

Two hands, one above the other, reaching towards each other. The hands are rendered in a gradient of orange and yellow, matching the background. The top hand is slightly larger and positioned higher than the bottom hand.

**GET TO THE HEART OF IT**  
***being - caring - doing***

Awakening our capacity to be present in a broken world

**CHAC NATIONAL CONFERENCE**  
May 11 – 12, 2023 | Montreal, Quebec  
WITH REGIONAL GATHERINGS AND A VIRTUAL OPTION

Catholic Health  
Alliance of Canada



Alliance catholique  
canadienne de la santé



## Our Mission

Inspired by the Gospel and grounded in shared beliefs and values, the Alliance is a forum for Catholic health and social services Sponsors in Canada, to exchange ideas and develop shared strategic initiatives that support their ability to strengthen the healing ministry of Jesus.

We exist because we want a Canadian society that reaches out to every person who is suffering from illness, stigma, poverty, or loneliness.



# WELCOME TO THE 60TH CHAC NATIONAL CONFERENCE



Welcome to the 60th Annual Catholic Health Alliance of Canada National Conference. The conference is being held both in-person and virtually this year, as we navigate the best way to meet the needs of participants who wish to attend, but cannot attend in person. We are grateful to be meeting in the host site of Montreal, the regional sites of Winnipeg and Edmonton, or virtually. I am confident that you will find the conference program rich and empowering.

We have learned much over the past three years that has included: our commitment to be a healing presence on the journey of Truth and Reconciliation, including welcoming Pope Francis to Canada; responding to a pandemic; the exploding opioid crisis in many parts of the country; and what has been described as, a crisis in health care recruitment.

Personally, I am deeply thankful for the steps we in Catholic health care have taken to address the past three years' evolving issues. We can be proud of our investment in new ways of addressing these issues; of listening to our partners and clients, and of ensuring inclusion in our decision-making.

The 2023 Conference theme, *Get to the Heart of It: Being, caring, doing. Awakening our capacity to be present in a broken world*, could not be timelier. Our keynote speakers, panelists and moderators, experts in their fields, will guide us through perhaps new ways of considering strengthening the compassionate core of the program and services we in Catholic health care deliver, as well as, reflecting on what we need to do individually to ensure that care providers take care of their needs. I am grateful for our presenters' wisdom and willingness to share their experiences and advice.

Importantly, our 129 health organizations with Catholic identity across the country are working to better understand and respond to the specific needs of patients and families who are Indigenous. In relationship and walking side-by-side people in these communities, we are taking action in our commitment to continue on our journey to Truth and Reconciliation.

As Catholic health care providers and individuals 'we are called upon to lead, collaborate, innovate and influence in order to improve health care in Canada and to serve where the needs are the greatest'. I know that our collective actions can and will significantly improve the lives of those we serve, and of each other.

**Sara John Fowler**  
Chairperson  
Catholic Health Alliance of Canada



**10:30 AM (EST) | THURSDAY MAY 11 | 2023**

## Welcome

John Ruetz, CEO Catholic Health Alliance of Canada

## Smudge

Ro'nikonkatste (Standing Strong Spirit) Bill Hill

## Greetings

Sr. Aurore Larkin & Véronique Dubé

Cardinal Gérald Cyprien Lacroix

**10:50 AM (EST) | THURSDAY MAY 11 | 2023**

## Opening Remarks: Awakening our capacity to be present in a broken world

Micheline St-Hilaire, CEO Actionmarguerite, Winnipeg MB

Ro'nikonkatste (Standing Strong Spirit) Bill Hill, London ON

**11:10 AM (EST) | THURSDAY MAY 11 | 2023**

## Keynote: Meeting the Challenge of Burnout

Dr. Christina Maslach & Dr. Michael Leiter

The authors of the new book *The Burnout Challenge: Managing People's Relationships with Their Jobs* will focus this moderated session on what's causing a person to burn out as a person and in relationships where one works. A conceptual framework will be introduced with examples of case studies followed by a Q & A.

**12:15 PM (EST) | THURSDAY MAY 11 | 2023**

## Health Break

**1:00 PM (EST) | THURSDAY MAY 11 | 2023**

## Presentation: Strengthening Our Innate Compassion

**Dr. Kathleen Ledoux** What is compassion? Compassion literally means "to suffer together." It is defined as the feeling that arises when you are confronted with another's suffering and feel motivated to relieve that suffering. Let us take some time to understand how compassion arises and its effects.

This presentation will be followed by a workshop with exercises interwoven throughout.

**1:45 PM (EST) | THURSDAY MAY 11 | 2023**

## Compassion Cultivation Training Workshop – Inspiring compassionate action in the community, workplace, home, and for ourselves

Facilitated by **Kathleen Ledoux**

We are all innately compassionate. It is in our biology. Sometimes though it can be challenging to express compassion both to others and to ourselves. In this workshop you will be guided through some of the essential ideas and key practices of the Cultivating Compassion (Stanford University) program.

You will learn what the research tells us about how practicing compassion benefits both ourselves and others. You will also learn what barriers might prevent you from being compassionate and how compassion collapse can happen. Through discussion and experiential exercises, you will gain practical skills to help strengthen compassion in your professional and personal life.

**2:30 PM (EST) | THURSDAY MAY 11 | 2023**

## Health Break

**2:45 PM (EST) | THURSDAY MAY 11 | 2023**

## Compassion Cultivation Training

*workshop continued.*

**4:15 – 4:30 PM (EST) | THURSDAY MAY 11 | 2023**

## Closing Comments

Weavers: **Micheline St-Hilaire** and **Ro'nikonkatste Bill Hill**

## SOCIAL EVENING

### Social Evening at Host and Regional Sites

**Montreal site only** Cocktail reception in the Notre Dame Basilica Jean-Jacques Olier Hall at 7 pm. Delegate companions welcome to attend the reception at no extra charge.

Delegates interested in viewing The Aura Experience in the Basilica at 6 pm can purchase tickets via this link: <https://www.aurabasiliquemontreal.com/en/tickets?day=11&month=5&year=2023>

# SESSIONS | CHAC NATIONAL CONFERENCE 2023

**8:30 AM (EST) | FRIDAY MAY 12 | 2023**

## **Eucharistic Celebration**

Montreal site only. Notre Dame de la Salette Parish, 3535 Avenue du Parc.

**10:30 AM (EST) | FRIDAY MAY 12 | 2023**

## **Welcome and Opening Reflection**

**Micheline St-Hilaire and Bill Hill**

**10:40 AM (EST) | FRIDAY MAY 12 | 2023**

## **Moderated Session:**

### **Compassion is @#\*! Hard**

**Jennifer Kilimnik, Tom Williams, & Vanessa Hurst**

This moderated discussion will touch upon the challenges in exercising compassion on a personal level, and based on lived experiences, how difficult it can be to get communities and even cities to embrace compassion as a core value.

**11:40 AM (EST) | FRIDAY MAY 12 | 2023**

## **Keynote: Compassionate Leadership for High Quality Care Cultures**

**Dr. West Michael** has extensive experience of working to improve staff experience and care quality. This keynote will focus on how creating a culture of compassionate leadership can enable people to reach their potential and do their best work, and improve staff retention in your organizations. He will share the results of NHS leadership data that has been gathered over the past 18-years and other practical examples on compassionate leadership.

**12:40 PM (EST) | FRIDAY MAY 12 | 2023**

## **Conference Weavers Comments**

**12:45 PM (EST) | FRIDAY MAY 12 | 2023**

## **Health Break**

**1:30 PM (EST) | FRIDAY MAY 12 | 2023**

## **CHAC National Awards**

The Catholic Health Alliance of Canada will announce this year's recipients in the following categories:

- Lifetime Achievement**
- Tomorrow's National Leaders**
- Program of Distinction**

**1:50 PM (EST) | FRIDAY MAY 12 | 2023**

## **Panel Discussion: Practicing and cultivating compassion within efficiency-focussed and ever-changing health care systems**

**Dr. Malvina Klag, Richard Corneil, Eleanor Stewart, Zofia Dove, and Marie-Claire Richer**

**3:00 PM (EST) | FRIDAY MAY 12 | 2023**

## **Health Break**

**3:15 PM (EST) | FRIDAY MAY 12 | 2023**

## **Keynote: The Power of the Mind, The Power of Intention: Using Mindfulness for Healing, Decolonization, and Transformation**

**Dr. Michael Yellow Bird**

This keynote will focus on using mindfulness as a healing intervention that can be used by individuals, families, and communities. He will share a brief history of mindfulness and Indigenous contemplative practices and their benefits, lead three short healing and compassion practices, have participants share their experience in breakout sessions, and conclude with a final mindfulness compassion practice.

**4:15 PM (EST) | FRIDAY MAY 12 | 2023**

## **Closing Comments**

**Micheline St-Hilaire, Bill Hill, & John Ruetz**

**4:30 PM (EST) | FRIDAY MAY 12 | 2023**

## **Closing Prayer Bill Hill**





## SPEAKERS



### **Cardinal Gérald Cyprien Lacroix**

Archbishop of Quebec, Member of the Pontifical Council for Culture, Vatican Primate of Canada Gérald Cyprien Lacroix was appointed Bishop in April 2009, Metropolitan Archbishop of Quebec and Primate of Canada in February 2011, and his appointment to the cardinalate was announced in January 2014 by Pope Francis. The Pope has appointed him to various Vatican positions since 2014. Cardinal Lacroix is currently a member of the Executive Committee of the Assembly of Bishops of Quebec; the Canadian Conference of Catholic Bishops as well as a member of the Permanent Council and Bishop Liaison for Secular Institutes in Canada.



### **Dr. Kathleen Ledoux RN, BScN, MScN, PhD**

A nurse who has had multiple and diverse experiences over the course of her career, including, as a bedside nurse, a senior nurse leader and a nurse academic. Currently she is an Adjunct Research Professor and Research Coordinator at Western University, Canada.

During my PhD (Western University), and became immersed in learning about compassion: its effects, how it can be learned, and how to implement it in both the professional and personal realms. She has published both research and commentary on compassion. As a compassion teacher (Stanford University), Kathleen is interested in helping others to learn how they might lead a more compassionate life.



### **Dr. Michael P Leiter, PhD** (U of Oregon)

MA (Vanderbilt) BA (Duke), an expert on the psychology of work, was Canada Research Chair in Occupational Health and Wellness at Acadia University in Canada and Professor of Organisational Psychology at Deakin University in

Melbourne Australia. He is currently Adjunct Professor of Psychology with Saint Mary's University in Canada. His research on job burnout and work engagement has been widely published. His most research focus has been a workgroup intervention to improve appreciation and respect among work colleagues as an approach to reducing job burnout.



### **Dr. Christina Maslach**

Christina Maslach is an American social psychologist and professor emerita of psychology at the University of California, Berkeley, known for her research on occupational burnout. She is a co-author of the Maslach Burnout

Inventory, Areas of Worklife Survey and has just finished writing the book *The Burnout Challenge: Managing People's Relationships with Their Jobs* with co-author Dr. Michael Reiter.



### **Dr. Michael West CBE**

Senior Visiting Fellow at The King's Fund, London and Professor of Organisational Psychology at Lancaster University, Visiting Professor at University College, Dublin, and Emeritus Professor at Aston University. He assisted in developing the

national framework on improvement and leadership development in England (Developing People, Improving Care - 2016) and in Northern Ireland in developing the Collective Leadership Strategy for Health and Social Care (2017). His latest book (2021) is *Compassionate leadership: Sustaining wisdom, humanity and presence in health and social care* (London: Swirling Leaf Press).



### **Dr. Michael Yellow Bird IMTA CMT-P, MSW, PhD**

Dean and Professor of the Faculty of Social Work at the University of Manitoba, and Member of the MHA Nation (Mandan, Hidatsa, and Arikara) in North Dakota, USA. His research focuses on the effects of colonization and methods

of decolonization, ancestral health, intermittent fasting, Indigenous mindfulness, neurodecolonization, mindful decolonization, and the cultural significance of Rez dogs. He is the founder, director, and principal investigator of The Centre for Mindful Decolonization and Reconciliation at the University of Manitoba. He serves as a consultant, trainer, and senior advisor to BIPOC mindfulness groups and organizations.



## PANELISTS



**Richard Corneil** Richard is the CEO of St. Joseph's Health Care Society and is the Society's representative on the Governing Council of the Catholic Health Alliance of Canada. Prior to joining the Society, he enjoyed several years in academia in both Alberta and Ontario, first as a professor and then as a senior executive. Richard has made many significant contributions in the areas of Catholic health care mission integration and leadership training, and he currently serves as the Chair of the Ontario Sponsor Group as well as Vice Chair of the Governing Council of the Catholic Health Alliance of Canada.



**Zofia Dove** Zofia is an expert in the area of Palliative Communication and currently works as a Spiritual Health Practitioner at Actionmarguerite in Winnipeg. Her focus is on bringing more human connection to all involved in transitioning in life. She touches her audiences on a deeper level by bringing more joy and laughter to serious topics. Her best selling book entitled *Unexpected Gifts* was inspired by her experiences with gravely ill and dying patients.



**Vanessa F. Hurst, ms (Van)** Formerly the executive director of the Thomas Merton Institute, has for the past several years been a contemplative coach consulting with organizations to create more mindful, compassionate cultures. As a compassion consultant, she develops and facilitates resources for identifying compassion competencies, opportunities for stakeholder/community building, ways to increase mindfulness, and strengthen cultures. She has a master's degree in natural health. Van nationally presents programs focusing on compassion, mindfulness, contemplative living, and intuitive awareness. Her intent is to create a lived experience of heightened awareness in herself, clients, and students, encouraging ever-increasing compassionate action in individuals and organizations.



**Marie-Claire Richer** inf. PhD is Assistant Professor at the Ingram School of Nursing at McGill University, she has a doctorate and master's degree in nursing as well as a master's degree in management (Henry Mintzberg's IMHL). She practiced nursing in front line and advanced practice positions. A high-level executive for several years in the health and social service network, she has in-depth experience in managing transformation in large organizations while having the ability to build bridges between practice and research, and vice versa. She currently holds the position of Chief Executive Officer of the Quebec Order of Nurses.



**Dr. Eleanor Stewart, PhD** Eleanor is a clinical ethicist with Mission, Ethics, and Spirituality at Covenant Health in Alberta. She holds a BSc (Dalhousie), MA (University of Kansas), and a PhD (University of Alberta). As a doctoral researcher, Eleanor was awarded a Social Sciences and Humanities Research Council of Canada Fellowship for her research on ethical practice. In 2019, she was awarded the Covenant Health Mission Award for Social Justice. Eleanor has presented on various topics in ethics at provincial and national levels and is particularly interested in the rise of moral distress during the pandemic. She is also a member of the Human Trafficking Health Alliance of Canada focusing on education about human trafficking for health care professionals.



**Thomas Williams** Tom is a member of the Kentucky law firm of Stoll Keenon Ogden where his legal practice focuses on management-side labor and employment law. Tom was a founder of Restorative Justice Louisville. He has served as President of the Louisville Bar Association and Board Chair of Leadership Louisville, and is member of the Kentucky and Charter of Compassion. Tom served on the Steering Committee for the visit of His Holiness the Dalai Lama to Louisville and served as co-host of the Partnership for a Compassionate Louisville. For that work, he received the Jack Olive International Heart of Compassion award from the Charter for Compassion International.



## MODERATORS



**Fiona Dalton** President & CEO of Providence Health Care in Vancouver, BC. Ms. Dalton holds a BA Honours in Human Sciences from The Queen's College, Oxford University. She received an Honorary Degree of Doctor of Science from the University of Southampton in 2017.



**Paul Francis Jr.** Born and raised in Thunder Bay, with roots in Mnídoo Mnising (Manitoulin Island) and a member of Wiikwemkoong Unceded Territory, Paul is the Director of Indigenous Relations at St. Joseph's Care Group in Thunder Bay, Ontario Paul's part-time private practice Shkode Mkwá provides individual and family counselling, that is First Nation Trauma - Informed, culturally appropriate, utilizing holistic methods.



**Beth Johnson** President & CEO of Catholic Health Sponsors of Ontario. Beth is also President & CEO of the Catholic Congregational Legacy Charity (CCLC). With her years of experience in Catholic health care, Beth has a heartfelt commitment to the healing ministry of Jesus and compassion for the plight of the most vulnerable in society.



**Jennifer Kilimnik** is the Director of Compassion and Culture at Réseau Compassion Network in Winnipeg, Canada. She has held diverse senior roles over her 15+ years in health and social services, including Director of Human Resources and Corporate Services. Jennifer is passionate about introducing people to self-compassion, demystifying mindfulness and bringing heart to human services. She draws on her roots in organizational development to invite people to discover how to operationalize compassion in their workplaces and lives.



**Dr. Malvina Klag, MBA**, holds a PhD in Organizational Behaviour, and is an independent consultant who lives in Montreal that works in areas of strategic planning in very complex contexts, systems change. Her focus is how to influence large, complex systems toward positive change, mostly in health and social services.



**Francis Maza, DMin, MTS, BSc** is the Vice-President, Mission, Ethics & Spirituality at Providence Health Care. Francis has over 15 years' experience in providing executive leadership for clinical, organizational business ethics, mission integration, Spiritual Care, and leadership formation. He has attained his Specialist in Spiritual Care designation from the Canadian Association of Spiritual Care. From 2007 to December 2021 he was the Executive Lead, Mission, Spiritual Care and Ethics at Emmanuel Care and was appointed as VP, Mission, Ethics & Spirituality at Providence Health Care since January 2022.

## WEAVERS



**Micheline St-Hilaire, MBA** is the CEO at Actionmarguerite in Winnipeg, Mb. It provides care and services for the elderly and for persons with complex health needs at five locations. Actionmarguerite also manages two foundations. As a senior executive in the health and social services sector for more than twenty years, she has supported organizations in the areas of organizational development, sound governance, corporate affairs, public relations and communications, and leading interdisciplinary teams. From 2006 to 2016, she carried out sustainable projects based on compassion and the promotion of health on behalf of organizations providing primary health care in Manitoba and throughout Canada.



**Ro'nikonkatste (Standing Strong Spirit) Bill Hill** is an Adjunct Assistant Professor at Western University, Department of Psychiatry. He retired from Parkwood Institute Mental Health London, in March 2023, after 41 years of practice. He originally worked as a nurse and then as a Social Worker on several Assertive Community Treatment teams. Bill is now Vice President of Noojimo Health, an Indigenous-led and owned virtual mental health clinic. He has a Bachelor of Social Work from Ryerson University, a Master of Social Work in the Indigenous Field of Study program from Laurier University, and a degree in Education from Brock University in the Indigenous Teacher Education Program.





The Catholic Health Alliance of Canada will announce this year's recipients Friday, May 12.

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## 2023 NATIONAL AWARD RECIPIENTS

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**Dale Kenny**  
Kingston, Ontario



**Fran Ross**  
Edmonton, Alberta



**Glen Wood**  
Kingston, Ontario

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## 2022 LIFETIME ACHIEVEMENT AWARD

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**Ininew  
Patient Service**  
Kingston, Ontario

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## 2022 PROGRAM OF DISTINCTION

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# 2023–2024 GOVERNING COUNCIL



**Sara John Fowler, Chair**  
Representing the Sisters of St. Ann Apostolates, Victoria, British Columbia.



**Richard Corneil, Vice Chair**  
Representing St. Joseph's Health Care Society, London, Ontario,



**Most Rev. Ronald Fabbro**  
Representing the Canadian Conference of Catholic Bishops (CCCCB).



**Beth Johnson** Representing Catholic Health Sponsors of Ontario, Toronto, Ontario.



**Julie Turenne Maynard**  
Representing the Provincial Catholic Health Associations.



**Robert Stewart** Representing Catholic Health International, Miramichi, New Brunswick.



**Fiona Dalton** Representing the Providence Health Care Society and the Sisters of Providence of Western Canada, Vancouver, BC.



**Patrick Dumelie**, Representing Catholic Health of Alberta and Saskatchewan.



**Scott Irwin** Representing Emmanuel Care Saskatoon, Saskatchewan.



**Elizabeth Millett** Representing the Sisters of St Martha of Antigonish, Nova Scotia.



**John Woods** Representing the St. Joseph's Health System, Hamilton, Ontario.



**John Ruetz, President and CEO** Catholic Health Alliance of Canada, Ottawa, Ontario.



**Daniel Lussier** Representing the Réseau Compassion Network, the Diocese of Winnipeg (Misericordia Health Centre) and the Sisters Servants of Mary Immaculate.



**Francis Maza** Representing Providence Health Care.

PLATINUM FRIENDS



GOLD FRIENDS



*Sisters of Saint Martha  
of Antigonish*

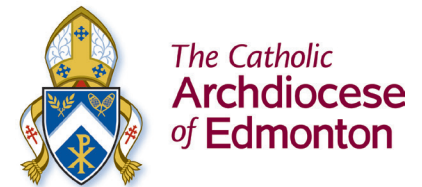


CATHOLIC HEALTH ASSOCIATION OF MANITOBA  
ASSOCIATION CATHOLIQUE MANITOBAINE DE LA SANTÉ  
МАНІТОБСЬКА КАТОЛИЦЬКА АСОЦІАЦІЯ ЗДОРОВ'Я



# 2023 SPONSORS

## SILVER FRIENDS



## BRONZE FRIENDS



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of Pembroke

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Archdiocese of Toronto

