and issues, experts will examine the importance of advocacy, building stakeholder relationships, developing board and CEO partnerships and will help you understand the needs of the consumers of tomorrow and the impact of LHINS. This session will interest board members and municipal leaders.

Session Objectives:

- Learn about the role of long term care in the health care arena.
- Get an overview of the long term care environment, including funding and the role of boards in building stakeholder relationships.
- Find out the difference between governance and management and how to develop board and CEO partnerships.

Presenters:

Michael Klejman, regional director at the Ministry of Health and Long-Term Care, is responsible for delivering hospital, long term care and mental health services in the central east region. He served as CEO of OANHSS for 12 years.

Lorne Zon, former executive director of Toronto District Health Council and vice president at Markham/Stouffville Hospital, is currently working on hospital projects at the Ministry of Health and Long-Term Care.

Graham Constantine is a consultant in the health care field and a lecturer at York University. Formerly, he was executive director at the Unionville Home Society and executive director of the Simcoe/York District Health Council.

22 Good Design, Good Communities: Turning Required Spaces into Desired Places (Integration and Collaboration)

Innovative design often means doing more with less and providing responsible stewardship of the fiscal resources available. Sustainability is an important component in innovative design, not only in terms of ongoing operating costs but also in providing a healthy environment for the building and community.

Learn about current trends in design and development of seniors'

projects and understand how solutions for the future are often found through a study of the past. Hear about the development experiences of one organization which has found that an integrated approach to planning – getting design, engineering and construction expertise working together with management and staff right from the beginning – is the key to innovative, affordable and sustainable development.

Session Objectives:

- Understand how good design creates good communities and how to achieve innovative and sustainable developments on a limited budget.
- Learn how a transparent and integrated design process can maximize capital and operating cost benefits.
- Share development experiences and challenges.

Presenters:

Robert Davies is a principal at Montgomery Sisam Architects, a firm that has been at the forefront of long term care and housing for seniors for more than 30 years.

Robert Veitch is executive director of Tri-County Mennonite Homes and is currently leading a project that will redevelop a new site that will also include assisted living and life lease housing units



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23 Legal Refresher: Consent and Capacity and Advance Care Planning (Management and Operations)

The latest research indicates that most long term care homes' policies and practices on advance care planning, consent and capacity do not comply with Ontario law. Do yours? Find out by attending this comprehensive session that will offer you the legal tools and checklists to improve your policies.

This is also your opportunity to gain insight into new legal issues related to Bill 140, the Long Term Care Homes Act, which will affect resident care, the requirements for consent to secure units, the legal framework regarding restraints, abuse prevention and response provisions.

Session Objectives:

- Refresh your knowledge on the legal issues related to advance care planning.
- Get answers to your questions on consent and capacity.
- Find out how new legislation affects your organization and what you can do to improve practices to ensure compliance.

Presenter:

Judith A. Wahl is executive director of the Advocacy Centre for the Elderly and is a sessional lecturer at the Law and Aging Faculty of Social Work, University of Toronto.

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towards Administrator Recertification.

24 Putting Health and Safety First (Management and Operations)

Creating a culture of health, safety and wellness focused on the needs of staff, residents and the public while managing a shrinking workforce, a shortage of skilled health care professionals and the increasing complexity of care, is one of the biggest challenges facing organizations.

Discover how effective leadership and an integrated approach to quality management can foster a safe work environment. You'll come away with effective strategies to ensure better overall health and safety practices in your organization.

Session Objectives:

- Understand the importance of a comprehensive workplace health and safety management system.
- Consider the links between resident, employee and public health and safety.
- Learn practical approaches to building a culture of safety, health and wellness.

Presenters:

Patricia Boucher is director of Client and Consulting Services, Ontario Safety Association for Community and Healthcare (OSACH) and has more than 20 years of experience in occupational health and safety. She has a bachelors of health science in nursing degree, a certificate in occupational health nursing and a management certificate in occupational health and safety. She is a certified occupational health nurse, a Canadian Registered Safety Professional and a certified disability management professional.

Sandra Wilson is a consultant with OSACH and has more than 15 years of experience in occupational health and safety in the health care sector. Her current role includes consultation, training and product development. She is a Canadian Registered Safety Professional and a certified health and safety consultant.

25 Building Your Own Professional and Personal Brand

(Governance and Leadership)

How do you transform yourself from a good leader into a great leader? By defining your ideal image and building your own brand. When you identify your strengths and learn how to capitalize on them, you'll inspire others and exude confidence. Attend this fast-paced session to find out how to make your talent and experience work for you to motivate staff and colleagues to contribute to a common purpose.

You'll explore principles and techniques that will help revitalize your skills and cement your reputation as a leader who nurtures an energetic work environment that makes people want to come to work each day. Don't miss your chance to learn how to harness your creative spirit and handle yourself with ease and confidence in any situation.

Session Objectives:

- Specify the essential ingredients for developing a work environment that is people focused.
- Learn how to apply business etiquette tips to optimize your interactions with staff and colleagues.
- Define steps to consider when evaluating yourself and developing your personal brand.

Presenters:

Jill Thomas, B.Sc.N., M.Ed., has conducted workshops and seminars for health care agencies, professional associations and educational institutions nationally and internationally for more than 20 years. She has developed and trademarked the Integrated Business Plan® which several Canadian organizations have used to build their business plans.

Holly Thomas R.N., B.H.S., M.A. has been a health care consultant with Jill Thomas & Associates Inc. since 1995. She has more than 15 years of experience as a diabetes nurse specialist and manager and has developed and implemented patient education programs in hospital and out-patient clinic settings. Thomas is author of *Power Tools That Promote Success: A Guide for Diabetes Educators*.



26 Bill 140 and Labour Relations: Changing the Long Term Care Working Environment

(Management and Operations)

There's no question that Bill 140, the new Long Term Care Homes Act, will have a number of implications for homes, not the least of which will be in the area of labour relations. The big question on everyone's mind is, "what will change under this new legislation?"

Will compliance be a challenge for management and administration when it comes to labour relations and employment structures? How does Bill 140 impose due diligence on your organization? How will it affect how you manage staff and interpret the collective agreement? How will your day-to-day operations be affected? Get your questions answered and learn more about this historic legislation in this timely and informative session.

Session Objectives:

- Find out about what has changed, what hasn't and what compliance with the act and due diligence means for your organization.
- Learn about the impact of Bill 140 regarding your collective agreement, staffing and day-to-day operations.
- Identify issues that will affect you and your need to manage differently.

Presenter:

Kees Kort has more than 25 years of labour and employment law experience and is the senior partner at Hicks Morley. A certified specialist in labour law, he has represented both broader public and private sector employers in every aspect of the employment relationship and has regularly acted as counsel in employment and labour-related hearings and collective bargaining.



27 Conquering the Wave of Change in Long Term Care

(Governance and Leadership)

The times they are a changing – as the famous folk song goes – more rapidly than ever in the field of long term care. We not only need to envision the future, but also get ready for the changes before they happen. This takes discipline, determination and practice. Managing change means empowering people to not only deal with change but to be effective leaders in an evolving environment.

You'll learn the difference between leading and managing change, including practical applications of both concepts. Bring a change that is happening, or is going to happen, in your workplace and we'll work it through so that at the end you and your organization are ready to ride the next wave.

Session Objectives:

- Understand how discipline, determination and practice will help you prepare for impending and ongoing change in the sector.
- Learn how to help your staff be leaders in a changing environment.
- Explore and plan for a specific change occurring in your work setting.

Presenter:

Milton Orris has been exploring, teaching, coaching and presenting on leadership for more than 30 years. He has worked for more than 20 years as an educator, consultant and facilitator in long term care, including facilitating the OANHSS Administrator Certification Program for the past 10 years.



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Complement your educational experience with a visit to the tradeshow, open on Monday, April 30, after the opening keynote session and on Tuesday, May 1. It's one of the most exciting and popular events of the convention. Meet and talk with representatives from an array of companies, supplying products, equipment and services to the long term care and seniors' housing industries. Be sure to visit each booth – you could win fabulous prizes donated by the exhibitors. We thank these exhibitors and sponsors whose financial contributions have greatly enhanced the overall convention.

EXHIBITOR	BOOTH NUMBER	EXHIBITOR	BOOTH NUMBER	EXHIBITOR	BOOTH NUMBER
AATEL Communications Inc.	226	Lifemark Health	104	POI	510
Active Health Management	507	Lorin Medical Group Inc.	520	Pointclickcare	301
Age-Wise Solutions Inc.		M.C. Healthcare Products Inc.	416	Pulse RX LTC Pharmacy	216
ARJO Canada Inc.	409, 411, 413	Marsh Canada Limited	517	Quality Life Services Inc.	101
Bathway Inc.	103	MeD-e-care	202, 204	Responsive Health Management	117
Campana Systems Inc.	402	Medical Mart Supplies Ltd.	303	SCA Personal Care	224
CARF Canada	425	Medical Pharmacy Group Inc.	200	Shoppers Home Health Care	421
Classic Care Pharmacy	317, 319	Medico Pharmacy	109	Sodexho	125
Coloplast Canada Corp.	418, 420	Medisystem Pharmacy	417, 419	Source Medical Corp.	105
Comp Advantage	512	Medline Canada	515	Sudocrem/Leda Health Innovations Inc.	516
Complete Purchasing Services	305	Ministry of Health	521	Summit Pharmacy Inc.	401
Futuremed Health Care Products LP	208, 210, 212	MIP Inc.	300, 302	Sunrise Medical - Long Term Care	509, 511
GE Security	524, 526	Momentum Healthware	501	Tandus Canada	500
Healthcare Furnishings Inc.	318, 320	Morneau Sobeco	404	TELUS	513
Hospitality Network	304	Nilfisk-Advance Canada	503	THE Medical	100, 102
HUB International Ontario Limited	205	Nothers	220	The Stevens Company Ltd.	219, 221
Infrastructure Ontario	523	OANHSS	201, 203	Therapeutic Surface Solution Inc.	106, 108, 110
International Data Technologies Corp.	400	Omega Communications Ltd.	405	Torrance Compounding Pharmacy	121
Intersteam Technologies	114	OMNI Floorcoverings Ltd.	217	Waterloo Bedding	218
Invacare Continuing Care Group	111	Ontario Safety Association for Community & Healthcare	427	Windmill Software Inc.	403
J.W. Westman Inc.	120, 122	Paper Pak Canada Inc.	113	Wireless RNA Technology	508
KCI Medical Canada, Inc.	321	Phoenix Floor and Wall Products Inc.	504	Wm Wallace Garden Furniture Inc.	316
Lifemark Health	104				

SPONSORS

OANHSS gratefully acknowledges the many commercial members whose sponsorship has helped to make convention 2007 such an exceptional event. Please remember our supporters when making future purchasing decisions!

Age-Wise Solutions Inc.	Advertiser
ARJO Canada Inc.	Pre-convention Session A Sponsor
Baycrest Human Resources Management Consulting	Nursing and Food Services Breakfast Idea Exchange Sponsor
Classic Care Pharmacy	Certified Administrator Alumni Meeting
Futuremed Health Care Products LP	Delegate Bags Sponsor
Gordon Food Service	May 1 Refreshment Break Sponsor
Marsh Canada Limited	Management and Operations Workshop Stream Sponsor
Medisystem Pharmacy	Gold Level Sponsor
Medisystem Pharmacy	Opening Keynote (Rick Mercer) Sponsor
Mekinda Snyder Architects Incorporated	Advertiser
Morneau Sobeco	Gourmet Coffee and Juice Bar Sponsor
Pointclickcare	Hospitality Suite Sponsor
Pulse RX LTC Pharmacy	Badge Lanyards Sponsor
Silver Meridian	Advertiser
Summit Pharmacy Inc.	A Magical Evening of Masquerade Sponsor

Exhibitors and sponsors listed were confirmed at the time of printing. Check the OANHSS website for updates at www.oanhss.org

OANHSS Program Partners

Using the collective buying power of Association members, we have negotiated preferred service arrangements and discount pricing on the products and services that you use most with the following OANHSS endorsed partners:

EMPLOYEE ASSISTANCE PROGRAM

Shepell.fgi

The OANHSS/Shepell.fgi EAP Consortium offers members an effective, cost-saving program to respond to the needs of your employees and to expand your healthy workplace initiatives. With a fixed price and client-centered model, Shepell.fgi offers a wide range of work-life services that help employees address personal and work-related issues.



COMMUNICATIONS & CABLE SOLUTIONS

Hospitality Network

With capital-free telephone and cable TV solutions, flexible revenue sharing options and pricing at competitive rates, there are tremendous opportunities to enhance your services, save money and establish a new revenue source.



GROUP PURCHASE PROGRAM

Complete Purchasing Services Inc.

Complete Purchasing Services' unique combination of a purchasing program together with a dietary support component can provide you with innovative products, educational resources, cycle menus, dietitian consulting services, market trend information, and low, stable pricing on high quality food and non-food items.



EMPLOYEE BENEFITS

Morneau Sobeco

This convenient and cost-effective employee benefits program features a dedicated website (oanhss.hroffice.com) for easy access to administrative and management forms and procedures, plus employee access to plan information and coverage levels and offers comprehensive and flexible group insurance benefits at competitive premium rates.



BULK BUY – TUBS & LIFTS

ARJO Canada Inc.

Take advantage of a members-only discount arrangement with ARJO Canada that offers tremendous savings on a full line of tubs, tub lifts and resident lifts.



BULK BUY – BEDS & MATTRESSES

Futuremed Health Care Products

Special discount pricing is available on the complete line of Carroll manual, electric and semi-electric beds as well as discounts on Spring 2000 and Pressure Pedic EC mattresses.



PROPERTY & CASUALTY INSURANCE

HUB International Ontario Limited

The OANHSS/HUB insurance program offers premium protection and significant savings on custom insurance plans designed specifically for long term care, seniors' housing and community services.



WORKERS' COMPENSATION MANAGEMENT PROGRAM

Comp Advantage Inc.

Take proactive steps to reduce your workers' compensation costs through this program which provides professional and qualified assistance to address issues such as WSIB claims management, modified work, financial analysis and cost recovery, medical management, WSIB-approved certification and training, and more!



GAS PURCHASE PROGRAM

Seminole Canada Gas Company

Save money on your gas costs through the OANHSS/Seminole natural gas direct purchase program. Use the volume buying power of the Association to lower your gas supply cost.



Developed by Members for Members

Powerful group-buying programs offering preferred service arrangements and discount pricing on the products and services you use most. Developed by members for members, these programs specifically target your cost centres and provide value for membership.

For more information on group programs contact Sharon Clark-Koufis at 905-851-8821 ext. 237 or at sclark@oanhss.org

Registration and Hotel Information

HOW TO REGISTER

- 1 Complete all sections of the registration form.
- 2 Mail registration with cheque or VISA number, or request an invoice. Fax registration with VISA information to 905-851-0744
- 3 Register online at www.oanhss.org
(Note - we are unable to accept telephone registrations)
 - Please complete all sections of the registration form, including concurrent session choices. You will be mailed a confirmation letter/receipt and directions to the hotel.
 - All registrations must be received by **Friday, April 13, 2007**.
 - Delegate substitution is permitted, but sharing a registration is not permitted.

PAYMENT

- Cheques are to be made payable to OANHSS.
- Cancellations prior to **Friday, April 13, 2007** are subject to a \$50 administration charge. No-shows and cancellations **after Friday, April 13, 2007** are non-refundable, unless on compassionate or medical grounds, with notice of cancellation received in writing at the OANHSS office. All cancellations must be sent to OANHSS in writing.

HOTEL ACCOMMODATIONS

OANHSS has reserved a block of rooms for delegates at a special rate of \$214 + taxes for single/double. Please call 416-869-1600 (hotel directly) to make your reservation by March 31, 2007. Reservations must be guaranteed with a credit card or deposit. You may also book your reservations online at www.oanhss.org (see link on homepage).

Parking information will be included with your confirmation package.

IMPORTANT INFORMATION

When booking your reservation at the Westin Harbour Castle Hotel, you must mention that you are a delegate at the OANHSS convention to receive the convention room rate. Rooms are being held for OANHSS delegates until **March 31, 2007**, after which time you cannot be guaranteed a room or be guaranteed the room rate. (Please note rooms were sold out at previous conventions so book early!) Check-in time is 3:00 p.m. and check-out time is 12:00 noon. Any reservation which fails to materialize and has not been cancelled a minimum of 24 hours prior to arrival will be charged one night's room and tax to the credit card if provided or any deposits will be forfeited.

SPECIAL NEEDS

Please indicate special dietary needs on your registration form and the convention planner will contact you. If you have accessibility needs or require any other special arrangements, please contact the hotel directly.



Registration categories

PLEASE REGISTER BY APRIL 13, 2007

FULL CONVENTION PACKAGE INCLUDES ALL EVENTS APRIL 30 – MAY 2

- Opening Keynote Session
- Ice Martini Bar Reception in Tradeshow
- Continental Breakfast
- Keynote Sessions and Guest Speakers
- Concurrent Sessions and Tours
- Tradeshow Luncheon (Tuesday May 1)
- Annual General Meeting
- Awards Presentations
- Nursing and Dietary Breakfast Meeting
- Full Breakfast
- Celebration Luncheon
- Certified Administrator Alumni Gathering
- Refreshment Breaks
- Admittance to the Tradeshow
- A Magical Evening of Masquerade
- OANHSS Hospitality Suite
- Complimentary Delegate Bag

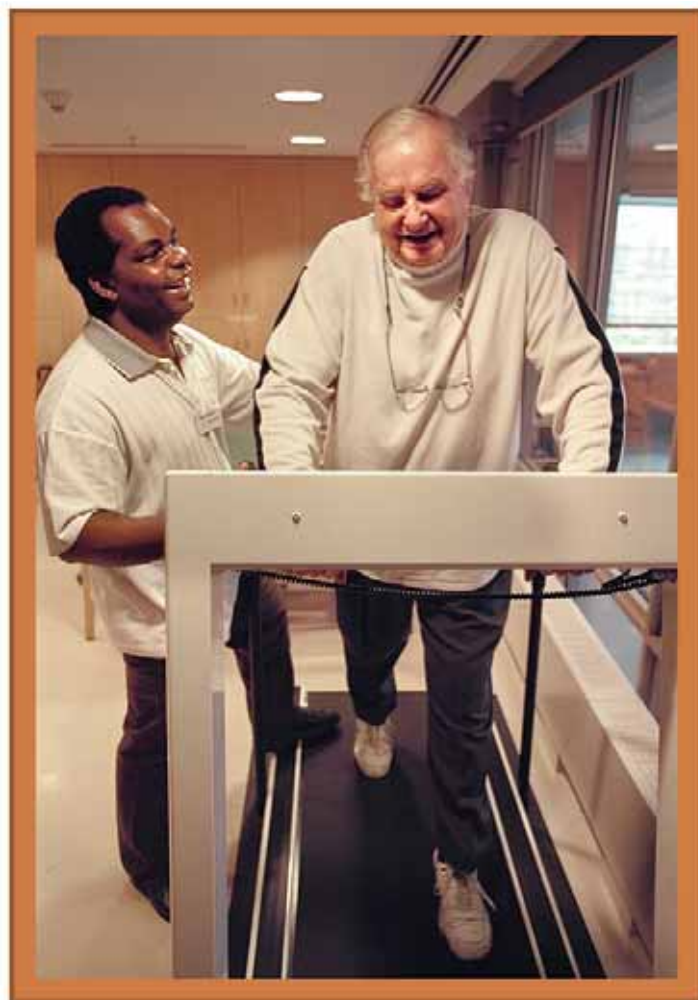
Note: Extra tickets to A Magical Evening of Masquerade on Tuesday, May 1, can be purchased for \$79 each. Simply check the box on your registration form, indicate how many extra tickets you wish and include the additional cost with your payment.

TUESDAY MAY 1 DAILY PROGRAM INCLUDES

- Continental Breakfast
- Keynote Sessions and Guest Speakers on May 1
- Concurrent Sessions and Tours on May 1
- Tradeshow Luncheon
- Annual General Meeting
- Refreshment Break
- Admittance to the Tradeshow
- OANHSS Hospitality Suite
- Complimentary Delegate Bag

Note: Tickets to A Magical Evening of Masquerade on Tuesday, May 1, can be purchased for \$79 each. Simply check the box on your registration form, indicate how many extra tickets you wish and include the additional cost with your payment.

Attend a pre-convention session and receive
10 points
and attend the full convention and receive
25 points
towards Administrator Recertification.



WEDNESDAY MAY 2 DAILY PROGRAM INCLUDES

- Full Breakfast and Awards Presentation
- Keynote Sessions and Guest Speakers on May 2
- Concurrent Sessions and Tours on May 2
- Nursing and Dietary Breakfast Meeting – Idea Exchange
- Celebration Luncheon
- Refreshment Break
- Complimentary Delegate Bag

Note: Tickets to A Magical Evening of Masquerade on Tuesday, May 1, can be purchased for \$79 each. Simply check the box on your registration form, indicate how many extra tickets you wish and include the additional cost with your payment.

REGISTRATION FORM

Please complete one registration form per delegate.

Making a
difference

APRIL 30 – MAY 2, 2007 | WESTIN HARBOR CASTLE, TORONTO



5 EASY STEPS TO REGISTER

(PLEASE REGISTER BY APRIL 13, 2007)

1

Name of delegate (for badge): _____ Title: _____

Organization name: _____

Mailing address and postal code: _____

Business phone: _____ Fax: _____

E-mail address: _____ Web address: _____

PLEASE INDICATE IF YOU ARE AN:

☐ OANHSS Member

☐ OANHSS Non Member

For membership information contact Sharon Clark-Koufis, OANHSS, 905-851-8821 ext. 237

2

Registration Fees

	BEFORE OR ON APRIL 13/07		AFTER APRIL 13/07	
	MEMBER	NON-MEMBER	MEMBER	NON-MEMBER
Pre-Convention Session A	\$159	\$189	\$169	\$199
Pre-Convention Session B	\$ 89	\$109	\$99	\$119
Full Convention Package	\$499	\$559	\$529	\$589
Tuesday Daily Program	\$279	\$299	\$289	\$309
Wednesday Daily Program	\$269	\$289	\$279	\$299
Extra Masquerade Evening Ticket (Tuesday)	\$79	\$99	\$79	\$99
Extra Tradeshow Lunch Ticket (Tuesday)	\$40	\$50	\$40	\$50
Exhibit Hall Pass Only (Tuesday)	\$125	\$150	\$125	\$150

Attend a pre-convention session and receive
10 points
and attend the full convention and receive
25 points
towards Administrator Recertification.

3

Please circle your response for EACH question:

Do you require special dietary arrangements?	yes	no
Are you attending the Certified Administrator Alumni Gathering? (Tues)	yes	no
Are you attending the Masquerade Evening? (Tues)	yes	no
Are you attending the Awards Breakfast? (Wed)	yes	no
Are you attending the Nursing and Food Services Breakfast Meeting? (Wed)	yes	no

4

Please select your choice of sessions by circling the corresponding number in each timeslot.

TUESDAY MAY 1

Tour (10:30 a.m. – 1:30 p.m.) OR	1 Tour						
Concurrent Sessions (11:00 a.m. – 12:30 p.m.)	2	3	4	5	6	7	8

Annual General Meeting (2:30 p.m. – 5:00 p.m.) OR

Concurrent Sessions (2:30 p.m. – 4:00 p.m.)	9	10	11	12			
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WEDNESDAY MAY 2

Tours (10:30 a.m. – 12:30 p.m.) OR	13A Tour	13B Tour					
Concurrent Sessions (10:45 a.m. – 12:15 p.m.)	14	15	16	17	18	19	20
Concurrent Sessions (2:00 p.m. – 3:30 p.m.)	21	22	23	24	25	26	27

5

Make your cheque payable to OANHSS. Please mail registration form and cheque to: OANHSS, 7050 Weston Road, Suite 700, Woodbridge, ON, L4L 8G7

Contact Diana Zampolin: Phone 905-851-8821 ext. 231, fax 905-851-0744. Visa payments may be faxed. A receipt will be mailed.

☐ Payment by cheque (one cheque per organization is acceptable) ☐ Payment by Visa ☐ Bill me

Visa # _____ Expiry Date: _____

Name on Visa Card: _____ Signature: _____

Register online at www.oanhss.org for a chance to win \$250!

FOR OFFICE USE ONLY

Date received: _____

Date entered: _____

Payment received: _____

Delegate number: _____

Canada's leader in multi-dose drug distribution

Our mission is to work with our long-term care partners to focus on delivering world-class pharmacy and clinical care. To this end, we offer our clients innovative, advanced technology solutions supported by superior customer service. **The result:** better patient care and more efficient, cost-effective patient administration.



Our goal is simple.
We are committed to delivering quality service with 100% accuracy every day.

How do we service our clients:

- Advanced multi-dose technology as well as digital forms to increase nurse productivity and care time with residents
- Comprehensive support through 24-hour on-call pharmacists
- Delivery 7 days a week
- On-site pharmacy consulting
- 5 Locations in Ontario to serve you
- 4 Locations in Alberta to serve you
- A full range of medical supplies
- Low error rate
- PODS/Communication
- Innovative, advanced technology solutions

Together with **SHOPPERS HomeHealthCare™** Providing Complete Solutions for Long Term Care
for more information call 1-888-422-5579
www.imedisystem.com



A Magical Evening OF Masquerade

Tuesday May 1

7:15 pm – 11:00 pm

Mystery, enchantment and elegance will abound at our Venetian-themed evening that promises to be a memorable convention event! Come dressed in a gown, costume or decorative mask and be eligible to win prizes for most flamboyant, most authentic, best dressed and more. The spirit of the carnival will be the backdrop as you mingle with colleagues, stroll by characters set to entertain you, savour a myriad of cuisine options and then move to the dance floor to enjoy the rhythmic beat of a thoroughly good time.

Don't miss this extraordinary and fantastical evening!



OANHSS

2007

ANNUAL MEETING
AND CONVENTION

Making a
difference

Full convention delegates
receive a complimentary ticket
Tickets \$79 each

Sponsored by

