Knowledge Mobilization Symposium Report

Research, Innovation and Best Practices in Person-Centred Care for Older Adults with Dementia in British Columbia and Hong Kong: Challenges and Opportunities

May 6 & 7, 2019
Segal Centre, Simon Fraser University, Vancouver Campus
515 West Hastings Street, Vancouver BC, Canada

Co-Sponsors and Organizers:

Department of Gerontology, Simon Fraser University
Department of Applied Social Sciences, The Hong Kong Polytechnic University
VP Research and International Office, Simon Fraser University
David Lam Centre for International Communication, Simon Fraser University
Canada and Hong Kong are both home to rapidly aging populations. In Hong Kong, the percentage of citizens aged 65 or older increased from 12% of the population in 2006 to a new high of 16% in 2016. Currently, older people are 16.9% of Canada’s population and are expected to rise to between 23% and 25% by 2013. These demographic changes present challenges for the planning and delivery of adequate and appropriate levels of care and services for older adults. In Canada, dementia is one of the most common health conditions, with three in five residents in care homes having the diagnosis in their health record. Older people represent near half of emergency hospital visits, and many patients in acute care beds have dementia. Person-centred care has been recognized as best practice model, but challenges remain in the development of a person-centred care culture.

The Department of Gerontology at Simon Fraser University and the Department of Applied Social Sciences at the Hong Kong Polytechnic University (PolyU) successfully collaborated on the Knowledge-sharing Symposium on Person-Centred Care for Older Adults with Dementia on May 6 and 7 at SFU Harbour Centre. It brought over 100 attendees of stakeholders in policy, practice and academia from two countries to showcase best practices and innovations in person-centred care (PCC) for older adults with dementia. Speakers of government representatives, healthcare organizational leaders and frontline practitioners, as well as researchers from B.C. and Hong Kong, SFU, PolyU, and UBC shared their research projects, improvement work and lessons learned. This symposium made an important step to begin to celebrate research, illuminate key issues, and find solutions to innovate dementia care in both residential and acute care settings.
The event was opened by a keynote panel to discuss policy issues by Isobel Mackenzie (BC Senior Advocate) and Dr. Lam Ching Choi (Hong Kong Elderly Commissioner). Jo-Ann G. Tait (Regional Director in Vancouver Coastal Health) and Dr. Jennifer Baumbusch (Associate Professor, UBC Nursing) took a critical look at the latest research, practices, and organizational policies in opportunities and challenges of dementia care development in BC. Local clinical leaders in VCH, Fraser Health, Island Health showcased their best practice champion projects. Healthcare leaders in Hong Kong, including Phyllis Chau (Acting Director, Hong Kong Society for Rehabilitation) and Elsa Lee (Service Director, Sheng Kung Hui Welfare Council) gave presentations of innovative approaches in engaging local communities to develop dementia care.

SFU faculties and researchers demonstrated their current research. For example, Dr. Angelica Lim, (Head of the Rosie lab, Assistant Professor Computing Science) spoke about possible contribution of robotics in aging societies and dementia care. Dr. Lillian Hung showed how a robotic pet and a telepresence robot may support dementia care in Vancouver General Hospital. PolyU faculties, such as Dr. Elsie Yan (Assistant Professor PolyU) presented her work on elder abuse. Dr. Ada Fung (Assistant Professor PolyU) discussed her research in cognitive rehabilitation.

On day two, the keynote panel composed of patient and family partners, Jim Mann, Mario Gregorio, Christine Wallsworth and Neil Horne voiced their perspective of key issues and priority strategies to move and integrate Person-Centred Care into practice.
A hundred attendees were engaged in the World Café Discussion to share ideas of key strategies in the development of a Person-Centred Care culture in dementia care. The common themes in the discussion are:

The most important issues in current dementia care:
- Inadequate staff and community education
- Staff recruitment and ratio
- Language and stigma

Priority actions:
- Staff and community education
- Leadership strategies in recruitment and empowerment of the frontline
- Increase awareness by showing more positive stories to change attitude and culture
The symposium provided an excellent platform for cross-national and cross-cultural exchange and learning. Researchers of SFU and PolyU had the opportunity to discuss collaboration for research. Dr. Habib Chaudhury and Dr. Elsie Yan will work together in a new project to investigate environmental impact on resident to resident violence, an important topic in care homes of both countries. Dr. Daniel Lai and Dr. Lillian Hung discussed opportunities to connect networks of SFU and PolyU in aging and technology research.

In the event evaluation, a hundred percent of attendees rated the overall program content helpful to very helpful. Many participants wrote they felt inspired and found ideas shared in the event were practical and feasible. One participant commented, “I am motivated to think about how I can take steps to implement changes within my institution.” Some participants suggested that the event should be repeated in a year. Many voiced the need to engage older people and communities to research and practice development. Funding and resources were viewed as key barriers. Attendees also mentioned they want to have more networking opportunities and hear more involvement of policy makers although they appreciate the variety of speakers in this event.
KNOWLEDGE MOBILIZATION SYMPOSIUM

PERSON-CENTRED CARE FOR OLDER ADULTS WITH DEMENTIA IN BC AND HONG KONG

MAY 6–7, 2019

Segal Centre, Simon Fraser University

Department of Gerontology, SFU

Department of Applied Social Sciences, PolyU

David Lam Centre for International Communication, SFU

Office of the Vice President, Research, SFU
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<td>8:30–8:45</td>
<td>Welcome and Introduction</td>
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<td>Habib Chaudhury</td>
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<td>8:45–9:30</td>
<td>Day One Open Keynote Panel</td>
<td>Policy Issues of Person-Centred Dementia Care: Opportunities and</td>
<td>Isobel Mackenzie</td>
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<td>Strategies</td>
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<td>9:30–10:30</td>
<td>Panel One</td>
<td>Culture Change in Residential Care</td>
<td>Jo-Ann G. Tait</td>
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<td>Jennifer Baumbusch</td>
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<td>10:45–12:00</td>
<td>Panel Two</td>
<td>Dementia Care: Reality, Challenges and Opportunities in Hong Kong</td>
<td>Phyllis Chau</td>
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<td>13:15–14:15</td>
<td>Panel Three</td>
<td>Best Practice: Gentle Persuasive Approaches &amp; P.I.E.C.E.S. —</td>
<td>Jas Gill</td>
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<td>Canadian Exemplars</td>
<td>Lillian Hung</td>
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<td>14:15–15:30</td>
<td>Panel Four</td>
<td>Research for Dementia Care Practice: Challenges &amp; Opportunities: Part 1</td>
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<td>Panel Five</td>
<td>Champion Projects: Part 1</td>
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| 8:30–9:30  | Panel Six      | Research for Dementia Care Practice: Challenges & Opportunities: Part 2 |Daniel W. L. Lai  
                          |            |                                                 | Elsie Yan 
                          |            |                                                 | Ada Fung |
| 9:30–10:30 | Keynote Panel  | Patient, Resident, and Family Perspective       |Jim Mann  
                          |            |                                                 | Mario Gregorio 
                          |            |                                                 | Christine Wallsworth 
                          |            |                                                 | Neil Horne 
                          |            |                                                 | Maria Howard |
| 10:30–10:45| Health Break   |                                                 |                                                 |
| 10:45–11:30| Panel Seven    | Champion Projects: Part 2                       |Aly Devji  
                          |            |                                                 | Louise Brown |
| 11:30–12:15| World Café Discussions |                                               |                                                 |
| 12:15–12:45| Presentation of Discussion Highlights          |                                                 |                                                 |
| 12:45–13:00| Closing Remarks|                                                 |Habib Chaudhury  
                          |            |                                                 | Daniel W. L. Lai |

**Event Information**

**WIFI**

1) Connect to SFUNET Wireless Network
2) Open ANY web page
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Your Computing ID: lw5160
Your Password: 6X2shJe4

**SOCIAL MEDIA**

Follow @sfugero on Twitter for live updates from the symposium.
Use the hashtag #pccsymposium
Speakers (in order of appearance)

HABIB CHAUDHURY  
Chair/Professor of Gerontology, SFU  
Dr. Chaudhury is the Chair and Professor in the Department of Gerontology, has extensive research experience in the field of Environmental Gerontology. He has conducted research and consulting work in physical environment for people with dementia in long-term care facilities, memories of home and personhood in dementia, community planning and urban design for active aging, and design in acute care settings. Dr. Chaudhury conducts research consulting with various national and international organizations in the areas of planning and design of seniors housing and long-term care facilities. He is also affiliated with the Centre for Research on Personhood in Dementia at the University of British Columbia, Vancouver and Alzheimer Catalonia, Barcelona, Spain.

DANIEL LAI  
Head of Department of Applied Social Sciences, PolyU  
Dr. Lai is an internationally renowned scholar in the field of social work and gerontology, health and aging, culture and immigration, and outcome evaluation. A prolific scholar with an impressive publication record, he has obtained numerous competitive research grants. He previously acted as the social policy and practice section editor for the Canadian Journal on Aging and is currently on the editorial board of Research on Aging. In recognition of his academic contributions, Professor Lai was named Alberta Heritage Health Scholar for 2003–2009 and Killam Annual Professor for 2014–2015. Professor Lai served as board member for many major non-profit community agencies and professional organizations at the local, national, and international level, including the United Way of Calgary and the Area, Alzheimer Society of Calgary, Calgary Family Services, Canadian Mental Health Association, American Society on Aging, and Canadian Association of Gerontology.

ISOBEL MACKENZIE  
Seniors Advocate, British Columbia  
Isobel has over 20 years’ experience working with seniors in home care, licensed care, community services, and volunteer services. She led B.C.’s largest not-for-profit agency, serving over 6000 seniors annually, where she led the pioneering of a new model of dementia care that has become a national best practice. She also led the first safety accreditation for homecare workers, among many other accomplishments. Isobel has been widely recognized for her work and was named B.C. CEO of the Year for the Not-for-Profit Sector and nominated as a Provincial Health Care Hero. Prior to her appointment as the Seniors Advocate, Isobel served on a number of national and provincial boards and commissions including the B.C. Medical Services Commission, the Canadian Homecare Association, B.C. Care Providers, B.C. Care Aide and Community Health Worker Registry, and the Capital Regional District Housing Corporation. Isobel received both her undergraduate and graduate degrees from the University of Victoria and has a Certificate in Health Care Leadership from the University of Toronto. Isobel lives in Victoria.

LAM CHING CHOI  
Chairman, Elderly Commission in Hong Kong  
Dr. Lam is the chief executive officer of Haven of Hope Christian Service. Under his leadership, Haven of Hope Christian Service is one of the pioneers in the provision of holistic care for the elderly in Hong Kong. He is a non-official member of the Executive Council of the Government of the Hong Kong Special Administrative Region. He is also the chairman of the Elderly Commission and he heads the Elderly Commission Working Group on Ageing in Place and advises the government on related policies. He is also the chairman of the Community Investment and Inclusion Fund Committee. Dr. Lam was awarded Ageing Asia’s Global Ageing Influencer Award in 2018 for his devotion to public service and his influence on policymaking for the global ageing trend.

JO-ANN TAIT  
Corporate Director of Seniors Care and Palliative Services, Providence Health Care/Regional Program Director of Residential Care, Assisted Living, and Supportive Housing, Vancouver Coastal Health  
Jo-Ann is the Corporate Director for the Seniors Care and Palliative Services at Providence Health Care. In addition, she is the Regional Program Director for Vancouver Coastal Health, serving Residential Care, Assisted Living and Supported Housing. She has held extensive leadership positions working in seniors care across a diverse population in acute care, tertiary mental health, rehab, palliative care, and long term care and assisted living. Jo-Ann is an adjunct professor at UBC in the School of Nursing and is the President for the Catholic Health
Association of BC. She is a strong visionary in leading system changes in healthcare and passionate about organizational changes through engaging the people we serve, their families and the staff and physicians to create a better health care system supporting vulnerable populations. She is the co-creator of an exciting movement called “Residential Care for Me” using a human-centred design thinking process to revolutionize supporting seniors requiring care and support in our communities including the “Megamorphosis” approach in culture transformation. She has travelled through many parts of the world exploring models of care for seniors which has informed the transformational work Providence Health Care is leading.

**JENNIFER BAUMBUSCH**  
*Associate Professor of Nursing, UBC*

Dr. Baumbusch is an associate professor of nursing at UBC. She is the program director of Master of Health Leadership and Policy in Senior Care. Her program of research focuses on health care delivery and nursing practice with older adults, with a particular emphasis on long-term residential care, family contributions to care delivery, well-being among individuals with intellectual disabilities and their families, and knowledge translation. She has methodological expertise in critical ethnography and practice-close research. She is committed to community-based research principles through active engagement of individuals, clinicians, service providers and organizations throughout the research process.

**PHYLLIS CHAU**  
*Acting Director, Hong Kong Society for Rehabilitation*

Phyllis Chau is acting director (service developments) of the Hong Kong Society for Rehabilitation (HKSR). She currently supervises the Hong Kong Jockey Club Shenzhen Society for Rehabilitation Shenzhen Yee Hong Height in Mainland China, Tsang Shiu Tim Home for the Elderly, and Lee Quo Wei Day Rehabilitation and Care Centre in Hong Kong. Recently, she is preparing the establishment of an innovative project called the Personalized, Holistic, and Integrative Rehabilitative Care Project funded by Hong Kong Jockey Club. Phyllis is also a member of the Specialized Committee on Elderly Service of the Hong Kong Council of Social Service, a member of the Assessment Committee of Elderly Care Services Recognition of Prior Learning Scheme of Hong Kong Association of Gerontology and a founding member of the Center for Cognitive-Behavioral Therapy Education & Training for Chinese People. She is supervising the Pilot Residential Care Services Scheme in Guangdong of Hong Kong Social Welfare Department which aims to promote cross-border elderly care between Hong Kong and Mainland China.

**ELSA LEE**  
*Service Director, Sheng Kung Hui Welfare Council*

Dr. Elsa Lee Sau-Ha is service director in the Council, where she supervises training, research, and services for the seniors. She organizes training and provides consultancy services on quality management, service design for dementia care, hospice care, and Brain Gym® in Hong Kong and Mainland China. Her research interests are service management, evidence-based therapeutic intervention, and Brain Gym. She is the author or editor of more than 10 publications and training kits.

**HELEN FONG**  
*Superintendent, Tung Wah Group of Hospitals*

Helen received her master’s degree in social work from the University of Texas, Arlington. In 1993, she was appointed the managing superintendent of Tung Wah Group of Hospitals, where she still serves today. Helen founded the Art in Home program. The program aims to bring joy, self-fulfilment, and quality of life to the elderly through arts and crafts, especially to those suffering from dementia and memory loss. She is author of the book “Watercolour Paintings of Life” featuring 74 artworks by the elderly she coached. In recent years, Helen has been speaking at various local universities, sharing her vision and philosophy in social work and art. In 2018, Helen received the prestigious Outstanding Social Worker Award from the Hong Kong Social Workers Association in recognition of her effort in the Art in Home program and contribution to the elderly community at large.

**SO WING YI**  
*Art Development Officer, TWGHs Jockey Club Sunshine Complex for the Elderly*

So Wing Yi received her Master of Arts degree in Fine arts from The Chinese University of Hong Kong in 2017 and Bachelor degree in Visual Studies from Lingnan University in 2014. Ms. So is working as an Art Development Officer at TWGHs Jockey Club Sunshine Complex. “Arts-in-Home” is the direction which she is striving towards with the welfare teammates. She brought out the concept of “Artitude” with full of ambi-
tious. She believes the seniors have the right and abilities to explore the art world through different platforms with enjoyment and enrichment. She is keen on participating in mixed media creation. Soyi has been involved in different art administrative works, such as “Art Next Expo 2017” “New Art Wave Expo 2015” “Fotanian Open Studio 2014”, “Hong Kong Visual Arts Society 40th Anniversary Exhibition” and so on. Also, She had an solo-room exhibition in late of 2016 : “Garden of the Artisans Festival 2016” (Youth Square, Chai Wan). Moreover, she has participated in many student art exhibitions: “at_”(The Chinese University of Hong Kong, 2017), “LEFT” (Lingnan University, 2014), “HUMA-NATURE” (Yuen Long Joint Publishing Bookstore, 2014), “Intertextuality” (Lingnan University, 2013) and so on. Her works also included in a book “Postcards between Friends” (2015) by Professor Carol Archer.

JAS GILL
Dementia Care Lead in Long-Term Care, Vancouver Coastal Health

Jas is a gerontological R.N. who has worked for over 30 years in roles such as home support worker, staff nurse, resident care coordinator, RAI lead, educator and her current position as the lead for dementia care practices. In 2010, she received her Canadian Nurse Continence Advisor certificate from McMaster University. In 2017, she graduated from UBC with a Master of Science Degree in Nursing with her thesis focusing on the voices and personal experiences of older adults with urinary incontinence. She learned an incredible amount from hearing stories from older adults and the importance of giving them a chance to speak on their own behalf. She is a true believer in building relationships with people, being curious, knowing their story and focusing on the person. For the past five years, she has led a fabulous team of three RCAs and one nurse who focus on applying the best dementia care practices and approaches through Gentle Persuasive Approach, P.I.E.C.E.S, role modeling, and coaching.

LILLIAN HUNG
Clinic Scientist, Vancouver Coastal Health Research Institute

Dr. Lillian Hung is clinical nurse specialist at the Vancouver General Hospital and clinician scientist at Vancouver Coastal Health Research Institute. Lillian’s research mainly focuses on examining how technology and environment impact the care experiences of persons with dementia. Her research is practice-based and patient-oriented. She uses participatory approaches to engage clinicians, patient and family partners, as well as organizational leaders to co-produce solutions for change.

ANGELICA LIM
Assistant Professor of Professional Practice in Computing Science, SFU

Dr. Angelica Lim is an assistant professor of professional practice in computing science at SFU. She is the head of the Rosie lab, which build robots that are useful, friendly, and fun. Angelica believes that robots can help us automate simple, repetitive tasks while bringing joy to our lives. Dr. Lim completed her PhD and MSc in computer science at Kyoto University, Japan, specializing in AI applied to Robotics, and a BSc in Computing Science (specializing in artificial intelligence) from Simon Fraser University in Canada.

DAWN MACKEY
Associate Professor of Biomedical Physiology and Kinesiology, SFU

Dr. Dawn Mackey is an associate professor in the department of biomedical physiology and kinesiology at SFU. She leads the Aging and Population Health Lab, and is committed to conducting clinical research on mobility and aging to ensure healthy aging for all Canadians and the sustainability of the nation’s health care costs. Her research generates new insights about the cause, prevention, and management of age-related mobility limitations. Research in the Aging and Population Health Lab incorporates methods and techniques from epidemiology, biostatistics, and knowledge translation. These include clinical trials, feasibility and proof-of-concept studies, longitudinal cohort studies, causal inference, laboratory experiments, qualitative inquiries, knowledge synthesis, meta-analysis, and formative evaluation.

HEATHER COOKE
Post-Doctoral Fellow, UBC

Dr. Heather Cooke has more than 20 years’ experience working in dementia care, in both a front-line and research capacity. She is passionate about improving residents’ quality of life and staff members’ quality of work life, which she views as interconnected. Heather holds a PhD in Interdisciplinary Studies and is a Michael Smith Foundation for Health Research Trainee and Alzheimer Society of Canada Postdoctoral Fellow at the UBC.
School of Nursing. Her current research focuses on the workplace relationships of front-line care staff, including workplace incivility and bullying, which is supported by an Innovation at Work grant from WorkSafeBC.

**COLLEEN BUTCHER**

*Clinical Nurse Specialist — Seniors, Island Health Authority*

Mrs. Colleen Butcher is a Registered Nurse who has supported older adults for over 18 years of her 37 years’ experience in health care. She completed her nursing education at Ryerson Polytechnical Institute, holds a BScN from the University of Victoria and received a Master of Business Administration from Simon Fraser University. Additionally, she is a Certified Health Executive with the Canadian College of Health Leaders. Colleen has experience as a staff nurse and in supervisory roles in various acute care departments including surgery, medicine, ICU and emergency as well as supervisory roles in community and tertiary care settings for seniors. She is currently a Clinical Nurse Specialist - Seniors for Island Health and her areas of interest are: dementia friendly hospitals, elder friendly principles, lean design processes, and leadership competencies.

**ANITA WAHL**

*Clinical Nurse Specialist, Fraser Health*

Anita is clinical nurse specialist at Fraser Health Residential Care and Assisted Living. Anita has 29 years’ working experience in clinical leadership serving the older adult population. Anita is passionate about the care of older adults with mental illness and dementia. She helps support residents and families, systems design and evaluation, and care provider’s clinical capacity.

**SINDER KAUR**

*Director of Health Services, S.U.C.C.E.S.S.*

Sinder Kaur is the Executive Director of Health Services at S.U.C.C.E.S.S. Multi Level Care Society that provides a continuum of excellent, culturally appropriate care services to seniors with different needs. In her 17 years with the organization, she has worked in different leadership roles with the passion to help seniors age in place.

**AMY PANG**

*Manager of Jackson Lam Adult Day Program, S.U.C.C.E.S.S.*

Amy Pang is the manager of the Jackson Lam Adult Day Program at S.U.C.C.E.S.S. Multi-Level Care Society. Amy studied nursing at the University of British Columbia and later obtained a Master of Science in Health Service Management at PolyU. Her nursing career involves working in both the public and private health care sector in Vancouver and Hong Kong. Her Adult Day Program opened in June 2017 with the mission to provide quality day health services to seniors through integrated programs and services. The Day Program is situated in the main level of the Austin Harris Residence in Richmond.

**ELSIE YAN**

*Associate Professor of Applied Social Sciences, PolyU*

Dr. Elsie Yan is an associate professor in the Department of Applied Social Sciences at PolyU. Her research interests include elder abuse, elder sexuality, and dementia care. Her work on elder abuse has been widely recognized in the international research community. She has been invited to present her work on elder abuse at the workshop on Elder Abuse and Its Prevention, organized by the Institute of Medicine in Washington, D.C. She was also a member of the Expert Group Meeting on Neglect, Abuse, and Violence against Older Women at the United Nations New York Headquarters. She was awarded the GSA fellowship in 2016.

**ADA FUNG**

*Assistant Professor of Applied Social Sciences, PolyU*

Dr. Ada Fung is an assistant professor of Applied Social Sciences at PolyU. Her research interests focus on early detection and intervention for neurocognitive disorders. She is committed to identifying modifiable factors that enhance cognitive health in old age. She has rich knowledge and experience in older adult mental health.

**JIM MANN**

*Dementia Advocate/Patient Partner*

Jim is a businessman, a volunteer, and an advocate. He established his management consulting company, Capital Business Strategies Ltd. in February 1994 following a 25-year career with Canadian Airlines/CP Air. In February 2007 at the age of 58, Jim was diagnosed with Early Onset Alzheimer’s and is now a strong Alzheimer’s Advocate. The recipient of numerous awards, including the Queen Elizabeth II Diamond Jubilee Medal for volunteer service to the community, Jim now volunteers his time to ‘advocate to educate,’ addressing such issues as living well with dementia, awareness, stigma, stereotypes, and health care worker education.
MARIO GREGORIO  
**Dementia Advocate/Patient Partner**  
Mario was diagnosed with vascular dementia almost ten years ago. He is very active in initiatives like the Dementia Friendly Community Action Plan and is also an advocate to create AWE: Awareness, Wiping out Stigma and Education. He is one of the eight members of the Advisory Board for Alzheimer Society selected across Canada who helped create the Charter of Rights for People With Dementia.

CHRISTINE WALLSWORTH  
**Family Partner, Community Engagement Advisory Network/Member, Patient Voices Network**  
Christine is a member of the Patient Voices Network and the Community Engagement Advisory Network (CEAN). In 2013, she joined the PHC Care Experience Strategic Direction Committee as a founding member and also served as an adjudicator on their yearly Practice-Based Research Challenge. As her late husband had, over the last 21 years of his life, had considerable interaction with the various health-related professionals and agencies, she took on the advocate role on his behalf as his cognitive abilities deteriorated through dementia. She found that she is passionate about patients having their voice heard as well as being able to affect change within the health care system. She has also sat on numerous committees including the Medical Assistance in Dying Working Group, as well as the UBC/VCH Integrating Primary Care: Continuing Professional Development. She is also currently on the VCH Dementia Care Strategy Committee and recently co-authored a paper: “What constitutes meaningful engagement for patients and families as partners on research teams?”

NEIL HORNE  
**Family Partner, Community Engagement Advisory Network**  
Neil Horne and his wife were both in education in Vancouver until they retired in 1998. Neil was a secondary teacher, school administrator, and district administrator and she was a secondary teacher and district coordinator. In retirement they spent their summers in the South Cariboo and their winters in Vancouver and travelling. In 2012 it became obvious that she was in the early stages of dementia, and so, he assumed the role of care giver. She was diagnosed with Alzheimer’s in 2015 and went into long-term residential care the following year. He continues to support her in care and provide advocacy as needed. Neil has attempted during the past 6 years to become knowledgeable about Alzheimer’s and has been active most recently as a member of CEAN with VCH and is currently a board member for St. Jude’s Anglican Home.

MARIA HOWARD  
**Chief Executive Officer, Alzheimer Society of B.C.**  
Chief Executive Officer of the Alzheimer Society of B.C., Maria Howard is a strategic thinker with both provincial and national governance experience as well as decades of leadership in the health-care sector. She believes the role of a charity is to understand and identify changing social and community needs and to lead collective action. This perspective, along with her strong community focus and her personal connection to dementia, underlies the Society’s work to build a dementia-friendly province where people affected by dementia are acknowledged, supported and included. Maria holds an MBA in Leadership from the University of Athabasca and an M.Ed in Rehabilitation from the University of Washington. In 2018, Maria was elected treasurer for the B.C. Lower Mainland Executive for the Canadian College of Health Leaders.

ALY DEVJI  
**Director of Stakeholder Relations and Business Development, Good Samaritan Society**  
Aly Devji is the Director of Stakeholder Relations and Business Development for Good Samaritan Society. He is also the President of the BC Care Providers Board of Directors. Formerly, Aly was the Director of HR/Operations for the Delta View Campus of Care. Founded in 1976 by the Devji family, the organization had grown from its humble beginnings as the 48 bed Ladner Private Hospital to what is now known as the 296 bed Good Samaritan Delta View Care Centre. Aly studied Business Administration and Health Care Management while also earning his CPHR designation. Over the years, he has received several awards and commendations, including recognition by Accreditation Canada for his thoughts and ideas, to improve the quality of healthcare. As part of his BC Care Provider Association Board and Executive duties, he has worked with a number of respected leaders within the industry. In years past, he was the Chair of the BC Care Provider Association Governance Committee, Emerging Issues and Policy Committee as well as the Conference Committee. He is most proud of the work being done by the Association on establishing quality framework with a person centred care focus.
LOUISE BROWN
Manager, Czorny Alzheimer Center
Louise Brown has the privilege of being the manager of Czorny Alzheimer Center which cares for people with dementia in a unique setting. Louise trained as a Registered Nurse in the UK before coming to Canada where she gained a Bachelor of Science in nursing at the University of British Columbia and a degree in Health Studies from Athabasca University. Louise has a passion for working with this group of people and leading a team to provide a creative and person-centred approach to care and partnering with families.