

Wednesday, March 22, 2023

12:00 pm - 1:00 pm

TWC Networking Bootcamp (Virtual) ⓘ

Sheri Tomchick - Plan A Powered By StaffStat Virtual Function

Monday, March 27, 2023

11:00 am - 1:30 pm

Ontario Long Term Care Association Annual General Meeting ⓘ

Plaza AB, Delta by Marriott

1:30 pm - 7:30 pm

Registration Open ⓘ

Mirvish Foyer

2:30 pm - 5:00 pm

Ontario Retirement Communities Association Annual General Meeting ⓘ

Plaza AB, Delta by Marriott

6:00 pm - 7:00 pm

Leadership Reception ⓘ

Courtyard

7:00 pm - 9:00 pm

Leadership Dinner ⓘ

Leonard Cohen Ballroom

9:00 pm - 11:30 pm

The After Party Hosted by Plan A Powered by StaffStat ⓘ

Terrace Room, Delta by Marriott

Tuesday, March 28, 2023

7:00 am - 5:00 pm

Registration Open ⓘ

Mirvish Foyer

8:00 am - 9:00 am

Breakfast ⓘ

Courtyard

9:00 am - 9:15 am

Opening Remarks ⓘ

Donna Duncan - OLTCA Cathy Hecimovich - ORCA Leonard Cohen Ballroom

9:15 am - 9:30 am

Remarks from the Parliamentary Assistant to the Minister of Long-Term Care ⓘ

John Jordan Leonard Cohen Ballroom

9:30 am - 10:30 am

Opening Keynote

The Importance of Teamwork - Jon Montgomery ⓘ

Jon Montgomery, Opening Keynote Speaker Leonard Cohen Ballroom

10:30 am - 10:45 am

Coffee Break ⓘ

Courtyard

10:45 am - 11:15 am

CONCURRENT SESSIONS 10:45 - 11:15

Long-Term Care Technology: A Vision for the Future - PointClickCare ⓘ

Long-Term Care Session Stuart Feldman - PointClickCare Kimindra Tiwana - PointClickCare
Deborah Johnston - PointClickCare Jonathan Sachs - PointClickCare Leonard Cohen Ballroom

Making Every Moment Matter™ - Partnering to Make Person Centered Care a Priority ⓘ

Long-Term Care Session Brie Munshaw - Cedarvale Terrace Long Term Care Home
Russell Goldman - Temmy Latner Centre for Palliative Care Sutherland

Residential Care Sector Personal Support Worker (PSW) Workforce: Characteristics, Trends and Projection ⓘ



Long-Term Care & Retirement Joint Session Boris Kralj - McMaster University Sutherland 4 & 5

10:45 am - 11:45 am

CONCURRENT SESSIONS 10:45 - 11:45

An Hour with OSNAC: Implementing the new FLTCA in the Dietary Department ⓘ

Culinary & Nutrition Session Julie Cavaliere - MealSuite Waxman 1 & 2

Making Every Moment Matter™ with Meaningful Engagement Applying the QUIS Methodology to Enable Culture Change ⓘ

Long-Term Care & Retirement Joint Session Sandy Croley - Responsive Group Inc.
Julienne Latham - Responsive Group Inc. Waxman 3 & 4

The Storytelling Network: How to Leverage Someone Else to Tell Your Story ⓘ

Retirement Session James Shi - Comfort Life Pinsent

Conflict Management in the Workplace ⓘ

Retirement Session	Kelly Brown - Agree Inc. Berton
11:00 am - 5:30 pm	<p>Trade Show Open ⓘ</p> <p>Trade Show</p>
11:15 am - 11:45 am	<p>CONCURRENT SESSIONS 11:15 - 11:45</p> <hr/> <p>Experimentation with Standardized HR Orientation Training Using Micro-credentials to Reduce Staffing Stresses ⓘ</p> <p>Long-Term Care & Retirement Joint Session Heather Martin - Vision '74 Inc Claudette Leduc - Vision Nursing Home Sutherland 4 & 5</p> <hr/> <p>Using a Digitized Clinical Pathway to Advance Resident-Centered Care ⓘ</p> <p>Long-Term Care Session Deb Johnston - PointClickCare Rita Wilson - RNAO Leonard Cohen Ballroom</p> <hr/> <p>Bringing a Huddle Culture to Long-term Care ⓘ</p> <p>Long-Term Care Session Cassandra Mayville-Fortin - Kemptville District Hospital Sutherland</p>
11:45 am - 2:15 pm	<p>Trade Show Open & Lunch ⓘ</p> <p>Trade Show</p>
2:15 pm - 2:45 pm	<p>CONCURRENT SESSIONS 2:15 - 2:45</p> <hr/> <p>Imagining a New Health Human Resources Staffing Model for Seniors' Care ⓘ</p> <p>Long-Term Care Session Sheri Tomchick - Plan A Powered By StaffStat Mandy Gauthier - Plan A Powered By StaffStat Sutherland 4 & 5</p> <hr/> <p>Helping Family Councils Regroup & Refocus ⓘ</p> <p>Long-Term Care Session Cathleen Edwards - Family Councils Ontario Sutherland</p> <hr/> <p>Creating Connections to Improve Resident Satisfaction and Social Well-Being ⓘ</p> <p>Retirement Session Elizabeth Audette-Bourdeau - Welbi Technologies Ashley Sumler - Amica Senior Lifestyles Pinsent</p> <hr/> <p>Toss the Feedback Sandwich - Try Serving Something Else ⓘ</p> <p>Retirement Session Heather Maxwell - Maxwell Management Group Ltd. Cecile Raymond - Maxwell Management Group Berton</p>
2:15 pm - 3:15 pm	<p>CONCURRENT SESSIONS 2:15 - 3:15</p>

Dietitians and the Continuous Quality Improvement Team - Not Just Another Meeting ⓘ

Culinary & Nutrition Session Julie Urbshott - VIDA Dietetics Sarah Faulds - VIDA Dietetics
Amanda Rolph - VIDA Dietetics Waxman 1 & 2

Assessing Job-based Psychological Risks: An Innovative Tool for Leading Worker Well-being Practices in LTC and Retirement ⓘ

Long-Term Care & Retirement Joint Session Sherri Bastos - Public Services Health and Safety Association
Tegan Slot - Public Services Health and Safety Association Waxman 3 & 4

Resident Death Notice: Reporting Deaths to the Coroner ⓘ

Long-Term Care Session Dr. Roger Skinner - Office of the Chief Coroner for Ontario Leonard Cohen Ballroom

2:45 pm - 3:15 pm

CONCURRENT SESSIONS 2:45 - 3:15**Evolution of Diabetes Management in Long-Term Care: Connected Testing for Improved Resource Optimization ⓘ**

Long-Term Care Session Lisa Vaughan - Caressant Care Sutherland 4 & 5

Using Technology to Enhance Quality of Living, Engagement and Safety for Residents ⓘ

Retirement Session Michelle Nguyen - Gerry Connect by Toronto MicroElectronics Inc.
Candace Chartier - Safe Haven Inc. Sharon Yeo - Community Care City of Kawartha Lakes
Brittney Sharpe - OMNI Health Care Pinsent

How to Position the Senior Living Sector as an Exciting, Employment Option ⓘ

Retirement Session Arvind Bala - Sienna Senior Living Minal Kamath - Sienna Living Berton

Implementing Essential Care Partner Programs in Long-Term Care – Tools and Tips ⓘ

Long-Term Care Session Alison Kilbourn - The Ontario Caregivers Sutherland

3:15 pm - 3:30 pm

Coffee Break ⓘ

Trade Show

3:30 pm - 4:00 pm

CONCURRENT SESSIONS 3:30 - 4:00**Outdoor Spaces in a Healthcare Setting: User Experience and Implications for Design ⓘ**

Long-Term Care Session Lee Verweel - West Park Healthcare Centre Martha Harvey - West Park Healthcare Centre
Sutherland

An Interdisciplinary Approach to Palliative and End of Life Care in Long-Term Care ⓘ

Culinary & Nutrition Session Heather Toll - Regional Municipality of Durham
Stephanie Breurkes - Regional Municipality of Durham Waxman 1 & 2

Accelerate Team Onboarding and Student Success Through Virtual LTC and Retirement Training Experiences with LIPHA

Long-Term Care & Retirement Joint Session Rachel Walker - Ontario Baycrest CLRI Natalie Leventhal - CABHI
Raquel Meyer - CLRI Sutherland 4 & 5

Maximizing Organizational Learning - The Quality of Care Call ⓘ

Long-Term Care & Retirement Joint Session Kim Streitenberger - Extendicare Canada Berton

3:30 pm - 4:30 pm

CONCURRENT SESSIONS 3:30 - 4:30**Designing Meaningful Activities and Interactions to Promote Social Wellbeing: An Interactive and Design-Oriented Workshop**

Long-Term Care & Retirement Joint Session Mark Chignell - University of Toronto
Marc Kanik - Ambient Activity Technologies Andrea Wilkinson - BrainShape.ca Waxman 3 & 4

Combat Dementia Stigma & Ageism within Retirement Communities by Building Person-Centered and Inclusive Environments

Retirement Session Carolina Gonzaga - @Cubigo Inc., Moderator Nathan Castaneda - Sienna Senior Living
Kathy Hickman - Alzheimer Society of Ontario Christine Pellegrino - Schlegel-UW Research Institute for Aging
Rhonda Collins - Revera Canada Pinsent

MLTC Regulatory Compliance Update ⓘ

Long-Term Care Session Mike Moodie - Long Term Care Inspections Branch Leonard Cohen Ballroom

4:00 pm - 4:30 pm

CONCURRENT SESSIONS 4:00 - 4:30**Settle-In: Creating a Welcoming Move-In Experience in Long-Term Care ⓘ**

Long-Term Care Session Kelly Seow - Sienna Senior Living Lisa Kelly - Sienna Living
Jordana Black - Sienna Living Sutherland

Best Practices in Dining Technologies: A Panel Discussion ⓘ

Culinary & Nutrition Session Julie Cavaliere - MealSuite Julie Park - Sysco Canada
Lauren Emrich - Schlegel Villages Stacey Scaman - Seasons Care Dietitian Network Waxman 1 & 2

Breaking Silos: When Innovation and Quality Improvement Converge, Amazing Things can Happen in LTC and Retirement



Long-Term Care & Retirement Joint Session Grace Chung - Baycrest Health Sciences
 Cyrelle Muskat - Apotex, Jewish Home for the Aged Sutherland 4 & 5

Care for the Care Partner

Retirement Session Yuliya Goloida - Baycrest@Home Berton

4:30 pm - 5:30 pm

Trade Show Happy Hour

Trade Show

5:30 pm - 7:00 pm

Free Time

7:00 pm - 11:30 pm

Country Hoedown Dinner Party

Plaza ABC, Delta by Marriott

Wednesday, March 29, 2023

7:30 am - 2:30 pm

Registration Open

Mirvish Foyer

8:00 am - 8:45 am

Breakfast

Courtyard

8:45 am - 9:00 am

Opening Remarks

Donna Duncan - OLTC Cathy Hecimovich - ORCA Leonard Cohen Ballroom

9:00 am - 9:15 am

Remarks from the Minister for Seniors and Accessibility

Hon. Raymond Sung Joon Cho Leonard Cohen Ballroom

9:15 am - 10:15 am

Opening Keynote - Better Together in the Changing Workplace

Tina Varughese, Opening Keynote Speaker Leonard Cohen Ballroom

10:00 am - 1:30 pm

Trade Show Open

Trade Show

10:15 am - 10:30 am

Coffee Break ⓘ

Trade Show

10:30 am - 11:00 am

CONCURRENT SESSIONS 10:30 - 11:00

How to Create a Culinary Hospitality Experience within a Clinical Environment ⓘ

Culinary & Nutrition Session Dan Levitt - Marquise Hospitality Waxman 1 & 2

Prescribe Technology, Not Pills: Using Smart Technology to Augment Care For Dementia Guests Post Pandemic ⓘ

Long-Term Care & Retirement Joint Session Chad Holliday - Esprit AI Inc.
Frank Knoefel - Bruyère Research Institute Sutherland 4 & 5

Extendicare Uses MST to Reduce the Proportion of Residents Receiving Antipsychotics Without a Psychosis Diagnosis ⓘ

Long-Term Care Session Matthew Morgan - Extendicare Ahmed Vanker - Extendicare Sutherland

10:30 am - 11:30 am

CONCURRENT SESSIONS 10:30 - 11:30

Panel: Developing Quality Clinical Student Placement Programs in Long-term Care ⓘ

Long-Term Care Session Shilpi Majumder - Prep LTC Carolyn Triemstra - Prep LTC Meredith Kerr - Prep LTC
Stella Annan - Golden Years LTC Vickie Dupon - Golden Years LTC Sarah McGeown - Niagara College
Sean MacLure - Extendicare Leonard Cohen Ballroom

Dismantling Biases and Limiting Beliefs for Inclusion ⓘ

Long-Term Care & Retirement Joint Session Dinesh Ram - Family Councils Ontario Waxman 3 & 4

A Candid Conversation About Resident Engagement ⓘ

Retirement Session Emily Johnson - StrongerU Senior Fitness, Moderator Nathan Castaneda - Sienna Senior Living
Stephanie Sanborn - Seasons Retirement Communities Idanna Sortino - Amica Senior Lifestyles
Katlyne Elgie - Highview Residences Pinsent

Navigating RHRA Enforcement Powers and Their Focus on the Sector ⓘ

Retirement Session Lisa Corrente - Torkin Manes LLP David Golden - Torkin Manes LLP Berton

11:00 am - 11:30 am

CONCURRENT SESSIONS 11:00 - 11:30

Rethinking Food Service Production in the Healthcare Industry ⓘ

Culinary & Nutrition Session Daryl Neamtu - DN Hospitality Waxman 1 & 2

The 'Open Minds, Open Hearts' Project: A Pan-Canadian Initiative to Support Dementia-Inclusive Communities



Long-Term Care & Retirement Joint Session

Oliver Maynard-Langedijk - Conestoga College's Canadian Institute for Seniors Care Sutherland 4 & 5

Cultivating the Ultimate Team Member Experience

Long-Term Care Session Cheryl Janssen - Schlegel Villages Lisa Obermeyer - Schlegel Villages Sutherland

11:30 am - 12:45 pm

Trade Show Open & Lunch

Trade Show

12:45 pm - 1:15 pm

CONCURRENT SESSIONS 12:45 - 1:15

Team Effort - Upskill Your Way to Stronger, Happier Food and Nutrition Staff

Culinary & Nutrition Session Letitia Rowley - Gordon Food Service Waxman 1 & 2

Implementing Technologies in LTC and Senior Living

Long-Term Care & Retirement Joint Session Michael Chrostowski - AGE-WELL Sutherland 4 & 5

How to Increase Detection of Hypoglycemic Events 10-fold While Reducing Nursing Workload

Long-Term Care Session Denis O'Donnell - CareRx Sue Burns - CareRx Sutherland

12:45 pm - 1:45 pm

CONCURRENT SESSIONS 12:45 - 1:45

Fixing Long-Term Care Act, 2021: Phase Two of the New Regulations

Long-Term Care Session Lisa Corrente - Torkin Manes LLP Leonard Cohen Ballroom

Rewire Your Brain, Reignite Empathy and Rebuild Compassion - Discover the Missing Pieces

Long-Term Care & Retirement Joint Session Deborah Bakti - THINK Breakthrough Inc.
Edy Nathan - The Grief Academy Waxman 3 & 4

Improving Long-Term and Senior Care Community Design and Development in Canada

Retirement Session Nancy Wilson - Kasian Architecture Christine Craik - Kasian Architecture Pinsent

Cyber Awareness for Retirement Residence Staff: A Role-based Training Approach

Retirement Session Hesam Mahdavi - Zodiac Light Waves Inc. Scott Wright - Click Armor Berton

1:15 pm - 1:45 pm

CONCURRENT SESSIONS 1:15 - 1:45

Like, Share and Connect! Using Social Media to Amplify Culture Change ⓘ

Culinary & Nutrition Session Dominique Williams - Schlegel UW Research Institute for Aging Waxman 1 & 2

Resident Support Attendant Certificate Program: An Interactive Training Program to Foster New Team Members ⓘ

Long-Term Care & Retirement Joint Session April Coulter - AON Inc. Kristin Venzke - AON Inc. Sutherland 4 & 5

1:45 pm - 2:00 pm

Coffee Break ⓘ

2:00 pm - 2:30 pm

CONCURRENT SESSIONS 2:00 - 2:30

TWC National Standards Roundup 2023 - CanAge Update ⓘ

Long-Term Care Session Laura Tamblyn Watts - CanAge Leonard Cohen Ballroom

Social Connection in Long Term Care Home Residents (SONNET Study): Developing a New Approach to Measurement ⓘ

Long-Term Care & Retirement Joint Session Jennifer Bethell - KITE Research Institute, Toronto Rehabilitation Institute
Neha Dewan - Toronto Rehabilitation Institute Madalena Liougas - University of Toronto Sutherland 4 & 5

Reviews, Referrals, and Results - Sales Strategies for Occupancy Recovery (in Senior Living) ⓘ

Retirement Session Amanda Richards - Chartwell Retirement Residences Pinsent

Selecting Dementia Friendly Finishes ⓘ

Retirement Session Susan Drew - Evidence Based Design Accreditation and Certification Berton

2:30 pm - 2:45 pm

Closing Remarks ⓘ

Donna Duncan - OLTCA Cathy Hecimovich - ORCA Leonard Cohen Ballroom