

# 15th Annual BC Pharmacy Technician Conference

## PTSBC 2021 Conference: October 2nd, 2021

### GENERAL INFORMATION

The Pharmacy Technician Society of British Columbia is proud to bring you the 15th annual BC Pharmacy Technician Conference, featuring dynamic speakers from diverse practice backgrounds with sessions relevant to technicians in all practice settings. Join us on our virtual platform on Saturday, October 2nd, 2021 for educational sessions and networking with your colleagues from across the country!

The event starts on Saturday with a presentation from the College of Pharmacists of BC providing the latest news about BC pharmacy personnel; there will be clinical topics, COVID and leadership topics. This will be a full day of learning ending with an exciting keynote presentation by motivational speaker Robert Hawke.

Learning objectives of this conference is to

- provide educational programming to delegates to advance clinical pharmacy practice
- increase knowledge of pharmacy technicians and assistants from all areas of practice in order to enhance the quality of pharmaceutical care provided to patients.
- Stay informed on with latest pharmaceutical trends.

### REGISTRATION

Registration deadline is **September 24th, 2021**. [Register now](#) to hold your spot! See below for registration options:

- \$50.00 - Full Registration (PTSBC Member)
- \$75.00 - Full Registration (Non - PTSBC Member)

Full registration fee covers access to exhibit hall and networking session and educational sessions. Delegates are not considered registered until payment is received in full.

Please note that by registering for the PTSBC Virtual Conference, you have provided your release for the free use by PTSBC for promotional purposes of any photographs taken of you or in which you may be seen during the conference. A list of registrants attending the conference will be made available to all registrants.

PTSBC reserves the right to restrict enrollment, cancel, postpone, or to otherwise modify the program due to inadequate registration or other causes beyond its control. Notification of request to cancel registration must be received in writing via email to [info@ptsbc.org](mailto:info@ptsbc.org) on or before September 24th, 2021 @ 5:00 PM and is subject to a processing fee. There will be no refunds of registration fees for cancellations received after September 24th, 2021.

### ACCREDITATION

The content for this conference has been submitted for review by the Canadian Council on Continuing Education in Pharmacy (CCCEP) for accreditation; We anticipate approximately **5.0** accredited learning hours that can be used towards your annual license requirements!

### SPECIAL THANKS

The PTSBC Conference Committee is a group of 13 hard-working volunteers who work throughout the year to organize this conference. An enormous thank you to Sam Louie, Ray Jang, Karen Callaway, Nelson Chen, Ashley Fairfield, Yonette Harrod, Kelsey Mallar, Danka Miletic, Robyn Miyata, Lynda Moleschi, Daisy Robillard, Shelley Sidhu, and Bal Dhillon for the time and effort they have committed towards planning the speakers, activities, and other logistics of this conference.

An additional thank you goes out to all PTSBC members for your support of the society. Your membership allows us to continue in our efforts to advance the profession and provide educational opportunities including this virtual conference. We look forward to virtually meeting you at the conference in October!

### PTSBC 2021 MEMBER OF THE YEAR AWARD

Every year, we recognize a PTSBC member for their commitment to professionalism through excellence in pharmacy practice. If you know of a technician that deserves recognition for making a difference, let us know by nominating them for the member of the year award! The honoree will receive a \$300 award, plus complimentary registration and one-night accommodations to attend the next live annual conference. Submission deadline is September 24th, 2021; please submit all nominations using our [online form](#).

## PHARMACY TECHNICIAN SOCIETY OF BC

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Surrey, V3W 1A3  
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Email: [info@ptsbc.org](mailto:info@ptsbc.org)

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### Special note:

This conference is for both Community and Hospital Pharmacy technicians with keynote presentations specific to pharmacy practice from various sectors of the pharmacy industry! Be sure to check out the objectives of each presentation provided from our presenters, to learn more.

## Program Agenda

The Pharmacy Technician Society of BC is excited to launch this VIRTUAL event this year to create opportunities to learn, help disseminate information and provide a platform for attendees to network with one another!

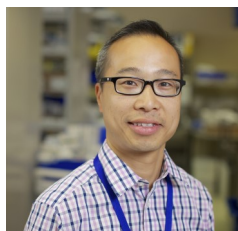
We are planning an event featuring dynamic speakers from diverse practice backgrounds with sessions relevant to technicians in all practice settings, as well as providing time to relax and socialize with peers. We will be featuring an exhibit hall which will be a dedicated space allowing attendees to connect directly with sponsors.

Are you looking for a job? Maybe looking to relocate? The exhibit hall provides an opportunity to connect with recruitment representatives who are looking for the perfect candidate(s). They are there to answer questions and share their career experiences.

Attendees will have the opportunity to compete head-to-head with each other to earn points by networking with conference attendees, PTSBC Committee members, exhibitors, as well as check-in at key areas throughout the Event. Get BONUS points! Speak to a representative and find out more about the products / services offered by Industry Sponsors.

Join us on Saturday, October 2nd for a full day of learning with an exciting keynote presentation by Robert Hawke!

### Master of Ceremonies: Ray Jang



Ray worked as a pharmacy assistant in a chain drug store for 4 years while enrolled in UBC's Faculty of Pharmaceutical Sciences. Following graduation, he was hired in the same community pharmacy he worked at as a student before completing a hospital pharmacy residency program based at St. Paul's Hospital in Vancouver. With just over 25 years of practice as a pharmacist in three different hospitals, Ray has been active in the field of pharmacy by participating in various roles, and committees in the College of Pharmacists of BC, Pharmacy Examining Board of Canada, and Lower Mainland Pharmacy Services. Some examples of Ray's involvement include serving as a past board member for six years at PEBC on a national level, working as the previous Chief Examiner of PEBC for 4 years in Vancouver, volunteering on various CPBC committees (where he is the current chair of the CPBC Registration Committee), and being part of the pharmacy leadership team at Surrey Memorial Hospital as the Distribution Coordinator for 13 years. Ray is currently the interim manager of pharmacy services for Chilliwack General Hospital, Eagle Ridge Hospital, Fraser Canyon Hospital, Langley Memorial Hospital, and Ridge Meadows Hospital. When not thinking about the field of pharmacy, Ray can either be found cycling, or spending time with his spouse and two daughters

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|----------|---|
| 8:45 am  | Welcome and Opening Remarks<br>Master of Ceremonies – <b>Ray Jang</b>   |
| 9:00 am  | Speaker: <b>Panel</b> from the College of Pharmacists of BC<br>Presentation Title: <b>College Tech Talk 2021</b>  |
| 10:00 am | Networking Break  |
| 10:15 am | Speaker: <b>Simran Riarh</b> and <b>Dr. Andrew Yamada</b><br>Presentation Title: <b>Fraser Health's Approach to a Managed Alcohol Program</b>   |
| 11:15 pm | <b>PTSBC AGM</b>  |
| 11:30 pm | Speaker: <b>Eric Sletmoen</b><br>Presentation Title: <b>Labour Relations Update</b>   |
| 11:40 pm | <b>Vendor Exhibit Hall and Networking Session</b><br>We are thrilled to have the support of vendors who are eager to share information with pharmacy personnel. Virtually meet representatives from various companies, discuss new products, explore career opportunities and have your questions answered. |
| 1:00 pm  | Speaker: <b>Dr. Karen Cohen</b><br>Presentation Title: <b>COVID 19: Coping and Resilience for Pharmacy Professionals</b>  |
| 2:00 pm  | Networking Break  |
| 2:15 pm  | Speaker: <b>Dr. Amy Morris</b><br>Presentation Title: <b>Lateral Leadership on the Front Lines, How to Be a Leader Without a Formal Job Title to Match</b>  |
| 3:15 pm  | Networking Break  |
| 3:30 pm  | Keynote Speaker: <b>Robert Hawke</b>  |
| 4:30 pm  | 50/50 Draw, Grand Prize and Closing Remarks   |

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## Program - October 2nd, 2021

**9:00 - 10:00 am**

**Presentation Title:** College Tech Talk 2021

**Learning Objectives:**

- Recognize how the regulation of pharmacy techs contributes to the safety and quality of pharmacy care in BC
- Identify the important role pharmacy technicians will play during the implementation of the new compounding standards
- Recognize what the College and pharmacy technicians have done to help British Columbians during the pandemic
- Identify how CE contributes to public safety and how to participate in the new CE auditing process
- Review the work the College has done related to anti-racism and cultural humility and safety and identify where to find information and resources to apply to their own practice



**Speaker:** Bob Nakagawa, B.Sc.(Pharm.), RPEBC, ACPR, FCSHP, R.Ph., Registrar & CEO, College of Pharmacists of BC

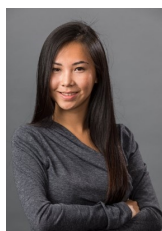
Bob has over 40 years of pharmacy experience, starting as a pharmacy technician at VGH in the 70's! Since that time, he has worked as a pharmacist and administrator in hospitals in the Vancouver area, and as the Assistant Deputy Minister responsible for PharmaCare in the BC Ministry of Health. Bob is currently the Registrar and CEO of the College of Pharmacists of BC. He has greatly enjoyed his career in pharmacy and is looking forward to retiring this Fall.



**Speaker:** Kathleen Nguyen, Coordinator – Registration & Licensure  
Kathleen Nguyen (she/her) is the Coordinator for Registration and Licensure. She is a Pharmacy Technician and has been registered with the College since 2015. Kathleen has over 9 years of experience working with the College of Pharmacists of BC and with Lower Mainland Pharmacy Services in various roles.



**Speaker:** Bethany Gamache, Hospital Compliance Officer  
Bethany is a Hospital Pharmacy Compliance Officer for the College of Pharmacists of BC. She completed her pharmacy technician course in 2001 and became regulated in 2014. Bethany has extensive experience in hospital pharmacy practice. Prior to joining the College, she worked at St. Paul's Hospital. In October 2020 she successfully completed her Certified Investigator/Inspector Training with The Council on Licensure, Enforcement and Regulation. Most recently, in July 2021, she became a Certified Sterile Compounding Inspector through Critical Point and the National Association of Boards of Pharmacy.



**Speaker:** Ashley Cheung, Coordinator – Practice Support and Quality Assurance  
Ashley is the Practice Reviews and Quality Assurance Coordinator for the College of Pharmacists of BC. She became a regulated pharmacy technician in 2012 and has over 10 years of experience working at the College and in community and long-term care pharmacy settings.



**Networking  
Break**

**10:00**

**Networking Break**



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practice from various  
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out the objectives of each  
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our presenters, to learn  
more.



## Program - October 2nd, 2021



**10:15 - 11:15 am**

**Presentation Title:** Fraser Health's Approach to a Managed Alcohol Program

**Learning Objectives**

- Review background of MAP
- Identify Risks and Harms of High Risk Drinking
- Describe the Managed Alcohol Evidence & Service delivery models
- Discuss the MAP in Fraser Health
- Discuss the Pharmacy Role and Responsibilities

**Speaker:** Simran Riarh, Registered Psychiatric Nurse  
Simran is a Registered Psychiatric Nurse and has currently completed an Addiction Nursing Fellowship with the BC Centre on Substance Use and and the first Fraser Health-sponsored nurse to complete the currently available training for registered nurse/registered psychiatric nurse Suboxone prescribing for opioid use disorder.

She is currently employed as a MHSU Regional Substance Use Clinical Nurse Educator with Fraser Health. Some of her current work includes: Addiction medicine / Substance use training for acute/community nurses, creating policies, procedures and pre printed orders re: opioid and alcohol use disorder, supporting the Managed Alcohol Program, standardization of Rapid Access Addictions Clinics and provide COVID 19 IPC support for the Vulnerable Population in Surrey. Her past work experience includes working in Fraser Health Inpatient Detox Withdrawal Management Centre as well as Surreys Rapid Access Addictions Clinic (RAAC).

**Speaker:** Dr. Andrew Yamada, Medical Lead, Specialized Treatment Services

Dr. Andrew Yamada is the incoming physician for the Medical Lead, Specialized Treatment Services position. He is also kindly going to continue providing leadership for Rapid Access to Addiction Care Services. His work with the Fraser Health Department of Addiction Medicine includes SMH Addiction Medicine Consult Team (AMCT), Fraser South Rapid Access to Addiction Care Clinic (RAAC), Quibble Creek OAT Clinic and the Surrey ICM Team.



**11:15 am**

**11:30 am**

**Presentation Title:** Labour Relations Board Update

**Speaker:** Eric Sletmoen

Eric Sletmoen began his career as a pharmacy technician in 2014 in Langley, BC after completing his program at Vancouver Community College. After a year working at Langley's Pharmacy Drug Distribution Center, he moved to Vancouver to gain experience in different areas of acute and residential practice, working first at BC Childrens & Womens Hospital then at Vancouver General Hospital. In his current role, he also works off-site at GF Strong Rehab Center and UBC Hospital, and enjoys the varied experience of visiting different sites. Since 2015 Eric and a large group of BC RPhTs have been volunteering their time to raise funds and awareness to help advance our profession here in our home province, fighting to make us more comparable to RPhTs in Alberta and other provinces across Canada. Aside from work and volunteering, you can find Eric playing RPGs or kayaking on BC's beautiful lakes, rivers and coasts!

**LET'S TALK  
ABOUT IT!**

Annual General Meeting



**11:40 am**

**Vendor Exhibit Hall, Networking Session and Lunch**

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## Program - October 2nd, 2021



**1:00 - 2:00 pm**

**Presentation Title:** COVID 19: Coping and Resilience for Pharmacy Professionals

**Learning Objectives**

Coming Soon

**Speaker:** Karen R. Cohen, Ph.D., C. Psych.  
Chief Executive Officer, Canadian Psychological Association

Dr. Karen Cohen is the Chief Executive Officer (CEO) of the Canadian Psychological Association (CPA), a position she has held since 2008. Dr. Cohen is a psychologist, registered in Ontario. She completed her baccalaureate at McGill University and her masters and doctoral degrees in Clinical Psychology at the University of Windsor. She went on to complete a post-doctoral fellowship in rehabilitation psychology and neuropsychology at the Ottawa Rehabilitation Centre where she worked for 9 years with persons living with a range of chronic health conditions and disabilities.

As CEO of CPA, Dr. Cohen's responsibilities revolve around the association's mandates to promote the science, practice and education of psychology across Canada and internationally. She holds and has held leadership roles on many health and science-related alliances such as the

Health Action Lobby, the Canadian Alliance of Mental Illness and Mental Health, and the Canadian Consortium of Research. She has prepared and presented briefs to standing committees of the Senate and House of Commons of Canada on matters pertaining to health and mental health.

At the invitation of the Minister of Revenue, Dr. Cohen currently serves as co-chair of the Disability Advisory Committee, a committee whose mandate is to advise the Minister on the administration and interpretation of tax measures for persons living with disability. Dr. Cohen has written and presented widely across Canada and internationally on the science, practice and education of psychology and on psychology's contributions to public policy.

**2:15 - 3:15 pm**

**Presentation Title:** Lateral Leadership on the Front Lines, How to Be a Leader Without a Formal Job Title to Match

**Learning Objectives:**

- Assess individual lateral leadership skills
- List the five key drivers of lateral leadership
- Identify area gaps in lateral leadership skills
- List one resource on lateral leadership

**Speaker:** Dr. Amy D. Morris, BSP, PharmD, ACPR  
Dr. Amy Morris is a cancer survivor and oncology pharmacist. She completed her Bachelor of Science in Pharmacy (University of Saskatchewan), Accredited Canadian Pharmacy Residency (Regina Qu'Appelle Health Region), and Post-Baccalaureate Doctorate of Pharmacy (University of Toronto). With 11 years of cancer care experience and having gone through cancer treatment herself at the age of 30, Amy now focuses on supporting women in recovering from cancer and cancer treatment. She brings cancer survivors empowerment through knowledge by countering stubborn myths and misunderstandings with hard facts and clinical experience.





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## Program - October 2nd, 2021



**3:30 - 4:30 pm**

**Presentation Title:** Feel Good First: Comedy as Your Secret Weapon

**Learning Objectives:**

- Identify how laughter and comedy can increase our own resources in an instant for pharmacy professionals in work and life
- Describe how laughter can help pharmacy technicians be more creative, relieve stress, make us more generous and help us be more intelligent while providing patient care services
- Learn how laughter can literally change our body chemistry in an instant in healthcare
- Engage and share experiences on how comedy can be a resource to enhance resilience
- Describe at least two specific ways laughter can improve our mental health

**Speaker:** Robert Hawke

Robert Hawke is a comedian, author and speaker. Rob honed his storytelling and comedic skills with The Second City Comedy Troupe. He has shared in a Canadian Comedy Award and Gemini Award Nomination for Best Writing in a Comedy Series.

Robert creates riveting virtual keynote presentations that give audiences immediately usable tips and tools to build resilience in these ridiculous times.

Rob wrote the books *Kicking Cancer's Ass: A Lighthearted Guide To The Fight Of Your Life* and *Doing Happiness: Uncovering The Hidden Benefits Of Feeling Good*. He lives in Peterborough with his terrific wife and ridiculously small dog.

**4:30 - 4:45 pm**

**50/50 Draw, Grand Prize, and Closing Remarks**

 **Pharmacy Technician**  
SOCIETY OF BRITISH COLUMBIA  
15<sup>TH</sup> Annual Conference

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## Sponsors

We are delighted to have the continued support of industry sponsors who provide us with funding to offset some of the conference expenses. Their sponsorship ensures that our registration fees remain affordable for those attending the conference. Our industry sponsors are always willing to share product and service information with pharmacy personnel.

The Organizing Committee wishes to recognize the following sponsors for their generous contribution to this event.

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