



## **This is Long Term Care**

Wednesday, November 23 – Friday, November 25, 2016

Westin Harbour Castle • Toronto, ON

# PROGRAM

ONTARIO  
LONG TERM CARE  
ASSOCIATION

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Premier of Ontario - Première ministre de l'Ontario



November 24 – 25, 2016

### **A PERSONAL MESSAGE FROM THE PREMIER**

On behalf of the Government of Ontario, I am delighted to extend warm greetings to everyone attending This is Long Term Care — the second annual conference of the Ontario Long Term Care Association (OLTCA).

I wish to commend the OLTCA and its members for the vital role they continue to play in ensuring the dignity, security, safety and comfort of those living in our province's long-term care homes. Your expertise, care and compassion continue to make a positive difference in the lives of many individuals, families and communities.

I also wish to thank all those who have lent their time and energy to the success of this conference. I am very pleased that OLTCA members will once again have this opportunity to share best practices, discuss recent developments and hone their knowledge and expertise. I am confident that everyone attending will find all aspects of the conference — from the information sessions to the networking opportunities — of great benefit to their professional lives.

Please accept my best wishes for a successful and productive conference.







A handwritten signature in black ink that reads "Kathleen Wynne".

**Kathleen Wynne**  
**Premier**




# PROGRAM

This is Long Term Care  
Wednesday, November 23 – Friday, November 25, 2016  
Westin Harbour Castle • Toronto, ON

## Wednesday, November 23, 2016

11:00 am - 1:30 pm	<b>CAPITAL RENEWAL LUNCH CAFÉ</b> *For Active LTC home members and Commercial members participating in the Capital Renewal Lunch Café	 <b>BrokerLink</b> <small>Auto / Home / Business Insurance</small>	Regatta Room
1:30 pm - 2:45 pm	<b>INVESTIGATING HARASSMENT IN YOUR LONG-TERM CARE HOME</b> <i>Lisa Corrente, Torkin Manes</i>	 <b>Torkin Manes</b> <small>Barriers &amp; Solutions</small>	Pier 4/5
2:45 pm - 3:00 pm	<b>NETWORKING BREAK IN THE FOYER</b>		
3:00 pm - 5:00 pm	<b>MEMBERS' MEETING*</b> *This meeting is for Active home members only	 <b>SCA</b> <small>Team of Life</small>  <b>CardinalHealth</b> <small>Essential to care™</small>  <b>ARJOHUNTLEIGH</b> <small>GETTING GROUP</small>	Pier 4/5
3:00 pm - 5:00 pm	<b>REGISTRATION OPEN</b>		Frontenac Foyer
7:30 pm - 11:30 pm	<b>WELCOME RECEPTION</b>	 <b>SANTIS</b> <small>Insight   Expertise   Influence</small>	Lobby bar

## Thursday, November 24, 2016

7:00 am - 5:00 pm	<b>REGISTRATION OPEN</b>		Frontenac Foyer
7:30 am - 8:30 am	<b>BREAKFAST</b>	 <b>Rexall Health Solutions</b>	Frontenac Foyer
8:30 am - 9:00 am	<b>OPENING REMARKS</b> <i>Candace Chartier, Chief Executive Officer, Ontario Long Term Care Association</i>		Frontenac Ballroom
9:00 am - 9:45 am	<b>OPENING KEYNOTE</b> <i>William Charnetski, Chief Health Innovation Strategist for Ontario, Ministry of Health and Long-Term Care</i>	 <b>COMPLETE*</b> <small>Purchasing Services Inc.</small>	Frontenac Ballroom
9:45 am - 10:00 am	<b>WELCOME AND UPDATE</b> <i>Hon. Dr. Eric Hoskins, Minister of Health and Long-Term Care</i>		Frontenac Ballroom
10:00 am - 10:15 am	<b>NETWORKING BREAK</b>	 <b>JONES DESLAURIERS BLEVINS</b>	Frontenac Foyer
10:15 am - 12:00 pm	<b>STAKEHOLDER PANEL: HEALTH SYSTEM TRANSFORMATION</b> <b>How will long-term care be impacted by Patients First?</b> <i>Candace Chartier, Chief Executive Officer, Ontario Long Term Care Association; Dr. Joshua Tepper, President and Chief Executive Officer, Health Quality Ontario; Sharon Lee Smith, Associate Deputy Minister, Ministry of Health and Long-Term Care; Dr. Michael Sherar, President and Chief Executive Officer, Cancer Care Ontario</i>	 <b>Boehringer Ingelheim</b>	Frontenac Ballroom
12:00 pm - 1:30 pm	<b>NETWORKING LUNCH IN THE MARKETPLACE</b>	 <b>SCA</b> <small>Team of Life</small>	Metropolitan Ballroom
12:00 pm - 3:30 pm	<b>MARKETPLACE OPEN</b>		Metropolitan East/Centre

We thankfully acknowledge the support of the following sponsors

Credit Card Program

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Canadian Centre for Aging & Brain Health Innovation

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# PROGRAM

Thursday, November 24, 2016 (continued)

## CONCURRENT SESSIONS

1:30 pm - 2:00 pm	<b>IMPROVING STAFF SATISFACTION AND RESIDENT SAFETY</b> <i>Angela Harvey RN, BScN, Administrator and Privacy Officer, Finlandia Nursing Home; David Munch, Chief Executive Officer, Finlandia Nursing Home</i>	Queens Quay/ Bay Room
	<b>DETERMINANTS OF QUALITY IN ONTARIO LONG-TERM CARE HOMES</b> <i>Sara Shearkhani, PhD student, Institute of Health Policy, Management and Evaluation; Kevin Walker, Senior Research Associate, Institute of Health Policy, Management and Evaluation, University of Toronto</i>	Regatta Room
1:30 pm - 3:00 pm	<b>KNOWLEDGE EXCHANGE CAFÉ</b>	 Frontenac Ballroom
2:00 pm - 3:00 pm	<b>THE BLENDING OF TWO LENSES: Residential hospice and long-term care</b> <i>Nadine Persaud, Director of Client Services, Kensington Health Centre; Debbie Emmerson, Founding Director, Kensington Hospice</i>	Queens Quay/ Bay Room
	<b>CHANGE FOUNDATION SESSION - A review of residents' and family councils in Ontario's long-term care homes</b> <i>Lori Hale, Executive Lead, The Change Foundation; Stephanie Hylmar, Research Associate, The Change Foundation</i>	Regatta Room

3:00 pm - 3:30 pm	<b>NETWORKING BREAK IN THE MARKETPLACE</b>	 Metropolitan Ballroom
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## CONCURRENT SESSIONS

3:30 pm - 4:30 pm	<b>CEO SERIES PRESENTATION</b> <i>Candace Chartier, Chief Executive Officer, Ontario Long Term Care Association *Commercial and Affiliate members only</i>	<b>PointClickCare®</b> Queens Quay/ Bay Room
	<b>I HAVE DATA ... NOW WHAT?</b> <b>Connecting the dots with clinical, case mix and financial information</b> <i>Connie Paris, Manager, Data Management, Home &amp; Continuing Care, Canadian Institute for Health Information (CIHI); Helen Wei-Randall, Program Lead, Home and Continuing Care Data Management, Canadian Institute for Health Information (CIHI)</i>	Frontenac Ballroom
	<b>LEADERSHIP AND QUALITY IMPROVEMENT: Addressing challenges to make change work for you</b> <i>Christine Shea, Program Director for the Quality and Patient Safety Stream, Institute for Health Policy, Management and Evaluation - Program Lead for the IDEAS Advanced Learning Program, University of Toronto</i>	Regatta Room

5:00 pm - 6:30 pm	<b>PRE-AWARDS GALA COCKTAIL RECEPTION AND RESIDENT RECOGNITION IN MARKETPLACE</b>	 Metropolitan Ballroom
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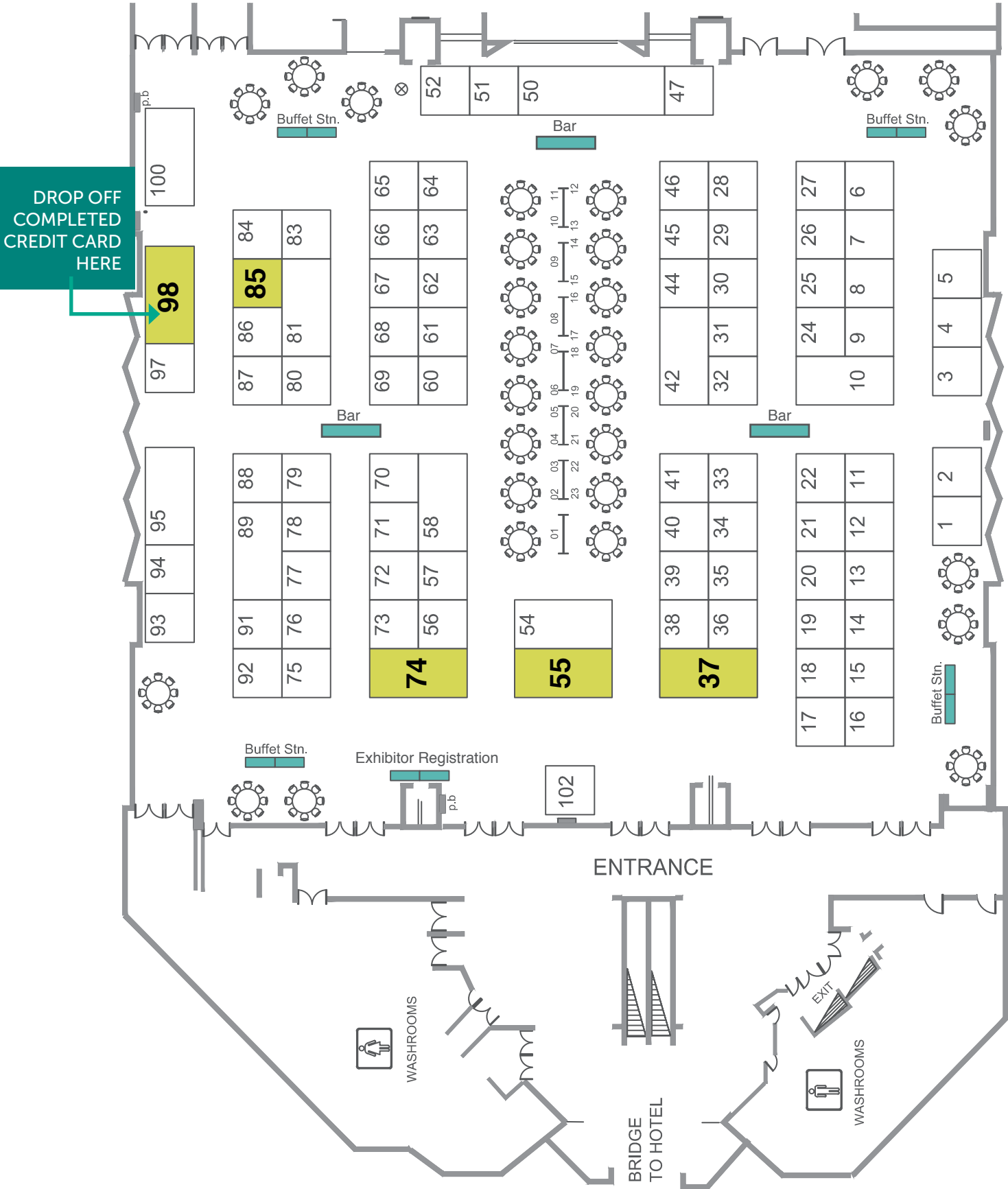
6:30 pm - 9:00 pm	<b>DINNER &amp; AWARDS GALA</b> <i>Awards Gala Emcee, Paula Morand</i>	     Frontenac Ballroom
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9:00 pm - 12:00 am	<b>HOSPITALITY SUITE</b> - Piano bar and Lounge	 Regatta Room
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## Friday, November 25, 2016

7:30 am - 3:00 pm	REGISTRATION OPEN		Frontenac Foyer
7:30 am - 8:30 am	BREAKFAST		Frontenac Foyer
8:30 am - 10:00 am	<b>OPENING KEYNOTE: USING IMPROV TO IMPROVE LIFE WITH ALZHEIMER'S</b> <i>Karen Stobbe &amp; Mondy Carter</i>		Frontenac Ballroom
10:00 am - 10:30 am	NETWORKING BREAK IN THE MARKETPLACE		Metropolitan Ballroom
10:00 am - 3:00 pm	MARKETPLACE OPEN		Metropolitan Ballroom
<b>CONCURRENT SESSIONS</b>			
10:30 am - 11:30 am	<b>EMBRACING SPONTANEITY AND RESIDENT CHOICE IN RECREATIONAL PROGRAMMING</b> <i>Heather Luth, Dementia Program Coordinator, Schlegel Villages</i>		Queens Quay/ Bay Room
10:30 am - 12:00 pm	<b>ONTARIO CLRI SPOTLIGHT: EXPERIENCE THREE INNOVATIVE INITIATIVES</b> <i>Kim Fitzpatrick, Manager, Schlegel Centre for Learning, Research &amp; Innovation in Long-Term Care; Raquel Meyer, Manager, Baycrest Centre for Learning, Research and Innovation in Long-Term Care; Zsofia Orosz, Manager, Bruyère Centre for Learning, Research and Innovation in Long-Term Care; Jennifer Reguindin, Interprofessional Educator, Baycrest Centre for Learning, Research and Innovation in Long-Term Care; Carly Szabo, Training Specialist, Department of Continuing Education, Conestoga College</i>		Frontenac Ballroom
	<b>CHANGING OUR BEHAVIOURS WHEN WORKING WITH BEHAVIOURS (WORKSHOP)</b> <i>Karen Stobbe &amp; Mondy Carter</i>		Regatta Room
11:30 am - 12:00 pm	<b>USING A COLLABORATIVE APPROACH TO PREVENT FALLS AND REDUCE INJURIES</b> <i>Krista Griffin, National Director, Recreation &amp; Rehabilitation, Revera Inc.</i>		Queens Quay/ Bay Room
12:00 pm - 1:30 pm	NETWORKING LUNCH IN THE MARKETPLACE		Metropolitan Ballroom
1:30 pm - 2:00 pm	<b>HEALTH QUALITY ONTARIO'S QUALITY STANDARD FOR BEHAVIOURAL SYMPTOMS OF DEMENTIA: Guiding evidence-based, high quality care</b> <i>Stacey Johnson RN, MN, Lead on Quality Standards program at Health Quality Ontario; Arielle Baltman-Cord, Team Lead, Quality Improvement Response and Implementation, Health Quality Ontario</i>		Queens Quay/ Bay Room
1:30 pm - 2:30 pm	<b>3RD ANNUAL INNOVATORS' DEN</b> <i>Moderator: Candace Chartier, Chief Executive Officer, Ontario Long Term Care Association</i> <i>Dragons: Brent Gingerich, Owner/CEO, peopleCare; Darryl Jam, VP, Controller, Schlegel Villages; David Jarlette, President, Jarlette Health Services; John Scotland, CEO of the Steeves &amp; Rozema Group; Bianca Stern, Executive Director, Health Innovations, The Canadian Centre for Aging and Brain Health Innovation</i>		Frontenac Ballroom
2:00 pm - 2:30 pm	<b>IMPROVING CARE AND LEARNING THROUGH RESIDENT RELATIONS MEASUREMENT AND REPORTING</b> <i>Patricia Sullivan-Taylor, Strategic Advisor, Health Quality Ontario</i>		Queens Quay/ Bay Room
2:30 pm - 3:00 pm	NETWORKING BREAK IN THE MARKETPLACE		Metropolitan Ballroom
3:00 pm - 3:30 pm	<b>CLOSING KEYNOTE</b> <i>Christine Elliott, Patient Ombudsman for the Province of Ontario</i> Credit Card Program Winners Announced		Frontenac Ballroom

MARKETPLACE MAP:



## MARKETPLACE HOURS:

Thursday 12 noon - 3:30 pm  
Thursday 5:00 pm - 6:30 pm - Marketplace Cocktail Reception  
Friday 10:00 am - 3:00 pm

## EXHIBITORS:

- |   |  |   |
|---|--|---|
| 92 3M Canada  | 80 HealthForceOntario Marketing & Recruitment Agency                               | 40 PointClickCare   |
| 73 Accreditation Canada   |  | 81 Prism Medical  |
| 17 Advance Care - Cintel/Wireless RNA Technology Inc.             | 20 Hogan Pharmacy Partners Ltd.  | 71 ProResp Inc.   |
| 9 Aladdin Temprite Canada   | 13 Hospitality Network   | 25 Public Health Ontario                                      |
| 37 <b>ArjoHuntleigh*</b>  | 58 Human Care Canada   | 11 QOL Pro  |
| 94 Arvan Rehab Group  | 41 Hygiene Performance Solutions   | 3 Rauland-Borg (Canada) Inc.                                  |
| 68 Associated Health Systems                                      | 60 Java Group Programs   | 22 Registered Nurses Association of Ontario (RNAO)            |
| 1 Avron   | 38 JONES DesLauriers Blevins   | 79 Registered Practical Nurses Association of Ontario (RPNAO) |
| 4 Bailey Metal Products   | 95 Keebee Play   | 32 Remedy's Rx Specialty Pharmacy                             |
| 34 Bereavement Authority of Ontario                               | 46 KR Communications Ltd.  | 88 Rexall Health Solutions                                    |
| 16 Best Buy Medical Supplies                                      | 30 Lifemark Seniors Wellness   | 7 Room 217 Foundation   |
| 67 BioGreen Solutions   | 19 LSI Floors  | 5 Sanofi Canada   |
| 85 <b>Canadian Centre for Aging and Brain Health Innovation**</b> | 89 McKesson Canada   | 74 <b>SCA Personal Care*</b>                                  |
| 57 Canadian Institute for Health Information                      | 29 MED + Home Health Care  | 8 Schlegel Villages   |
| 55 <b>Cardinal Health Canada*</b>                                 | 47 MEDe-care Healthcare Solutions  | 64 Seasons Care Dietitian Network                             |
| 77 CardioMed Supplies Inc.  | 50 Medical Mart  | 24 Serrano Medical Solutions Inc                              |
| 87 Careworx   | 69 Medical Pharmacies Group Limited  | 28 Silver Fox Pharmacy  |
| 62 CARF Canada  | 61 Medigas   | 63 Silver Group Purchasing                                    |
| 6 Chubb Edwards   | 10 MediSystem Pharmacy   | 97 Silver Meridian  |
| 54 Classic Care Pharmacy/Centric Health                           | 83 Motion Specialties  | 18 Sprintex Inc.  |
| 14 Continyou Care   | 93 MultiGen Healthcare   | 42 Staff Stat Inc.  |
| 51 Cornerstone Medical  | 56 National Pharmacy   | 45 Surge Learning   |
| 91 Corsana Group Benefits   | 102 Neolumens Inc.   | 75 SWS Group  |
| 31 Direct Supply  | 15 Neurogym Technologies Inc.  | 26 Sysco  |
| 2 Evacuscape Inc.   | 65 NSC Medical   | 44 Tel-e-Connect Systems Ltd.                                 |
| 36 EzProducts International Inc.                                  | 39 OLTC "LTC eConnect project"   | 86 Think Research   |
| 35 First Quality  | 98 <b>OLTC Boutique</b>  | 12 Total Communication System Inc.                            |
| 21 Glos Associates Inc,   | 72 Ontario Chiropractic Society  | 33 Touch2Play   |
| 78 Health Quality Ontario   | 70 Ontario CLRIs (Centres for Learning, Research and Innovation in Long-Term Care) | 76 Trillium Talent Resource Inc.                              |
| 27 Healthcare Accounting  | 84 Perfuse Medtec Inc.   | 66 University of Waterloo                                     |
|   | 52 Physio Trace  | 100 Zodiac Light Waves Inc.                                   |

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#TILTC

SAVE THE DATE:

**OLTCA / ORCA Together We Care**  
Convention & Trade Show 2017  
April 3 – 5, 2017  
Toronto Congress Centre



## POSTER SESSIONS

Poster sessions will be posted in the Metropolitan Ballroom. Posters will be identified by the numbers listed below (P#1 – P#23). Authors will be at their poster during the specified viewing times.

### Thursday, November 24

12:00 noon - 1:30 pm Networking lunch  
3:00 pm - 3:30 pm Delegate break  
5:00 pm - 6:30 pm Cocktail Reception

### Friday, November 25

10:00 am - 10:30 am Delegate break  
12:00 noon - 1:30 pm Networking lunch  
2:30 pm - 3:00 pm Delegate break

1. Implementing the Palliative Performance Scale (PPS) at Forest Heights Long-Term Care Centre: A Mixed Methods-Analysis  
*Danna Da Costa, Forest Heights Long-Term Care Centre, Revera Living, Kitchener, Ontario*
2. Finlandia Village: Creating Dementia-Friendly Environments through Murals  
*Angela Harvey, Finlandia Nursing Home, Sudbury, Ontario*
3. Interdisciplinary Approach to Residents' High Risk Concerns in a Long Term Care Setting  
*Anna Slawski, Kensington Gardens, Toronto, Ontario*
4. Improving Safety and Quality of Care for the Frail Elderly: An Educational Gamified App to Reach Performance Targets  
*Raquel Meyer and Jennifer Reguindin, Baycrest Centre for Learning Research & Innovation, Toronto, Ontario*
5. The PLEASE Program: Pilot for Leisure Engagement for Active and Spontaneous Experiences  
*Erin Blackburn and Vicki Lau, Baycrest Health Sciences, Toronto, Ontario*
6. A Program Evaluation of Ballet Dance Sessions in Long-Term Care  
*Melissa Tafler, Baycrest Centre, Toronto, Ontario*
7. DementiAbility: A New Era of Care  
*Barb Bryan, Jarlette Health Services, Penetanguishene, Ontario*
8. Deprescribing guidelines in long-term care: lessons learned from an implementation project  
*Hannah Irving, Bruyère Research Institute, Ottawa, Ontario*
9. What's up with antimicrobial resistant organisms (AROs) and infection control practices in long-term care homes?  
*Michelle Policarpio, Public Health Ontario, Toronto, Ontario*
10. Inspiring Culture Change in Long-Term Care by Working Together to Put Living First  
*Kate Ducak, Schlegel Centre for Learning, Research and Innovation in Long-Term Care, Waterloo, Ontario*
11. Health Quality Ontario's Evolving Long-Term Care Community of Practice  
*Julie Skelding and Sara Clemens, Health Quality Ontario, Toronto, Ontario*
12. The Relationship between Quality and Staffing in Ontario Long-Term Care Homes  
*Sara Clemens, University of Toronto, Institute of Health Policy, Management and Evaluation, Toronto, Ontario*
13. Data for Improvement - Combining Practice Data with Change Ideas to Improve Quality  
*Dave Zago, Health Quality Ontario, Toronto, Ontario*
14. Long-Term Care Best Practice Spotlight Organization: Are You Ready for the Spotlight?  
*Carol Holmes and Suman Iqbal, LTC Best Practices Program, RNAO, Toronto, Ontario*
15. Long-Term Care Best Practices Program  
*Carol Holmes and Suman Iqbal, LTC Best Practices Program, RNAO, Toronto, Ontario*
16. Technologies for Managing Behaviour and Improving Well-being in Dementia Care  
*Andrea Wilkinson, University of Toronto, Toronto, Ontario*
17. Comparing the Long-Term Care Homes Act with Media Articles Regarding Long-Term Care: Exploring the Facts while Fighting the Fiction  
*Ashleigh Erdelyan, University of Windsor, Windsor, Ontario*
18. Zoom In & Redefine Sensory Loss Partnership Project  
*Robin Arnott, CNIB, Toronto, Ontario*
19. Breathe Well in Long-Term Care - COPD Program  
*Heywood Chu, MediSystem Pharmacy, Toronto, Ontario*
20. Filling Shifts in Seconds  
*Melanie Morin, StaffStat, Inc., Sudbury, Ontario*
21. Reducing the Risk of Injuries Around the Bed  
*Rick Synkowicz, Human Care Canada Inc., Ottawa, Ontario*
22. Proactive Indoor Contaminate Management  
*Stephane Giroux, Biogreen Solutions Canada, Hamilton, Ontario*
23. Physician Assistants: A Viable Solution for Long-Term Care  
*Michael Peirone, CAPA, Barrie, Ontario*

Poster Sessions generously supported by





## THE MARKETPLACE CREDIT CARD PROGRAM

Shop around the Marketplace and collect "money" stickers of required value from exhibitors and place them on the back of the card.

Hand in the completed credit card at OLTC's boutique (booth 98) to qualify for a \$750 Visa Gift Card and two night stay at the Westin Harbour Castle!

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VALID DATES  
FROM 11/24/16 TO 11/25/16

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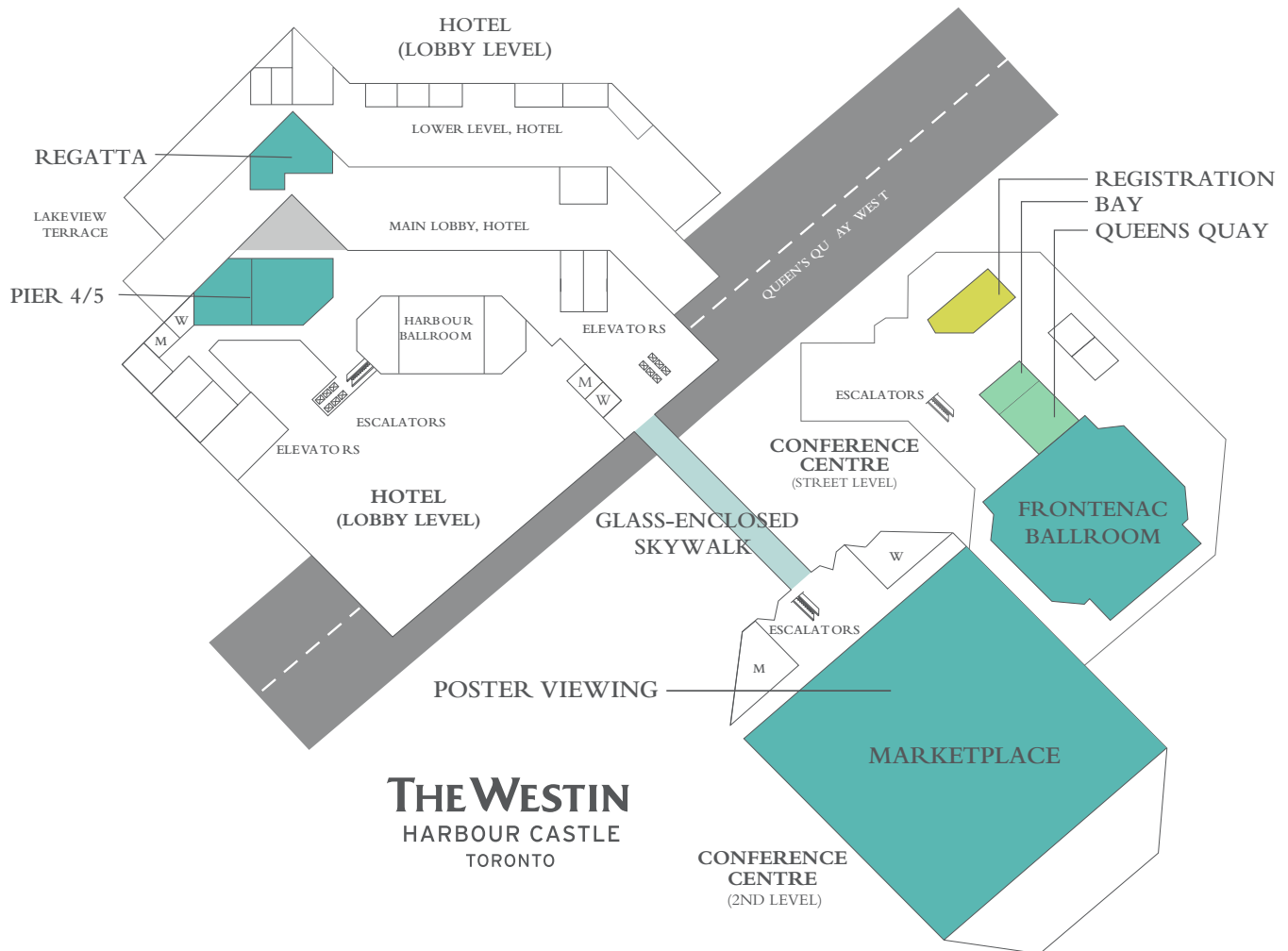


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SHOP AROUND THE MARKETPLACE AND COLLECT "MONEY" STICKERS OF REQUIRED VALUE FROM EXHIBITORS AND PLACE THEM ON THE CARD. HAND IN THE COMPLETED CREDIT CARD AT OLTCA'S BOUTIQUE (BOOTH 98) TO QUALIFY FOR A \$750 VISA GIFT CARD AND TWO NIGHT STAY AT THE WESTIN HARBOUR CASTLE!



## ROOMS

### Conference Centre

Frontenac - Lower level  
 Queens Quay / Bay - Lower level  
 Metropolitan Ballroom - 2nd level

### Hotel

Regatta - Lower level (off lobby)  
 Pier 4 & 5 - Convention level

## REGISTRATION OPEN:

Wednesday 3:00 pm - 5:00 pm  
 Thursday 7:00 am - 5:00 pm  
 Friday 7:30 am - 3:00 pm

## MARKETPLACE HOURS:

Thursday 12 noon - 3:30 pm  
 Thursday 5:00 pm - 6:30 pm - Marketplace Cocktail Reception  
 Friday 10:00 am - 3:00 pm



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