

2008 Annual Convention

Catholic Health Association of Canada



ASSOCIATION CATHOLIQUE
CANADIENNE DE LA SANTÉ
www.chac.ca / www.accs.ca
CATHOLIC HEALTH
ASSOCIATION OF CANADA

Organized in collaboration with the
Centre de pastorale de la santé et des services sociaux
and Carrefour Humanisation-Santé

May 2-4, 2008
Delta Quebec Hotel, Quebec City



400 Years: Full of Spirit, Full of Life
A story of generosity and faith
Always engaged, Always passionate

Final Program

The Catholic Health Association of Canada (CHAC) is grateful to the many generous supporters, volunteers and professionals who have made this convention possible. We thank Catholic health care organizations, hospitals and homes, religious congregations, the private sector and the many others who have contributed financially and provided services, materials or planning skills to ensure the success of this event.

Convention Local Committee

Centre de pastorale de la santé et des services sociaux (CPSSS) Bruno Bélanger • Mario Bélanger • Chantal Bergeron • Michel Delorme • Alain Dompierre • Charles Dumas • Pierre Lepage • Yves Rochette • Jacques Vézina

Liturgy Committee

Chantal Bergeron • Michel Delorme • Alain Dompierre • Jacques Vézina

Orientation Committee

Bruno Bélanger • Chantal Bergeron • Michel Delorme • Odette Désilets • Pierre Gagnon • Gerard Lewis • Marc Pelchat • Paul-Henri Plamondon • Robert St-Pierre • Jacques Sévigny • Jacques Vézina

Graphic Design

Pierre Lepage, CPSSS

Convention program is sponsored by
The Catholic Archdiocese of Edmonton





On behalf of our Board of Directors, it is my pleasure to welcome you to the 2008 Annual Convention of the Catholic Health Association of Canada (CHAC). This year's event organised in collaboration with the Centre de pastorale de la santé et des services sociaux and Carrefour Humanisation-Santé – with its theme 400 Years: Full of Spirit! Full of Life! A story of generosity and faith – Always engaged; Always passionate – promises to be an exciting confluence of celebration, contemplation, debate, discourse and valued engagement.

The impressive line up of speakers, presenters and workshops testifies to the passionate personalities, visionary individuals, and committed organizations that represent the strong presence of Catholic health care woven into our social fabric.

We are well into the new century and the speed of change – in technology, in politics, in world affairs, and, indeed, in all aspects of human interaction and activity – can be breathtakingly exciting and disarmingly challenging. Yet, at the core of it all, we are aware of a commonality of being and spirit that binds us together over the boundaries of geography, the winds of change, or the trajectories of time. The commonality begins with the individual soul and finds voice through our individual passions, values, faith and actions. It authenticates us, transforms us, and binds us to work together toward a higher purpose. It is what drove the Catholic congregations 400 years ago in Quebec, and it is what drives us and our religious communities today to provide health care, help the voiceless, and fight for the integrity of life and human justice.

This year's convention will rediscover our past, providing historical perspective and important lessons from the courageous and pioneering work of the founding sisters of Catholic health care in Canada. We will examine the continuing relevance of Catholic health care today, the challenges we face and the strategies that can inform, sustain and enhance our mission. We will also look to the future and how we can maintain our identity and unique culture, while continuing to lead through innovation, quality of care and excellence.

I want to thank the organizing committee, Mr. Jacques Vézina, convention Chair 2008, and his team of the Centre pastorale de la santé et des services sociaux, Carrefour Humanisation-Santé, volunteers and the CHAC staff who dedicated a tremendous amount of time to ensure our gathering this year excites the mind, lifts the spirit, charges our imagination and provides lasting memories. As well, thank you, the delegates, for your contribution towards ensuring the convention success.

Dianne Doyle

Chair, Catholic Health Association of Canada

Convention Facilitator Sister Jacqueline St-Yves



Sister Jacqueline St-Yves has been a member of the Sisters of Charity of Montreal “Grey Nuns” since 1967. She has a Masters degree in Health Administration from the University of Ottawa, a bachelor degree in Education from the University of Alberta and a Bachelor of Arts from the University of Manitoba. Sister St-Yves also studied in sacred scripture and spiritual theology in Rome. A former board member of the Catholic Health Association of Canada, Sister St-Yves has held many positions in Canada to continue the work of the Grey Nuns. In 2006, she was elected as Congregational Leader. In addition, in 2007, she became the delegate for the francophone Constellation of the Canadian Superior Generals for the International Union of Superior Generals (UISG).

Convention theme

The contributions of religious communities and the meaning they associated with their work and presence are integral to the history of health care in Canada. Through their involvement and vision, the care delivered was imbued with strong evangelical values. The act of founding of our health care was thus intimately associated with Christian and more specifically Catholic spirituality.

Today, Catholic lay people, PJP sponsor corporations, as well as many other Catholic health care organizations in Canada, inspired by this rich history, continue the ministry of healing in new and innovative ways.

Yet, over the past approximately 50 years, profound change has taken place. Society has become more secularized and the spiritual dimension has become in some instances a more individual reality. In some cases, the role of faith and spirituality within secular-governed institutions delivering health care has significantly declined.

We believe that our religious history, in its richest and most meaningful aspect, can inspire higher quality interventions today. We also believe that the spiritual dimension should be taken into greater account, and that experiments aimed at integrating spirituality into the clinical field should be more broadly encouraged.

In Canada, the added value of a faith-based/spiritual dimension in health care has been our approach since 1639 and continues into the future.

Delegates Information

Registration

Registration will take place in the Foyer (First Floor) of the Delta Quebec Hotel:

Thursday, May 1: 15:00 – 21:00

Friday, May 2: 08:00 – 16:00

Saturday, May 3: 08:00 – 16:00

Sunday, May 4: 08:00 – 11:00

Where do I go?

Please refer to the detailed program and the large schedule of events displayed on the wall near the registration desk which indicates times and locations of various events. Please refer to the Delta Quebec hotel and the Québec City Convention Centre floor plans enclosed in your delegate kit for directions to specific rooms.

Please note that all events being held on Friday, May 2 will take place at the Québec City Convention Centre located next to the Delta hotel.

CHAC Annual Assembly

CHAC's Annual Assembly will be held on Friday, May 2, from 10:00 to 12:00 in Room 2000B of the Québec City Convention Centre. All CHAC members are invited to attend. CHAC delegate proxy forms must be handed in at the convention registration desk upon registration. Please pick up your ballot(s) at the registration desk.

Opening Reception

This reception will take place on Friday, May 2 from 17:15 to 18:30 in room 2000C of the Québec City Convention Centre. Use this opportunity to meet with the CHAC board and other delegates.

Annual Banquet – Saturday, May 3

Tickets

Banquet tickets are distributed when you register. If you do not have the correct number of tickets, please inform staff at the registration desk. Please ensure that you bring your tickets with you to the banquet which will be held at the Musée de la Civilisation – Musée de l'Amérique Française located at 16, rue de la Barricade. Do not forget to reserve your table in advance at the registration desk. Transportation will be provided to delegates. Buses will start departing from the Delta at 17:15.

CHAC Performance Citation Award

The Award presentation will be held during the banquet. At this time you will learn the identity of this year's recipient of the Performance Citation Award, the highest distinction in Catholic health care in Canada. A list of previous recipients can be seen on the CHAC website at: www.chac.ca/convention/citation/past_recipient.htm

Liturgy Program

Please bring your Liturgy Booklet for the Opening Ceremonies on Friday and to the Saint-Jean-Baptiste Church on Sunday for the celebration of the Eucharist. The Missioning ceremony for the CHAC board members will take place during the Sunday Eucharist. Saint-Jean-Baptiste Church is located at: 410, Saint-Jean Street. It is a 5-10 minute walk. Transportation will be provided. Please be on time to catch the bus which will leave the hotel at 09:00.

Messages

The convention registration desk is providing a message service for delegates. To leave messages please call the hotel at 1-418-647-1717.

Interpretation

Both English and French are being used throughout the convention. The receivers for simultaneous interpretation are available at the registration desk. Please sign the envelope enclosed in your kit and insert an I.D. card.

Satellite Bookstore and Displays

Mediapaul, our satellite Bookstore, is located in Buade Room on the first floor of the hotel. The bookstore will offer publications and books on topics such as ethics, spirituality, mission of health care, leadership, death and dying, and pastoral care. Other displays will be located in Buade Room as well.

The bookstore and displays are open for delegates on:

Saturday, May 3: 08:00 - 16:00

Sunday, May 4: 08:00 - 13:00

Individual copies of some CHAC publications will be available at the bookstore. Large orders can be purchased online at: www.chac.ca/resources/orderform.htm

Care for the Environment

We are pleased to offer a smoke-free convention. We also encourage delegates to recycle wherever possible.

Thursday, May 1, 2008

- 08:00 - 12:00 Business Meeting / CHAC Board Meeting**
Delta Quebec Hotel – First Floor – Auteuil
- 12:00 - 13:15 Joint lunch - CHAC Board & Association representatives**
By invitation – Delta Quebec Hotel – First Floor – Brébeuf/Kent
- 13:30 - 15:30 Associations' Meeting**
By invitation – Delta Quebec Hotel – First Floor – Brébeuf / Kent
- 15:00 - 21:00 Registration**
Delta Quebec Hotel – First Floor – Main Entrance
Sponsored by: Sisters of St. Martha

Friday, May 2, 2008

Breakfast on your own

- 08:00 - 16:00 Registration**
Delta Quebec Hotel – First Floor – Main Entrance
Sponsored by: Sisters of St. Martha
- 09:30 - 10:00 Refreshment Break**
Québec City Convention Centre – Room 2000C
Sponsored by: Sœurs de la Charité de Notre-Dame d'Evron, Edmonton, AB
- 10:00 - 12:00 CHAC Annual Assembly**
Simultaneous interpretation
Québec City Convention Centre – Room 2000B
Sponsored by: Catholic Health Association of Manitoba
- 12:00 - 12:45 Communities of Practice (COP) Lunch**
Québec City Convention Centre – Room 2000C
Sponsored by: Filles de la Sagesse du Canada
- 12:45 - 13:30 Guest Speaker**
French with simultaneous interpretation
Québec City Convention Centre – Room 2000B
Sponsored by: Les Sœurs de la Charité de Québec
- Pierre Fréchette, MD**
Director of Professional Services, Hôpital de l'Enfant-Jésus du CHA
Medical Director, Quebec Air Ambulance Program, Head of the Traumatology Program



ORGAN DONATION: A QUESTION OF LIFE AND BREATH

Death brings its share of anxiety, fear and grief, but in some special circumstances it can also bring hope and comfort, especially when it involves organ donation. Death may then become a salvation for many people waiting for vital organs and allow their loved ones to get on with their lives. (cont'd page 7)

Friday, May 2, 2008

Canada's provinces vary in their performance on organ donation and must recognize that there is room for improvement. Quebec has shown a certain amount of leadership in this field in recent years and has been recognized among North American jurisdictions. Some countries such as Spain have also shown exemplary performance, and the American initiatives with which Quebec is associating also promise to bring the breath of life.

13:45 - 16:00 **Communities of Practice (CoP) Meetings**

Delta Quebec Hotel – First Floor

CEOs of urban hospitals, homes, integrated organizations – Brébeuf / Kent

Ethicists & members of ethics committees - Buade

Board trustees (urban) - Garneau

Board trustees (rural) - Crémazie

Mission coordinators - Auteuil

Québec City Convention Centre – Room 2000B

CEOs of rural hospitals & homes

Human resources directors

Spiritual and religious care providers

Communications

Health professionals (physicians, nurses, etc.)

Infirmaries of religious communities

Palliative care providers

16:30 - 17:15 **Opening Ceremonies**

Québec City Convention Centre – Room 2000B

17:15 - 18:30 **Opening Night Reception**

Québec City Convention Centre – Room 2000C

Sponsored by: Sisters of Providence of St. Vincent de Paul

Saturday, May 3, 2008

07:30 - 08:30 **Continental Breakfast**

Delta Quebec Hotel – First Floor – Foyer

Sponsored by: Pembroke Regional Hospital

08:00 - 16:00 **Registration**

Delta Quebec Hotel – First Floor – Foyer

Sponsored by: Sisters of St. Martha

08:00 - 16:00 **Resource Displays & Bookstore**

Delta Quebec Hotel – First Floor - Buade

08:30 - 09:00 **Prayer & Information**

Delta Quebec Hotel – First Floor – Salle de Bal

Saturday, May 3, 2008

09:00 - 10:00 **Keynote Speaker**



French with simultaneous interpretation
Delta Quebec Hotel – First Floor – Salle de Bal
Sponsored by: St. Michael's Hospital

Jacques Lacoursière, Historian, Québec (QC)

AN ONGOING RELIGIOUS PRESENCE IN HEALTH CARE SINCE 1639

With a population still only numbering in the hundreds, the little settlement of Quebec City already had a hospital run by religious sisters. Since that time, hundreds of hospital facilities have been founded across Canada and thousands of sisters have devoted themselves to caring for patients of all origins. They have concerned themselves not only with their patients' physical health but also their spiritual health. Although most hospitals have been administered by lay persons in recent decades, some sisters are still present, although in a somewhat less visible capacity, coming to the aid of people in need. It is a forgotten fact that during the many epidemics faced by the sisters, some gave their lives caring for others! Their story remains one of "generosity and faith."

10:00 - 10:30 **Refreshment Break**

Delta Quebec Hotel – First Floor – Foyer
Sponsored by: Mary Immaculate Care Centre

10:00 - 10:30 **Poster Session** (see description on page 9)

Delta Quebec Hotel – First Floor – Foyer

10:30 - 11:45 **Keynote Speaker**



English with simultaneous interpretation
Delta Quebec Hotel – First Floor – Salle de Bal
Sponsored by: RHSJ Health System

Gerald A. Arbuckle, SM, Ph.D.

Director of the Sisters of Charity Health Service, Sydney, Australia

HEALTH CARE: CRAFTING CATHOLIC IDENTITY IN POSTMODERN CANADA

At no previous age has health care in the Western world, including Canada, faced a more chaotic and threatening external environment. At the same time our organizations are going through a significant internal transition from congregational to more and more lay sponsorship. In the midst of this turmoil our ministries have two interconnected challenges: viability and Catholic identity. Failure to clarify our Catholic identity at this time will inevitably lead to the institutional death of these ministries.

While it is possible to define in general what we mean by 'Catholic identity', it is not an easy task to clarify this identity in specific terms. However, the most relevant way to re-articulate our identity at this time is to retell, and re-own the original founding story of all Catholic health care, namely the Good Samaritan parable. From this parable we will derive the energy and the passion to move creatively into the future.

11:45 - 13:00 **Lunch**

Delta Quebec Hotel – First Floor – Foyer
Sponsored by: Les Sœurs de la Charité de Québec

Saturday, May 3, 2008

11:45 - 13:00 **Poster Session**

Delta Quebec Hotel – First Floor – Foyer

P1 ARTICULATING THE CATHOLIC HEALTH CARE BRAND IN ONTARIO (English)

In the businesses of selling soap and cars, branding is a term, symbol or design or a combination of these elements that is intended to clearly identify and differentiate a seller's products from those of its competitors.

In health care we should also be distinguishing or branding our product from that of other providers so that we can make a case to the patients/residents, our staff and doctors, our community and to government that there is something different and special about Catholic health care that is worth preserving and cherishing.

The Catholic Health Association of Ontario has undertaken a project to articulate the Catholic health care brand.



Presenter: **Bruce Antonello**, Consultant
Catholic Health Association of Ontario (CHAO), Toronto, ON

P2 SPIRITUAL CARE SERVICES QUESTIONNAIRE (English)

Excellent spiritual care is a hallmark of Catholic health care. Drawing on the CHAC/CAPPE Standards of Spiritual Care, we designed a tool for taking a 'first step' for ACHC organizations to reflect, educate and enhance their current spiritual care practice. Presented at the 2008 CAPPE convention, Victoria, BC.



Presenter: **Steve Hill**, B. Ed., S.T.B., M. Div. Director of Mission
Alberta Catholic Health Corporation, Edmonton, AB

P3 DISCOVERING THE ESSENCE OF EMOTIONAL SUPPORT – WHAT HOSPITALS NEED TO KNOW (English)

This presentation reveals perspectives on emotional support generated from a qualitative study involving patients on the general medicine unit at St. Joseph Health Centre in Toronto. The analysis yielded a fresh new perspective of emotional support, grounded in patient's perspectives that highlighted personalization, spirituality, humour, availability and taking time to be present, environmental familiarity and empathy. Based on this evidence, a typology of basic to extraordinary emotional support was created to help organizations provide sensitive, compassionate, and personalized care to patients.



Presenters: **Keith Adamson**, Manager of Interprofessional Practice
St. Joseph Health Centre Toronto, ON, and **Jatinder Bains**, BSc(P.T.), BSc(P.T.), MHS, CHE,
Director, Bridgepoint Community Rehab, Bridgepoint Health, Toronto, ON

P4 COMMUNITY PROJECT: HEALTH AND IMMIGRATION IN THE GREATER MONCTON AREA (French)

The Health and Immigration Community Project is designed to better equip people in dealing with cultural differences. Two guides have been developed, with the first one helping newcomers navigate the health care system and the second one raising health professionals' awareness of newcomers' health needs.



Presenter: **Lise Guerrette-Daigle**, VP Patient Care
Beauséjour Regional Health Authority, Moncton, NB

Saturday, May 3, 2008

13:00 - 13:45

Workshops

I LEADING IN A CATHOLIC ORGANIZATION: SOME LESSONS LEARNED

(English with simultaneous interpretation)

Delta Quebec Hotel – First Floor – Lauzon

Sponsored by: Caritas Health Group

The workshop will focus upon insights and lessons I have learned as leader, facilitator and teacher. The idea is to share these insights and see if there is resonance within the audience. I would like to also identify some key skills that we need to develop as leaders in faith based groups who also work in regional contexts. Finally the workshop will aim to identify some core competencies that a leader needs on various levels of Catholic health care to be successful in his/her position and to be a good partner in the delivery of health care.

Benefits:

Identification of some key competencies for leading a Catholic organization.

Better articulate our role within a regional context.

Establish the need for continuing education in leadership development for people within Catholic organizations.

Speaker: **Br. Thomas D. Maddix**, CSC, D.Min, Vice President, Mission, Ethics & Spirituality
Providence Health Care, Vancouver, BC



2 MINISTRY PROTECTION AND THE INSURANCE PROCESS (English)

Delta Quebec Hotel – First Floor – Crémazie

In the field of insurance, there has been a considerable growth in the use of risk retention groups, self-insurance and alternate risk financing. From the ten year success of the Catholic Religious Self Insured Retention Program, this session aims at a survey of the alternate mechanisms that may be useful for nursing and retirement homes caught in the traditional property and liability insurance marketplace with volatile pricing and limited availability.

Benefits:

An opportune method to strengthen the governance and insurance administration of our Catholic nursing and retirement homes with control of both wordings and the insurance process.

An understanding and vision of how to stabilize pricing and the availability of insurance and risk management products.

A lay person's understanding of alternates to the traditional insurance market.

Speaker: **Br. Michael Maher**, CFC, B.A., M.A., Executive Director
Catholic Religious Self Insured Retention Program, Mississauga, ON



Saturday, May 3, 2008

3 PURSUING EXCELLENCE (English)

Delta Quebec Hotel – First Floor – Jonquière

Co-sponsored by: St. Joseph's Auxiliary Hospital, AB / St. Mary's Hospital, AB / Providence Place, SK

The St. Josephs Hospital diagnostics department is dealing with issues created from an increased workload and a diminishing staff due to leaves and recruiting issues. This workshop will describe how the use of training, the lean toolset and established processes have empowered staff to see their environment differently and to identify and implement efficiencies resulting in a more satisfied client and better teamwork within and between departments. Improvements are being completed with the involvement of patients, physicians and other staff. The process is tracked using many statistical tools to ensure decisions are made with objective evidence.

Speakers: **Tamara Fraser**, CEO, St. Joseph's Hospital / Foyer d'Youville, Gravelbourg, SK, and **Dale Schattenkirk**, Process Improvement Quality Manager, Five Hills Health Region, Moose Jaw, SK



4 SANTA MARIA SENIOR ORAL SERVICES (SOS) PROJECT (English)

Delta Quebec Hotel – First Floor – Brébeuf

Sponsored by: Misericordia Health Centre

The workshop will detail a unique partnership with the College of Dental Surgeons of Saskatchewan. Saskatchewan has the highest proportion of older persons in Canada. This project provided a free oral screening program and the training of caregivers to provide daily oral hygiene for residents. We believe that oral care must be part of total health care. Oral pain and infection tends to go untreated in seniors for many different reasons. This project analyzed over 100 residents and developed a very detailed data base of what are the oral conditions of seniors and what type of treatment and cost will be needed to address these medical issues. The data from our facility was compared to data collected elsewhere with very interesting results. The project was committed to assessing and addressing the limitations in access to oral health care and lack of oral health care regulations experienced by senior citizens.

Speaker: **Bert Yakichuk**, BSc. BEd. MEd., Board Chair Santa Maria Senior Citizen Home Inc. and Vice President, Catholic Health Association of Saskatchewan (CHAS), Regina, SK



5 CARE WITH COMPASSION (English)

Delta Quebec Hotel – First Floor – Duquesne

Co-sponsored by: St. Clare's Advisory Council / St. Michael's Health Centre / Father Lacombe Care Centre

Nursing programs include models of feminist theory, personal empowerment and political awareness and yet nurses continue to feel devalued. Organizations create mission statements and professional associations develop practice guidelines but how does all this translate into satisfaction for nurses on a day-to-day basis?

When nurses feel supported by their organizations they provide the best environment for patients. We will explore the commonalities between faith-based and professionally-based guidelines. We will look at what nurses want most to feel satisfied at the end of each day. We can return home with renewed inspiration to foster an organizational culture of care with compassion.

Speaker: **Toby Krell**, RN, M.Ed, Manager, Infection Prevention & Control
St. Joseph's General Hospital, Comox, BC



Saturday, May 3, 2008

6 LIFE STORY, SPIRITUALITY AND CARE (French)

Delta Quebec Hotel – First Floor – Kent

Sponsored by: Sœurs de la Providence, Province Émilie-Gamelin



When they no longer meet society's expectations of performance and productivity, what becomes of people with conditions affecting their psyche? Sometimes people with Alzheimer's are treated like members of the living dead (Maisondieu, 1989; Ploton, 1996), and their caregivers lose interest. However, adjusting one's perspective makes it possible to reconnect with the human, the essence of the person. Spirituality can help caregivers give stigmatized people their dignity back. This workshop will allow caregivers to see a person as a biological, psychological, social and spiritual entity, to adjust their perspective, and to use a person's life history and music to humanize their care.

Speaker: **France Cloutier**, Professor

Département des sciences infirmières, Université du Québec à Trois-Rivières, QC

7 MENTAL HEALTH (ROBERT GIFFARD) (English)

Delta Quebec Hotel – First Floor – Garneau

Cancelled

The presentation will discuss the history of the treatment of "lunacy" in Quebec, taking as its starting point the hôpital Robert Giffard, the first permanent Francophone psychiatric hospital in North America and the second psychiatric hospital in Canada. The lay period of the Beauport Lunatic Asylum's private governance and the Asile Saint-Michel Archange (subsequently the hôpital Saint-Michel-Archange), which belonged to the Sisters of Charity until the end of the 1960s, will be covered. This period will also provide an opportunity to discuss how the concept of lunacy and the institutions mandated to treat it developed over time. A section will be devoted to the evolution of psychiatry in Quebec's Anglophone institutions, first the Verdun Protestant Hospital (subsequently Douglas Hospital), the workplace of Heinz Lehman, who introduced largactil into North America, then the Allan Memorial Institute at Royal Victoria Hospital, the site of the famous electroshock experiments conducted by Dr. Cameron. Then attention will turn to Quebec's Quiet Revolution of the 1960s and, in particular, to the resulting reform of psychiatric services. Finally, the characteristics of the latest health and social service reforms in Quebec, with the integration of mental health into health as a whole, will be discussed.

Speaker: **Dr. Hubert Antoine Wallot**, Director and Full Professor,

Télé-université (Université du Québec). Unité d'Enseignement et de Recherche Travail Économie, QC

13:45 - 14:00 Refreshment Break (Offered in buses)

Delta Quebec Hotel – First Floor – Foyer

Sponsored by: Sisters of Charity of the Immaculate Conception

14:15 Shuttles to Historic Sites

Delta Quebec Hotel – Main Lobby

Buses will start departing from the Delta Quebec Hotel at 14:15.

Saturday, May 3, 2008

14:45 - 16:00 **Historic Site Visits**

Please ensure that you bring your ticket with you to the tour which was provided to you in your delegate kit.

- 1 Monastère des Augustines de l'Hôtel-Dieu de Québec**
Sponsored by: Beauséjour Health Authority
- 2 Musée Bon-Pasteur** (the Good Shepherd's Museum)
Sponsored by: Les Sœurs de la Charité de Québec
- 3 Chapelle extérieure du Séminaire de Québec** (Seminary of Quebec) (Cancelled)
- 4 Église Saint-Dominique** (St. Dominic's Church) (Cancelled)
- 5 Monastère des Augustines de l'Hôpital Général de Québec**
(Augustine Community-General Hospital)
Co-sponsored by: Holy Family Home / Mont St. Joseph Home
- 6 Morrin Centre**
- 7 Robert-Giffard Hospital** (Cancelled)
- 8 Corporation du patrimoine et du tourisme religieux de Québec**
Sponsored by: St. Joseph's Health Care London
- 9 Les Soeurs de la Charité, Maison Mère-Mallet** (The Sisters of Charity of Quebec)
Sponsored by: Les Sœurs de la Charité de Québec
- 10 Monastère des Ursulines de Québec** (Ursulines Monastery)
Sponsored by: Les Religieuses de Notre-Dame-du-Sacré-Cœur

16:00 **Shuttles to the Delta Quebec Hotel**

17:15 Shuttles to the Banquet
Delta Quebec Hotel – Main Lobby

18:00 - 18:45 **Reception**

Mezzanine of the Musée de la civilisation
85 Dalhousie St., Québec (Québec)

18:45 - 21:00 **Annual Banquet, Citation Award, Entertainment**

Hall of the Musée de la civilisation
85 Dalhousie St., Québec (Québec)
Banquet sponsored by: Providence Health Care, Vancouver
Performance Citation Award sponsored by: Sisters of Providence of Western Canada
Banquet Entertainment sponsored by: Sisters of Mercy, NL

Sunday, May 4, 2008

07:00 - 08:00

Continental Breakfast

Delta Quebec Hotel – First Floor – Foyer
Sponsored by: St. Joseph's Health Care London

08:00 - 11:00

Registration

Delta Quebec Hotel – First Floor – Foyer
Sponsored by: Sisters of St. Martha

08:00 - 13:00

Resource Displays & Bookstore

Delta Quebec Hotel – First Floor – Buade

08:00 - 08:45

Workshops

8 RENEWING RITUAL (English)

Delta Quebec Hotel – First Floor – Brébeuf / Kent
Sponsored by: St. Joseph's Health Care Society

One of our challenges in faith-based health care is to create meaningful rituals that connect the life and work of our organizations with our hearts and souls. This workshop presents two rituals in use at St. Joseph's Health Centre (Guelph): Room Blessings, in which staff and residents gather after a resident's death to honour the resident through story telling, a litany, and the blessing of the room; and Hand Blessings, which gather staff to affirm the connection between their work as caregivers and the spirit that supports it.

Participants will:

Be introduced to meaningful, easily transferable rituals for use in their own facilities.

Receive sample materials in hard-copy or electronic form.

Be introduced to a model of qualitative research for assessing spiritual and religious care.

Speaker: **Rev. Bill James-Abra**, MDiv, Manager, Spiritual and Religious Care
St. Joseph's Health Centre, Guelph, ON



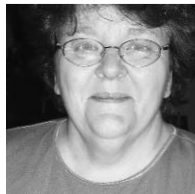
9 METAPHORS AND MEANINGS:

HELPING CLIENTS WITH LIFE REVIEWS IN HOSPITAL PALLIATIVE CARE (English)

Delta Quebec Hotel – First Floor – Crémazie / Garneau
Sponsored by: Providence Care, Kingston

This session will provide specific information and tools to help participants listen to the language that palliative clients use and assist clients to begin a life review that is supportive and healing. Our clients have various faith beliefs and sometimes do not have any religious affiliations. One of the challenges in palliative care is assisting those clients who want to find spiritual and emotional support in their end of life journey. We will introduce the use of Narrative Therapy in Palliative Care. In this presentation we will utilize handouts, a case study and a brief interactive art session to provide examples of different options to provide spiritual care support for palliative clients wanting to participate in a life review.

Speakers: **Deborah Spear** MSW, RSW, Social Worker on Hospice Palliative Care Unit, St. Joseph's Care Group, Hospital Site, Thunder Bay, ON, and **Marianne Larson**, Program Manager Hospice Palliative Care Unit, St. Joseph's Care Group, Hospital Site, Thunder Bay, ON



Sunday, May 4, 2008

10 CHARITY CARE – WHAT ARE OUR OBLIGATIONS TO NON-RESIDENTS?

(English with simultaneous interpretation)

Delta Quebec Hotel – First Floor – Lauzon

Sponsored by: Caritas Health Group

In Canada, only “residents” are legally entitled to so-called “free” health care treatment. However, the colleges of most health care professionals expect their members not to discriminate against a patient based on their ability to pay but rather bring about social change in the areas of human rights and poverty. Furthermore, excluding certain groups of patients based on their insurance status is troublesome for some religiously based health care organizations that uphold a “preferential option for the poor”. The increasing demand on financial and human resources combined with the professional obligations to provide treatment has nurses, physicians, and hospital administrators struggling to determine their obligations to non-residents.



Speaker: **Eoin Connolly**, Bioethicist, Centre for Clinical Ethics
St. Joseph's Health Centre, Toronto, ON

11 WHAT DO YOU DO WHEN YOUR HOSPITAL IS NO LONGER CATHOLIC? (English)

Delta Quebec Hotel – First Floor – Jonquière

Sponsored by: Saskatchewan Catholic Health Corporation

In the fall of 2007, after 96 years as a Catholic facility, the governance of St. Elizabeth's Hospital in Humboldt, Saskatchewan, was changed to that of a public facility. Since then we have been working to maintain a strong Spiritual Care program. This presentation will outline some of the steps that have been taken to ensure a strong spiritual care program remains within our public hospital and activities planned to bring our Catholic roots into the future. There is much that we can teach new staff from our history so that patients and families can benefit from bedside care focused on service and compassion.



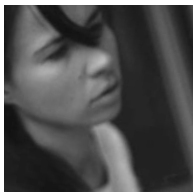
Speaker: **Yvonne Berscheid**, Site Manager
Humboldt District Hospital, formerly St. Elizabeth's Hospital, Humboldt, SK

12 SPH HEALING ARTS – CONNECTING OUR COMMUNITY INSIDE AND OUT (English)

Delta Quebec Hotel – First Floor – Duquesne

Sponsored by: St. Paul's Hospital (Grey Nuns) of Saskatoon

Inside and out, St. Paul's Hospital, under the leadership of Volunteer Services, is dedicated to strengthening our Community and being a positive, supportive neighbour. Through the Arts we have been able to honour the history of our founders, live our mission and support both our internal community of patients, families and staff and our external community, focusing on our inner-city youth, the disadvantaged and marginalized. This workshop will showcase several of our programs that focus on quality care initiatives for our patients and their families, celebrating our achievements in working with visual and musical arts. The St. Paul's Hospital Foundation leads the way in making this spiritual journey possible. Collaborative partnerships have been a touch-stone for St. Paul's Hospital since inception.



Speakers: **Lorna M. Callbeck**, Manager, Volunteer Services - St. Paul's Hospital, Saskatoon, SK,
and **Marlessa Wesolowski**, Visual Artist, St. Paul's Hospital, Saskatoon, SK

Sunday, May 4, 2008

13 TRANSFORMING PROFESSIONAL PRACTICES TO BENEFIT SENIORS REQUIRING ACUTE CARE (French)

Delta Quebec Hotel – Fourth Floor – Suite 400/Accueil
Sponsored by: Sœurs de la Charité d'Ottawa

Loss of autonomy related to hospitalization is a significant clinical problem with long-term adverse consequences for fragile seniors. The social issues around this problem are leading us to adjust our screening, assessment, and intervention practices in order to perform early intervention, based on recognized standards of practice. This workshop will describe the experience of the Centre hospitalier affilié universitaire de Québec in this area, and especially how relevant research data have contributed to planning and implementing change.

Speaker: **Lucie Grenier**, Assistant Director General to Clinical Affairs, Centre hospitalier affilié universitaire de Québec (CHA), QC



09:00 Shuttles to Saint-Jean-Baptiste Church

Delta Quebec Hotel – Main Lobby

09:30 - 10:45 Eucharistic Liturgy

Saint-Jean-Baptiste Church (5-10 minute walk from the Delta Quebec Hotel)
410 St Jean, Québec, QC

Celebrant: **His Eminence Marc Cardinal Ouellet**

10:45 Shuttles to Delta Quebec Hotel (If required)

11:00 - 11:30 Refreshment Break

Delta Quebec Hotel – First Floor – Foyer
Sponsored by: Le Foyer Notre-Dame-de-Lourdes Inc.

11:30 - 13:00 Lunch Keynote Speaker

English with simultaneous interpretation

Delta Quebec Hotel – First Floor – Salle de Bal

Lunch Co-sponsored by: Catholic Health Association of British Columbia / Diocese of Prince George / Roman Catholic Archdiocese of Vancouver

Keynote Sponsored by: The Sisters of Charity of Montreal "Grey Nuns"

Sue Mosteller, CSJ

L'Arche Daybreak, Toronto, ON

PROFESSIONALISM WITH PASSION

Full of spirit, full of life is not about the maintenance of a movement, nor is it about the building of our reputation as Catholic health care. Passion in our professional life springs from a profound conviction that we, the human family, belong together in weakness and in strength.

As health care professionals, we endeavour to respond to suffering brothers and sisters by together sharing our wisdom, creativity, vision, hope, resources, power, and energy. The vision is beautiful but the reality is full of difficulty in the complex systems of a large organization. How do you and I profess what we believe in the workplace? How do we sustain personal energy and passion? And how does the system we create not lose the voiceless in service delivery and planning? Finally, how do you and I find the courage to be transformed by compassion for the one in our midst who suffers?

13:00 Closing Remarks and Launch – CHAC 2009 Convention – Vancouver, BC

Delta Quebec Hotel – First Floor – Salle de Bal



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Pembroke Regional Hospital (Pembroke, ON)

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Saskatchewan Catholic Health Corporation

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Sœurs de la Charité d'Ottawa

Sisters of Providence (Montréal, QC)

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St. Joseph's Auxiliary Hospital (Edmonton, AB)

St. Joseph's General Hospital (Comox, BC)

St. Joseph's Health Care London (ON)

St. Joseph's Health Care Society (London, ON)

St. Martha's Regional Hospital & the Guysborough Antigonish Strait Health Authority

St. Mary's Hospital (Camrose, AB)

St. Michael's Health Centre (Lethbridge, AB)

St. Paul's Hospital (Grey Nuns) of Saskatoon

The Catholic Archdiocese of Edmonton

Welch & Company LLP

See you
in Vancouver
in 2009!