



Long Term & Continuing Care
Association of Manitoba

Presents...

2012 Annual Provincial Conference & Exhibition

"Connecting With Those We Care For"

May 15, 2012

**Victoria Inn & Convention Centre
1808 Wellington Ave
Winnipeg, Manitoba**



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ATTENTION RNs:

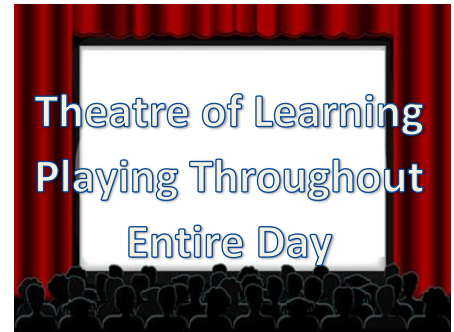
"Participation in this conference may fulfill the requirements of the College of Registered Nurses of Manitoba Continuing Competence Program."

ATTENTION PHARMACISTS:

"Pharmacists may then document this accredited learning activity in their MPhA Professional Development Log."

Program Outline & Speaker Profiles

All information may be found on our website www.ltcam.mb.ca



7:00am – 8:00am

Registration & Breakfast in Exhibitor Hall

8:00am – 8:10am

Greeting in Plenary Hall

Jan Legeros, Executive Director – Long Term & Continuing Care Association of Manitoba

8:10am – 9:10am

SESSION 1 - Keynote Presentation

Mutual Respect: The Key to Excellence in Care

Dr. Verena Menec & Norma Drosdowech, B.A. M.Ed

Norma's personal experiences have shaped her vision of how communities can create environments that meet the needs of Manitoba seniors. The key to excellence in care lies with our individual commitment to respectful communication with one another, and the personal and systemic changes necessary to encourage it. Norma shares her thoughts on the creation of care environments which will foster an atmosphere of mutual respect that can enrich the lives of seniors and those who care for them.

"Unless someone like you cares a whole awful lot, nothing is going to get better. It's not." Dr. Seuss

How wonderful it is that nobody need wait a single moment before starting to improve the world. ~Anne Frank

Norma Drosdowech, B.A. M.Ed, has just completed a three year term as a citizen representative on CIHR's Institute of Aging's Advisory Board. Prior to that appointment, Norma enjoyed a six year term on the Manitoba Council on Aging, serving five years as Chairperson of this advisory committee to the Minister Responsible for Seniors. She remains involved with the Centre on Aging, and with the provincial Age-Friendly Initiative.



A long-time educator with the St. Vital School Division, Norma's teaching assignments ranged from kindergarten to high school. Following her challenging work as the divisional Family Life Education Consultant, she served as an elementary school counsellor until her retirement when she became an instructor with the Faculty of Education, University of Manitoba.

As a family caregiver for many years, Norma became increasingly aware of the issues affecting seniors, many of which now affect her personally. She continues to seize opportunities to address them through letters, phone-calls and public presentations. Norma appreciates this opportunity to share her reflections with those who provide long-term care to Manitoba seniors.

Dr. Verena Menec is a Professor in the Department of Community Health Sciences, Faculty of Medicine and the Director of the Centre on Aging at the University of Manitoba. She received a doctorate in social psychology from the University of Manitoba. She currently holds a Canada Research Chair in Healthy Aging. Her main research interests lie in the areas of healthy aging, determinants of healthy aging, age-friendly communities, and health care utilization among older adults, particularly at the end of life.



9:15am – 10:00am

Concurrent Sessions

SESSION 2 - Introduced by Silver Sponsor, Revera
Do You Want Fries With That?
Shelley Ireland, SW

Part of providing quality care is providing compassionate care. When we talk about compassionate care, we are also talking about Customer Service. If our customers, the residents and their family members are satisfied with the customer service aspect of care, then we can enhance their quality of life. If our customers are happy, then our staff has increased job satisfaction. Learn the simple techniques on how to improve overall customer service. Learn how to incorporate Disney's 7 Secrets to Success into your own workplace. Get a new tool to do a self-assessment on your own personal customer service as well as the service your organization provides.



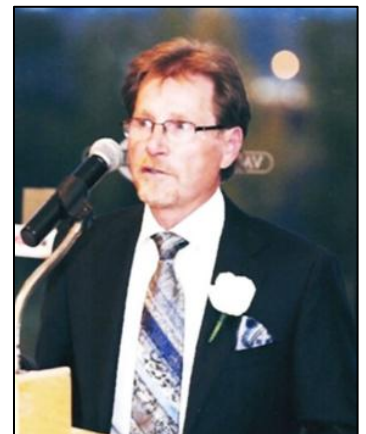
Shelley Ireland has been a Social Worker at Charleswood Care Centre for over 3 years. In that time, she has realized the impact the customer service aspect of care provides both positively and negatively. She, along with the other Revera Home Social Workers, has designed a customer service training program for all staff. Prior to working in long term care, Shelley worked for 13 years in Child Welfare, and 3 years as an Addictions Counsellor. Shelley is an engaging enthusiastic speaker on a variety of topics. She is known for adding humour in her presentations.

SESSION 3
Hearing Care and the Elderly – The Challenges of Aging
Jim Selinger, MSc (Audiology)

Hearing loss in the elderly can have a profound effect on communication and the quality of life. This inability to communicate effectively affects socialization, independence, participation in activities of daily living, and consequently, the emotional, psychological and social well-being of the individual.

The presentation will focus on the challenges associated with assisting elderly adults with hearing loss as we work with them. To better understand the impairment, the nature and causes of hearing loss will be reviewed as well as current trends in amplification and assistive listening devices. Participants will be provided with suggestions to identify possible hearing problems, simple techniques to ensure hearing aids are functioning properly and strategies for enhancing effective communication with those persons with hearing impairment. Those in attendance will be encouraged to share experiences and discuss the problems encountered in the workplace and the solutions which have been most effective in solving those problems.

Jim Selinger obtained his Masters degree in Audiology in 1974 from Minot State University (North Dakota). He has a wide range of professional experience in both the public and private sectors of the hearing health care field. This includes service, clinical and administrative, with the Province of Manitoba's Departments of Health and Education, Manitoba School for the Deaf, Stanton Territorial Hospital and Alberta Health (Alberta Aids to Daily Living). He is currently working in private practice (Winnipeg Hearing Centres) with a focus on the assessment of hearing impairment and the provision of hearing instruments and assistive listening devices for the adult and senior populations.



SESSION 4 - Introduced by Silver Sponsor, Silver Group Purchasing
Engaging Patients/Clients/Residents and their Families in Improvement Work
Jan Byrd, M.A

St. Boniface Hospital in Winnipeg, is taking bold steps to transform the organization and improve quality of care by using Lean methods and involving patients and families, ensuring their voices and stories are key drivers of innovative and creative change initiatives. Quality is THE Strategy now and for the future. Lean methods help ensure that every step in a process contributes directly to delivering the best, safest patient care possible to every patient, every encounter, every day. Patient and family involvement in this large-scale improvement effort is essential to transforming our processes. The Hospital's Patient and Family Advisory Committee (PFAC) has been active since 2004 and it is through that group's work, and through their direct involvement with Lean Transformation Events that St. Boniface Hospital has led the way in creating a culture of quality and safety in which including patients and their families as equal members of improvement teams is the EXPECTATION.



Jan Byrd is the Manager of Patient Safety and Quality at St. Boniface Hospital in Winnipeg, Manitoba. She leads a bright, dedicated team, including Patient Safety Consultants, Quality Monitoring Nurses, Patient Relations Officers, Analysts and Administrative support staff. She and her team strive to improve the patient and family experience at St. Boniface Hospital. Her team develops, facilitates and evaluates programs and initiatives committed to promoting a culture of transparency and safety for patients, families and staff. Jan holds a Master of Arts (Sociology) from the University of Manitoba.

10:00am – 10:45am

Coffee Break & Exhibition – Snack Bag Sponsored by Nestle



10:45am – 11:55am

Concurrent Sessions

SESSION 5

Broken Covenant: Health Care Aides' Experience of the Ethical in Caring for Dying Seniors in a Personal Care Home

Dr. Susan McClements

Canada's population is aging, and seniors constitute the fastest growing demographic in the nation. The chronic health conditions, limited social support, functional decline, and cognitive impairment experienced by many seniors may necessitate admission to a personal care home (PCH) until the time of death. The ethical problems that arise in the care of dying patients are numerous and complicated. The care of dying seniors in PCHs, however, is largely provided by frontline workers such as healthcare aides (HCAs) who usually have little training in palliative care of ethics. Research examining the identification and resolution of ethical problems in care of the dying has been conducted from the perspectives of nurses and physicians in various clinical settings, but the voice of the HCA in PCHs is virtually absent from clinical ethics. Given that the inability to satisfactorily resolve ethical issues in clinical practice is associated with feelings of guilt, powerlessness, avoiding



Program Outline Connecting With Those We Care For – May 15, 2012

contact with patients, and increased staff turnover, an empirical examination of HCAs' experiences of ethically challenging situations is warranted.

Funded by an ethics catalyst grant from the Canadian Institutes of Health Research (CIHR) we conducted a phenomenological study to access the lived experience of HCAs (N=12) working in private and non-profit care homes to better understand those situations deemed ethically challenging in providing end of life care to dying seniors. This presentation will report on: i) the types of situations that are ethically problematic for HCAs, ii) the meanings they assign to such situations; and iii) the impact ethically problematic situations have on the provision of end of life care.

Dr. Susan McClement is a Professor in the Faculty of Nursing at the University of Manitoba, and a Research Associate in the Manitoba Palliative Care Research Unit at CancerCare Manitoba. She also serves as the Scholar in Residence for the Nursing Division of the Saskatchewan Institute of Applied Science and Technology.

Dr. McClement's teaching responsibilities include undergraduate nursing education in palliative care, and qualitative research methods in the graduate program. She is a recipient of the University of Manitoba Graduate Students' Association award for excellence in graduate teaching. She has also been involved in palliative care education internationally, and is an Honorary member of the Academic Committee for Palliative Care Nursing at the Medical University of Havana, Cuba.

Dr. McClement's research interests in palliative care include nutritional issues in end of life care, developing and testing interventions to support patient dignity in the face of life-limiting illness, examining the nature of expert nursing care of the dying, and explicating ethical issues in the provision of palliative care in the community and personal care home settings. Her work has been funded by the Canadian Institutes of Health Research (CIHR), the former National Cancer Institute of Canada (NCIC). She is a past Chair of the Ethical Review Committee in the Faculty of Nursing at the University of Manitoba, and a past member of the Ethical Review Committee for the National Research Council (NRC) Institute for Biodiagnostics.

SESSION 6 – Introduced by Silver Sponsor, Extendicare

The Heart Has No Wrinkles: Creating a Person-Centred Approach to Sexuality and Intimacy in Long Term & Continuing Care

Peggy Brick, M.Ed., CSE

This session proposes that a Person-Centered Approach to long-term care must include understanding and supporting the sexual and intimacy needs of older adults. We will review key facts regarding sexuality and aging and use case studies to illustrate the diversity of relationships that can enhance the lives of individuals in our care. We will demonstrate how in-service programs are essential for providing strategies to help professionals and support staff feel comfortable and competent in responding to the variety of challenges that may arise. And, since the attitudes and values of the many stakeholders – family, staff, administration, ombudsmen - may be in conflict, we will affirm the vital importance of every agency developing a policy that provides a process for protecting residents while assuring their rights. A film will provide an example of an agency that has developed a highly successful person-centered approach that promotes "freedom of sexual expression" for its clients.



Peggy Brick, M.Ed., CSE is the founder and president of the Sexuality and Aging Consortium at Widener University. A sexuality educator for over forty years, she taught psychology and sociology in high school before becoming Director of Education at Planned Parenthood in Northern New Jersey, USA. Since retiring in 1998, she has devoted herself to advocacy regarding sexuality after 50. She is co-author of numerous articles and the teaching manuals *New Expectations: Sexuality in Mid and Later Life* and *Older, Wiser, Sexually Smarter: 30 Sex Ed Lessons for Adults Only*.

12:00pm – 1:30pm
Lunch & Awards for Excellence Ceremony
Exhibition Show

1:30pm -2:30pm
Concurrent Sessions

SESSION 7
Falls Prevention and the Older Adult
Dr. Jenny Basran

Falls are a common and often devastating problem for older adults and are associated with significant morbidity & mortality, increased health care utilization and account for up to half of all admissions to long term care. While falls are common, they are not a normal part of aging. In the last decade there has been a tremendous increase in the amount of research and interest in falls prevention. This presentation will provide an overview of current best practices, with a particular focus on frailer older adults in long term and continuing care.



Jenny Basran MD FRCPC is an Internist Geriatrician from the University of Saskatchewan. She obtained her BSc at the University of Alberta and medical degree and Internal Medicine residency, where she was the chief resident, at the University of Saskatchewan. She then went to the University of Calgary for her geriatric fellowship. She is currently an assistant professor and Head of the Division of Geriatric Medicine at the University of Saskatchewan. Her geriatric program recently won an award for excellence in patient care. Nationally, she is on the executive of the Canadian Geriatric Society.

Dr. Basran's research interests and publications are in the areas of medical education, technology for aging in place and mobility & falls in older adults. She is the recipient of grants from CIHR and NSERC particularly for her research in falls prevention. This past year Dr. Basran has been the co-chair for Saskatchewan's provincial falls collaborative based on the Safer Healthcare Now! Falls Prevention Program. The Government of Saskatchewan funded this initiative to support their mandate that all long term care and home care teams must implement this program – the first province to do so in Canada. She is on the national expert panels for the Canadian Falls Curriculum, Osteoporosis Canada and Safer Healthcare Now!

Dr. Basran is married to another busy physician and has 3 children who keep her very busy but happy. She dreams of one day having time to actually use all the scrapbooking and knitting material she has accumulated.

SESSION 8

Collaborative Care: Better Health For All

Lori Lamont



Mounting evidence links effective interprofessional collaborative care with increased patient safety, improved quality of care, and enhanced resident/family satisfaction with care. Since 2008, the Winnipeg Regional Health Authority has embraced and recognized the value of interprofessional education and collaborative person centred care. Through the development of a Board endorsed Action Plan, partnership with the University of Manitoba, and organizational commitment at the Executive level, interprofessional education and collaborative care is becoming a reality within the Winnipeg Health Region. This presentation will outline key accomplishments, challenges encountered and lessons learned. Results will be shared from a recently completed interprovincial research project which explored how best to develop and support collaborative person centred teams across diverse clinical and practice settings including home and long term care. The presentation will also outline key strategic actions that have supported the successful adoption of interprofessional education and collaborative care, including developing guiding principles, adopting a competency framework for team education, defining leadership structures and fostering interprofessional student clinical placements as key enablers of team development. A focus will be how collaborative care can improve our relationships and level of engagement with those we care for. Finally, the recent release of an online collaborative care toolkit for practicing teams will be featured.

SESSION 9

Practical Management of Challenging Behaviours in Dementia Care

John H. Thomas, BA, BEd, MSW, RSW

Although sometimes referred to as neuropsychiatric symptoms of dementia, a significant percentage of individuals suffering from dementia will exhibit challenging or responsive behaviours during the course of their illness. Estimates concerning the prevalence of these symptoms vary across research. This is partially due to the myriad of different ways behavioural displays are defined, measured and attributed. Common types of behaviours include various forms of physical aggression, vocalizations, resistance to care, psychosis and mood symptoms. What they all have in common, however, is the potential stress they can place upon caregivers.

As a means of practically managing challenging behaviours, this discussion will focus on the importance of systematically searching for underlying causes as an adjunct to pharmacotherapy, enhancing caregiver familiarity with specific cognitive losses, and an appreciation for the vital significance of connecting with resident personhood.

John H. Thomas, BA, BEd, MSW, RSW has been consulting in the field of geriatric healthcare for over a decade. In addition to holding degrees in psychology, education and social work, John is a trained facilitator for several different curricula geared towards managing behaviours secondary to cognitive impairment. His professional career, both clinical and consultative, has centered on the most vulnerable seniors suffering from serious mental illnesses including affective disorders, anxiety, psychotic illnesses as well as dementia. He is currently a mental health consultant for Baycrest Geriatric Health Care System in Toronto. Most of his current practice involves providing mental health training to long-term-care personnel. He is passionate about assisting staff transfer knowledge to practice while tailoring behavioural management strategies to individual resident needs. John has provided education on a variety of different topics to hundreds of professional caregivers in various parts of Canada.



2:30pm – 3:00pm
Coffee Break & Exhibition

3:00pm – 4:15pm

SESSION 10 -Keynote Presentation - Introduced by Gold Sponsor, Complete Purchasing Services

Mind and Memory: You say Goodbye, I say Hello

Cathie Borrie, RN, BSN, MPH, JD

This presentation illustrates how following her mother's lead led a daughter into an unconventional dance, transforming a seemingly despairing experience into one which revealed a meaning and beauty not often highlighted in the literature and experience of dementia. The mother's recorded voice weaves throughout the narrative with insight, humour and an astonishing poetic sensibility — challenging limiting, negative and pervasive stereotypes, and revealing how the mind recoils and resurrects, revokes and reveals. It is through her voice, against a background of suffering and despair, through which new and beautiful insights into the poetic and eccentric realities of the changing mind emerge. This tender and moving performance embraces the mysteries of the mind with a long "hello", serving as proof that love, loyalty and listening provides a canvas for the magical and limitless potential of a changing mind.



Born in Vancouver, Cathie has had an extensive and diverse working life which includes careers in health, law and business. Beginning as a nurse, she went on to attain a Masters of Public Health from Johns Hopkins University, graduated from Law School at the University of Saskatchewan and obtained her Certificate in Creative Writing from Simon Fraser University. Excerpts from her book, *The Long Hello*, have been shortlisted three times in the CBC Literary Awards. In 2010, Cathie was invited to speak at MoMA in NYC for World Alzheimer's Day.

Cathie presents at international conferences and as part of her determination to change public perception of the Alzheimer's experience is creating performance pieces with music, film, voice, and dance.

Accompanying Cathie and reading the voice of Cathie's mother is **Patti Allan**, a 4-time recipient of Jessie Awards for her roles in theatre in Vancouver. A director and theatre festival adjudicator, Patti acts in film, stage and TV, teaches at SFU, and is an artist in residence with the Vancouver School Board. Patti sings with the Swing Sisters, a swing/jazz girl group that performs in and around Vancouver.



A gifted artist, Canadian cellist **Emma Quackenbush** holds a Masters degree in Music Performance from the University of Michigan where she studied with Anthony Elliott. She joined the Winnipeg Symphony in 2008, and is further familiar to Winnipeg audiences through her work with the contemporary ensemble Groundswell, which can be heard on CBC Radio 2, and the Virtousi concert series. Emma enjoys mentoring younger musicians including activities with the Aspen Music Festival in 2006-2007, the University of Manitoba Orchestra and a growing private studio. A rapidly emerging star on the Canadian music scene, she credits John Kadz, with whom she studied for eleven years, as a major influence in her musical life. Emma is thrilled to collaborate with Cathie Borrie and hopes that her contribution will inspire new ways for "Connecting With Those We Care For."

4:15

Door Prizes

Dozens of Door Prizes and Giveaways from our Exhibitors & Sponsors
including an iPad from Futuremed!



Sponsors

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Registration Form (*2 pages)

Registrations accepted via fax (477-9889 or TF fax: 1-888-820-1647), mail or email (info@lcam.mb.ca)

All information can be found at www.lcam.mb.ca

Conference Location:

Victoria Inn Hotel
1808 Wellington Ave.
Winnipeg, MB (204) 786-4801

Conference Date:

Tuesday, May 15, 2012

Registration Deadline:

April 20, 2012

Please Print Clearly

Name: _____ Position _____
Please Print Clearly Please Print Clearly

Facility Name: _____ Telephone: _____ Email: _____

Delegate List

LTCAM will be providing a delegate list containing your business card information to exhibitors, as permitted by applicable privacy legislation. If you do not wish your e-mail address to be provided, please check the following:

I do not wish my e-mail address to be provided to participating exhibitors.

Registration Fee:

- LTCAM Active Member \$60.00 + GST = \$63.00
- LTCAM Associate/Commercial Member \$85.00 + GST = \$89.25
- Non Member \$110.00 + GST = \$115.50

Refer to our website to confirm membership status at www.lcam.mb.ca/memberlist.html

Student \$60.00 + GST = \$63.00 (student number _____) *Please note: Students - You will be required to present your student card during registration the day of the conference.*

Older Adult - must be >65 years \$60.00 + GST = \$63.00

I will be attending the Continental Breakfast (included)

Food allergies/intolerances: _____

Please provide me with a receipt of payment (please ensure email address is provided above)

I will require a Certificate of Attendance (please ensure email address is provided above)

How did you learn about the 2011 Long Term Care Conference?

- Staff development personnel/department/co-worker/internal newsletter
- LTCAM Website
- LTCAM News Releases
- WAVE Magazine
- Radio
- Twitter/Facebook
- Word of Mouth
- Attended last year
- Other: _____

Please make cheque payable to:

Long Term & Continuing Care Association of Manitoba

Mail Cheque and Registration Form to:

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103-1483 Pembina Highway

Winnipeg, Manitoba R3T 2C6

GST # 865356869RT0001

PLEASE CHOOSE SESSIONS ON NEXT PAGE

REGISTRATION FORM (CONT'D) PAGE 2

Name: _____

7:00am-8:00am Registration & Breakfast in Exhibitor Hall

8:00am – 8:10am Greetings & Opening Remarks in Plenary Hall

CONFERENCE SESSIONS:

Room assignment will be confirmed the day of the conference

8:10am – 9:10am

Session #1 **(all attend)** Keynote Presentation

Mutual Respect: The Key to Excellence in Care

Please select one of the following concurrent sessions:

9:15am – 10:00am

Session #2 Do You Want Fries With That?

Session #3 Hearing Care and the Elderly – The Challenges of Aging

Session #4 Engaging Patients/Clients/Residents and their Families in Improvement Work

Please select one of the following concurrent sessions:

10:45am – 1155am

Session #5

Broken Covenant: Health Care Aides' Experience of the Ethical in Caring for Dying Seniors in a PCH

Session #6

The Heart Has No Wrinkles: Creating a Person-Centred Approach to Sexuality and Intimacy in Long Term & Continuing Care

Please select one of the following concurrent sessions:

1:30pm – 2:30pm

Session #7 Falls Prevention and the Older Adult

Session #8 Collaborative Care: Better Health For All

Session #9 Practical Management of Challenging Behaviours in Dementia Care

3:00pm – 4:15pm

Mind and Memory: You say Goodbye, I say Hello

Session #10 **(all attend)**

Payment **must** be received on or before **April 20, 2012** to guarantee a spot.

Registration cancellations after April 1, 2012 are non-refundable.

Please phone our office at (204) 477-9888 if you have any questions.

Registration is limited... so register early!