COMMUNITY HEALTH CENTRES
AGENTS OF CARE, AGENTS OF CHANGE

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Ensemble, nous faisons la différence.
As Minister of Health, I wish to extend greetings to participants of the Canadian Association of Community Health Centres’ National Healthcare Conference, and welcome you to Ottawa.

This conference provides a wonderful opportunity to discuss innovation in healthcare and strategies to improve access and the impact of community-based primary healthcare.

Primary care is most often the entry point to an individual’s journey within the healthcare system. Many provinces and territories are exploring primary healthcare innovation as an approach to improving the quality and sustainability of their healthcare systems. This underscores the importance of having a strong, efficient primary healthcare system that works for all Canadians.

The Government of Canada recognizes the important role that primary healthcare plays in the healthcare system, and applauds your efforts to improve the delivery of high-quality community-based healthcare that will lead to positive health outcomes for Canadians.

On behalf of the Government of Canada, I wish you a successful conference.
Welcome to Canada’s Capital!

In September 2013, CACHC’s Saskatchewan Board Representative, Tim Archer, welcomed delegates from across Canada to Saskatoon for the inaugural conference of the Canadian Association of Community Health Centres (CACHC). Conference delegates were presented with an ambitious vision and goal:

Together, let’s build a unified Community Health Centres movement across Canada, and work in greater partnership with federal, provincial, local and international allies. By doing so, we will positively transform our country and improve health and wellbeing for all.

Two years later, we are inspired by the progress that we have achieved together, and we are honoured to welcome delegates to the second biennial CACHC conference, in Ottawa. Over these few days together, we will inspire and be inspired; we will share and gather resources; and we will establish and renew working relationships that embody our shared vision for a healthier society.

We are excited to bring together Community Health Centre representatives from across Canada, as well as Australia, Europe, the United States, South Africa and beyond. We are also honoured and excited to welcome our partners from other diverse health, social service, government and other sectors.

As multi-service, multi-sector agencies, Community Health Centres are intrinsically partnership-oriented. We aspire to reflect this spirit and approach at the federal level as an association. We want these few days together to strengthen the partnerships necessary to bolster our federal and provincial health systems, and to improve the services and programs upon which residents of Canada rely.

As an association, CACHC will play its part to advance and amplify the momentum we achieve here in Ottawa. We encourage you, as conference delegates, to use our time together as a launching pad for increased networking and collaboration across organizations, and across provincial and national borders.

Given that 2015 is a federal election year, our collective attention is naturally focused on federal issues and partnerships. We must, however, seize this moment to build toward a future where, each year, our federal focus and collaboration intensifies. The vision of a healthier and more united Canada is ours for the making.

By the time we part ways at the end of September 18th, you will have heard about our vision for the years to come and our trajectory toward the 2017 CACHC Conference – an exciting event that will once again root our vision, mission and energy in the community. We look forward to passing the torch to our federal and provincial colleagues who will carry us forward to our 2017 gathering.

So, let’s get started! We wish you an exceptional conference experience and we look forward to our time together this week.

Yours in health and solidarity,

Michelle Hurtubise
CACHC Ontario Board Representative

Jane Moloney
CACHC Board Chair
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<tr>
<th>Time</th>
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<tr>
<td>10:00 – 14:00</td>
<td>Provincial Community Health Centre Associations Meeting</td>
<td>Room 211</td>
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<tr>
<td>14:00 – 18:00</td>
<td>Conference and CACHC Annual General Meeting Registration</td>
<td>Conference Centre Atrium</td>
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<tr>
<td>17:00 – 18:30</td>
<td>CACHC 2015 Annual General Meeting</td>
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<tr>
<td>18:30 – 19:00</td>
<td>CACHC Board of Directors Meeting</td>
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<td>19:00 – 22:00</td>
<td>Conference Welcome Reception</td>
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<td>Conference Registration</td>
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<td>07:30 – 8:30</td>
<td>Breakfast</td>
<td>Ballroom 106</td>
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<td>07:30 – 17:00</td>
<td>Exhibitor Booths</td>
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<td>08:30 – 08:50</td>
<td>Conference Welcome</td>
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<td>Where does our Canadian healthcare system stand? What are the challenges and opportunities to improve coordination and effectiveness of services across Canada? How do we re-orient our attention and investments to build a true “health system” rather than the current illness-treatment system? What is the special role and opportunity for community-based agencies, including Community Health Centres? One of Canada’s foremost thinkers shares his insights and vision.</td>
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<td>09:50 – 10:10</td>
<td>Refreshment Break</td>
<td>Exhibitors Space</td>
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<tr>
<td>10:10 – 10:30</td>
<td>Agent of Change Award Presentation: Medicine Hat (Alberta) Plan to End Homelessness</td>
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<td>10:30 – 12:00</td>
<td>Plenary 1: Improving the Federal Role in Health</td>
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<td>With the next federal election on October 19, 2015, and serious concerns looming over the future of Medicare and the health of Canadians, this moderated plenary session puts the issues front and centre. What are the party commitments to improving our health system?</td>
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health system, and to increasing action on the social determinants of health? How do we improve and increase the federal government’s role as a steward of health and healthcare? What are some of the key priority areas for action and investment? This is a session of immense importance for conference delegates and the general public alike.

**PANELISTS & MODERATOR:**

**MODERATOR:** André Picard, Carolyn Bennett, MP
Health Columnist, The Globe & Mail (Montréal, QC) (Toronto-St. Paul’s, ON) Liberal Party of Canada

Michael Brennan, CEO Cindy Forbes, President
Canadian Physiotherapy Association Canadian Medical Association
and Co-Chair, Health Action Lobby (Ottawa, ON) (Ottawa, ON)

Maureen Klenk, President Jane Moloney, Chair
Canadian Association of Canadian Association of Community
Advanced Practice Nurses Health Centres (Ottawa, ON) (Ottawa, ON)

Murray Rankin, MP Andrew West, Green Party Candidate
NDP Health Critic Kanata-Carleton (Ottawa, ON) (Victoria, BC)

12:00 — 13:00
Lunch
>> Ballroom 106

12:00 — 13:00
Press Conference: Bridging the Gap — Connecting Municipal and Federal Leadership (Conference Concurrent Event)
>> Theatre Hall 110

The 2014 report “Bridging the Gap: Ottawa Community Wellbeing Report” signified the first application of the Canadian Index of Wellbeing aimed at shaping policy at the municipal level. Important as it is to advocate at the local level, it is becoming increasingly apparent that municipalities cannot effect change alone. They need the support of other levels of government, and in particular the federal government. With this in mind, the Ottawa Coalition of Community Health and Resource Centres will be issuing a special Bridging the Gap follow-up report identifying specific federal policy recommendations aimed at making crucial investments in community infrastructure aimed at increasing access to affordable housing, nutritious food and public transit.

12:40 — 13:00
Agent of Change Award Presentation: Toronto Public Health
>> Ballroom 106

13:00 — 14:30
Plenary 2: Francophone Health in Focus
>> Ballroom 106

Only a very small portion of French-language families and communities in minority settings across Canada have access to French-language Community Health Centre services and programs. Hear about recent research conducted jointly by the Canadian Association of Community Health Centres and Société Santé en français to better document access and the types of French-language CHC services available across Canada. Panelists will further discuss and engage participants around strategies and opportunities to expand access to French-language CHC services across the country.
SPEAKERS & PANELISTS:

**MODERATOR:** Linda Savard, President and Executive Director, Axion Inc. (Ottawa, ON)

Monique Constant, Executive Director Saint-Boniface Community Health Centre (Winnipeg, MB)

Marc Bisson, Executive Director Estrie Community Health Centre (Cornwall and region, ON)

Esdras Ngenzi, Executive Director ACFA, Régionale du Calgary et Clinique francophone du Calgary (Calgary, AB)

Simone Thibault, Executive Director Centretown Community Health Centre and Chair, CACHC French-language Health Services Working Group (Ottawa, ON)

Caroline Vézina, Programs Director Société Santé en français (Ottawa, ON)

14:45 — 16:15

Concurrent Workshops — see pages 11 & 12 for descriptions

1A: Trauma-informed care: An innovative CHC / public health partnership

1B: Making data work – untangling input, output, and reporting

1C: Implementing/expanding research at your health centre

1D: Fundamentals of fundraising – lessons for health centres

1E: Expanding access to Aboriginal CHCs across Canada

1F: Expanding access to French-language CHCs across Canada

16:15 — 17:45

Local Community Health Centre Tours

>> Off site

Sandy Hill Community Health Centre — www.shchc.ca

Wabano Centre for Aboriginal Health — www.wabano.com

17:30 — 18:30

Cocktail Reception

>> Ballroom 106

18:30 — 20:30

Dinner & Entertainment

>> Ballroom 106

19:40 — 20:00

Agent of Change Award Presentation: Kingston Community Health Centres

>> Ballroom 106

08:00 — 10:00

Conference Registration

>> Conference Centre Atrium

07:30 — 08:30

Breakfast

>> Ballroom 106

08:00 — 13:00

Exhibitor Booths

>> Exhibitors Space
08:30 – 10:00

Plenary 3: Triple Aim in Healthcare: Strategic Role of CHCs
>> Ballroom 106

Triple Aim is a framework developed by the Institute for Healthcare Improvement (IHI) that describes an approach to optimizing health system performance, with emphasis on three dimensions: improving the patient experience of care; improving the health of populations; and reducing the per capita cost of healthcare. Hear from Gateway CHC which acts as lead agency for a dynamic Triple Aim collaborative to guide system planning and monitor/evaluate performance applying the Triple Aim framework within the Rural Hastings Health Link, in rural south east Ontario. Hear from US NACHC’s Chief Medical Officer who will provide insights and lessons from initiatives across America’s network of over 9000 Community Health Center sites.

SPEAKERS & PANELISTS:

Lyn Linton, Executive Director  
Gateway Community Health Centre  
(Tweed, ON)

Julia Swedak, Director of Quality and Decision Support  
Gateway Community Health Centre  
(Tweed, ON)

Ronald Yee, Family Physician;  
Chief Medical Officer  
US National Association of Community Health Centers  
(Washington DC, USA)

10:00 – 10:20

Refreshment Break
>> Exhibitors Space

10:20 – 12:00

Plenary 4: Advancing Canada’s CHCs Through Global Learning
>> Ballroom 106

In April 2015, US and Canadian Community Health Centres conducted their inaugural international Community Health Centres study tour, which took place in Melbourne and Sydney, Australia. Led by the Canadian Association of Community Health Centres, the 10-day tour was also coordinated by the International Federation of Community Health Centres (IFCHC), Community Health Australia (CHA) and US National Association of Community Health Centres (NACHC). During this session, study tour delegates share insights from the tour and lessons around the potential for international CHC study tours and exchanges to improve innovation, quality and impact of community-based primary health care services.

SPEAKERS & PANELISTS:

MODERATOR: Jack McCarthy  
Bruce Gray, CEO  
Executive Director, Somerset West Community Health Centre  
Northwest Regional Primary Care Association (Seattle, WA, USA)

Anita Monoian, CEO  
Lynne Raskin, CEO  
Yakima Neighbourhood Health Services (Yakima, WA, USA)  
South Riverdale Community Health Centre and CACHC  
Board Member (Toronto, ON)

Hersh Sehdev, Executive Director  
Chris Templin, Political Analyst  
Kingston Community Health Centres (Kingston, ON)  
Victorian Healthcare Association and Community Health (Melbourne, Australia)
12:00 — 13:00  
Lunch  
>> Ballroom 106

12:40 — 13:00  
Agent of Change Award Presentation: Canadian Doctors for Refugee Care  
>> Ballroom 106

13:00 — 14:30  
Concurrent Workshops — see pages 11 & 12 for descriptions

2A: Democratic Engagement in Action  
2B: Providing Transitional Support to Vulnerable Calgarians: The CUPS Coordinated Care Team  
2C: Implementing/expanding research at your health centre  
2D: Building stronger teams at your health centre  
2E: Canadian Index of Wellbeing – Applications for community health  
2F: mumsDU – Saving the Lives of Drug Users

14:30 — 14:45  
Refreshment Break  
>> Exhibitors Space

14:45 — 16:00  
Closing Plenary: Building the Global CHCs Movement Together  
>> Ballroom 106

In 2013, global partners officially launched the International Federation of Community Health Centres. The goal is to increase global knowledge-exchange, resource-sharing and collaboration among Community Health Centres and their associations around the world. Hear what has happened to date at the IFCHC, along with Community Health Centre experiences from around the world. Engage this panel around opportunities for CHC staff and board members around the world to play a more active part in global learning, exchanges and “CHC movement building.”

**SPEAKERS & PANELISTS:**

- **Zsuzsanna Farkas Pall**, Family Physician, Rosiori Community Health Centre; Member, EFPC Alliance for Community Oriented Primary Care (Rosiori, Romania)
- **Dan Hawkins**, Senior Vice President, Policy & Research, US National Association of Community Health Centers (Washington DC)
- **Shabir Moosa**, Family Physician, Chiwelo Community Health Centre; Secretary, WONCA Africa (Soweto, South Africa)
- **Aanchal Ralhan**, Health Sciences Student and Loran Scholar, University of Western Ontario, CACHC-IFCHC International Student Intern (London, ON)
- **Chris Templin**, Political Analyst, Victorian Healthcare Association and Community Health (Melbourne, Australia)
- **Scott Wolfe**, Executive Director, Canadian Association of Community Health Centres (Toronto, ON)
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**Workshop Descriptions**

**1A: TRAUMA-INFORMED CARE: AN INNOVATIVE CHC / PUBLIC HEALTH PARTNERSHIP**

Klinic Community Health Centre is an inner city community health centre in Winnipeg that serves a high-needs population. In an effort to address the challenge of transferring knowledge of trauma and the social determinants of health into policy and practice, Klinic CHC entered into a 2-year partnership with the Public Health Agency of Canada. Through this partnership, Klinic CHC is working towards becoming a Trauma-Informed organization; developing a tool to assist in program and policy development which incorporates the social determinants of health, elements of trauma-informed practice, community needs, social justice priorities and other factors; and working to ensure that learning outcomes, in-house knowledge, and expertise are shared with a broader audience.

> Linda Dawson  
Director of Health Services, Klinic Community Health Centre (Winnipeg, MB)

> Kiri Shafto  
Public Health Officer, Public Health Agency of Canada (Winnipeg, MB)

**1B: MAKING DATA WORK - UNTANGLING INPUT / OUTPUT / REPORTING**

Community-based healthcare organizations have an evolving, and often uncomfortable relationship with data management. Where does one begin? How does one collect meaningful data without an effective electronic system? How can health centres benefit from moving forward with e-health when so much is designed exclusively for individual health providers, not care teams and programs? How does one refine data collection, and make meaningful use for reporting and service planning? Learn from other Community Health Centres and their data management experiences, and work toward untangling your own data collection, management, and reporting challenges. Includes discussion about a future data collection collaborative and national reporting project at Community Health Centres across Canada.

> Jennifer Rayner  
Epidemiologist and Regional Decision Support Specialist, Community Health Centres Network of Southwest Ontario (London, ON)

**1C/2C: IMPLEMENTING/EXPANDING RESEARCH AT YOUR HEALTH CENTRE**

To improve organizational effectiveness and demonstrate evidence of impact, it is essential for Community Health Centres to participate in organizational and community-based research. Experience from health centres across Canada demonstrates that it is possible for all Community Health Centres to participate in research activities to some degree, regardless of size, budget and capacity. Learn about the different tiers of research readiness and activity; techniques for participating in and leading research activities; fundamental aspects of community-based research; and more. Hear case studies of Community Health Centre research from centres of various sizes, budgets and capacity-levels and get practical insights and tips.

> Tracy Mercier  
Program Evaluation and Research Coordinator, Boyle McCauley Health Centre (Edmonton, AB)

> Yogendra Shakya  
Senior Research Scientist, Access Alliance Multicultural Health and Community Services (Toronto, ON)

**1D: FUNDAMENTALS OF FUNDRAISING - LESSONS FOR HEALTH CENTRES**

Growing demand for the multi-faceted services and programs of Community Health Centres means that centres are increasingly searching out new and diverse sources of funding to meet the needs of clients, families and communities. In this expert-led session, learn how to move from identifying funding needs to action, implementing and executing strong fundraising strategies and techniques. Where to begin? How to identify needs and set up processes to ensure success? These and other fundamentals will be described by a seasoned fundraising specialist with years of experience in the not-for-profit sector and strong knowledge of Community Health Centres.

> Holly Wagg  
Philanthropic Counsel, Good Works; Former Board Member, Centretown Community Health Centre (Ottawa, ON)

**1E: EXPANDING ACCESS TO ABORIGINAL CHCs ACROSS CANADA**

Only a small fraction of the individuals, families and communities across Canada that need access to the culturally-appropriate, culturally-safe services, programs and support on an Aboriginal Community-led Health Centre currently have access. Building on conference discussions of the need for cultural safety in care for First Nations, Métis and Inuit families and communities, join this workshop to network, exchange ideas and work toward a shared strategy to push for the expansion of Aboriginal Community-led Health Centres across Canada.

> Facilitated Networking Discussion

**1F: EXPANDING ACCESS TO FRENCH-LANGUAGE CHCs ACROSS CANADA**

Only a small fraction of the individuals, families and communities across Canada that need access to a Community Health Centre currently have access. An even smaller portion of French-language families and communities in minority settings have access to French-language CHC services and programs. Build on recent research conducted by CACHC and Société santé en français pushing for expansion of French-language CHCs across Canada. Connect with CACHC’s national French-language health services working group, implementing a shared national strategy.

> Facilitated Networking Discussion
2A: DEMOCRATIC ENGAGEMENT IN ACTION

In 2014, Community Health Centres across Canada re-committed to the role of CHCs in fostering and advancing democratic engagement at the community level. This speaks to evidence that participation in democratic processes has a positive benefit on health, and it underscores the commitment of CHCs to working upstream to improve determinants of health and community participation. In advance of the 2015 Federal Election and our shared call to action, learn more about why it’s important for health centres and other community-based organizations to be actively working to improve democratic engagement in local communities. Learn about innovative strategies and tools for your organization. Hear how two partner coalitions in Ottawa are mobilizing voters on key policy issues at municipal and federal levels through the Making Votes Count initiative.

> John Beebe  
Manager of Outreach, Samara Canada (Toronto, ON)

> Suzanne Doerge  
Director, City for All Women Initiative (Ottawa, ON)

> Zeinab Mohamed  
CAWI Member and Resident Leader (Ottawa, ON)

> Eugene Williams  
Manager of Health Promotion & Community Programs, Somerset West Community Health Centre (Ottawa, ON)

2B: PROVIDING TRANSITIONAL SUPPORT TO VULNERABLE CALGARIANS: THE CUPS COORDINATED CARE TEAM

The Calgary Urban Project Society is a multi-faceted Community Health Centre that has implemented a new Coordinated Care Team (CCT) with funding from the Greenshield Canada Foundation. The CUPS Calgary CCT is set to be an intensive case management program that provides transitional care to vulnerable and low-income participants presenting to the emergency department. The program was conceived to provide more transitional support for low-income and vulnerable clients discharged from emergency departments. The CCT is an outreach team with two RNs who will work to assist vulnerable Calgarians in better navigating healthcare and social services including housing, financial supports, addictions and mental health supports, and other supports in the community.

> Darryn Werth  
Senior Director for Program Strategy, CUPS Calgary (Calgary, AB)

> Elaine Wilson  
Registered Nurse and Lead for CCT Research and Quality Improvement, CUPS Calgary (Calgary, AB)

2D: BUILDING STRONGER TEAMS AT YOUR HEALTH CENTRE

In order to improve organizational effectiveness and the impact of care and support for individuals, families and communities, it is essential for Community Health Centres to focus on strategies, tools and techniques to foster and improve connections within and across the organization. Hear insights from recent research in Ontario that assessed and described team functioning and organizational justice. Discuss how to increase teamwork and collaboration among care providers; how to improve connectedness and referrals between clinical care services and health promotion and community development initiatives; and how to document and measure change.

> Laura Muldoon  
Family Physician, Somerset West Community Health Centre (Ottawa, ON)

> Jennifer Rayner  
Epidemiologist and Regional Decision Support Specialist, Community Health Centres Network of Southwest Ontario (London, ON)

2E: CANADIAN INDEX OF WELLBEING – APPLICATIONS FOR COMMUNITY HEALTH

The Canadian Index of Wellbeing (CIW) is an internationally recognized research and evaluation framework that examines, tracks, and reports on how people are really doing in respect to the social determinants of health. Through 64 indicators, the CIW compiles quantitative data on eight interconnected quality of life domains: Community Vitality, Democratic Engagement, Education, the Environment, Healthy Populations, Leisure and Culture, Living Standards, and Time Use. Learn how the CIW can become a powerful resource for Community Health Centres and partners to measure what really matters in communities and towns across Canada.

> Gary Machan  
CIW Canadian Research Advisory Group (Toronto, ON)

> Mary MacNutt  
Director of Communications, Association of Ontario Health Centres (Toronto, ON)

> Anna Piszczkiewicz  
Knowledge Transfer Specialist, Association of Ontario Health Centres (Toronto, ON)

2F: MUMSDU - SAVING THE LIVES OF DRUG USERS

Mothers of people who die from drug use bear an extra burden of recovery due to their disenfranchised grief, caused partly by the stigma associated with the manner in which their child died. Many suffer in silence due to fear of judgment being placed on themselves or their child. mumsDU is an emerging national grassroots movement in Canada whose overarching goals are to provide peer support; decrease stigma; and advocate drug policy reform in Canada. Learn more about these important efforts, including upcoming advocacy for drug policy reform at the April 2016 United Nations General Assembly Special Session on Drugs.

> Donna May  
mumsDU Coordinator

> Sharon Mandel  
mumsDU Counsellor
Michael Brennan is the CEO of the Canadian Physiotherapy Association, representing 13,000 physiotherapists and assistants across Canada. Mr. Brennan brings 25 years in association management and health policy to the leadership of Canada’s largest rehabilitation association.

Other duties include Board Director of the Canadian Institute of Military and Veterans Health Research, lecturer at the Queens University Monieson Centre for Business Research in Healthcare, and Co-chair of the Health Action Lobby (HEAL) comprising over 40 associations and patient advocacy groups, including the Canadian Association of Community Health Centres.

Mr. Brennan holds a Masters degree in Economics from the University of Ottawa. He previously served as the Executive Director of the Canadian Technology Human Resources Board, and Director of Standards and Accreditation for the Canadian Council of Technicians and Technologists. He has published articles on health economics, the role of associations in generating social capital, and responsible lobbying. He lives in the national capital with his wife Sandy, a physiotherapist, and two children, Talia and Joe.

Monique Constant is a Franco-Manitobain. She is the Executive Director of Centre de santé Boniface and Community Area Director for Health and Social Services for Saint-Boniface & Saint-Vital in Winnipeg, Manitoba. Monique has worked in the healthcare field for over 26 years in a variety of Health services organizations, acute care and long term care, both in rural and urban settings.

She has held a range of positions including Director of Support services; Patient Safety Coordinator; Chief Administrative Officer & Chief Allied Health Offer as well as the Regional Program Director for diagnostic imaging for the WRHA (Winnipeg Regional Health Authority).

She is a graduate from the University of Minnesota with a Master’s degree in Healthcare Administration. She also holds a Bachelor Degree from the University of Manitoba in Human Ecology, with a major in Foods and Nutrition as well as 3 certificates in Healthcare Administration (Acute Care and Long term care).

Dr. Zsuzsanna Farkas-Pall is assistant professor of family medicine in the Faculty of Medicine and Pharmacy based in Oradea, Romania. She obtained her medical degree in 1995 and started training in family medicine in 1997. Since 2000 she has worked as a family doctor in a rural Community Health Centre setting in Rosiori, located in north-west Romania.

Dr. Farkas-Pall became interested in developing this primary health care centre, integrating various health services tailored to reduce health inequalities when, as a rural GP, she realised the importance of continuity of health services at the community level. She is a member of the European Forum for Primary Care and its Alliance for Community Oriented Primary Care (ACOPC), a founding partner, along with CACHC, of the International Federation of Community Health Centres. She is also an executive member of the European Rural and Isolated Practitioners’ Association.

She completed her PhD studies in 2010 focusing her research in the Rosiori community. Her doctoral work was entitled “Efficient methods in cardiovascular risk reduction in primary care”. Dr. Farkas-Pall is a devoted teacher endeavouring to attract medical students to family medicine, and especially to practice in rural settings.
> **CINDY FORBES**

Originally from Dartmouth, Nova Scotia, Dr. Cindy Forbes has been a practicing family physician for over 28 years. In August 2015 she officially took on her role as incoming President of the Canadian Medical Association. Originally interested in teaching, she completed a Bachelor of Science degree in Health Education at Dalhousie University in 1980 and was a recipient of the Dalhousie University Medal for Academic Achievement. With a passion for health and wellness, Dr. Forbes decided to pursue a career in medicine. She obtained her MD from Dalhousie University’s School of Medicine in 1985 where she was President of her graduating class.

Dr. Forbes went on to practice family medicine in Bedford, Nova Scotia and quickly became actively engaged in the work of Doctors Nova Scotia where she ultimately became President from 1996–1997. Following her term as Past President, Dr. Forbes moved with her family to North Vancouver, British Columbia where she practiced as a family physician for three years before returning to Nova Scotia and joined her current family practice in Fall River, Nova Scotia. During her time in British Columbia, she also served on the BCMA’s Council on Health Care and Promotion and the Tobacco and Illness Prevention Committee.

> **BRUCE GRAY**

Bruce Gray is Chief Executive Officer of the Northwest Regional Primary Care Association, based in Seattle, Washington. Bruce provides high-level vision and leadership to develop and implement NWRPCA’s strategic plan under the guidance of its board of directors.

He works closely with program managers to ensure careful tactical execution of the plan, personally focusing on development of the Association’s network of strategic partnerships. With a master’s degree in public administration and a career spent in healthcare policy, including work in the Bureau of Primary Healthcare, Bruce is truly dedicated to helping improve the health, wellness and well-being of the medically underserved population across the US Northwest.

> **DAN HAWKINS**

Dan Hawkins is Senior Vice-President for Public Policy and Research at the National Association of Community Health Centers (NACHC). Since Dan joined NACHC in 1981, federal support for Community Health Centers has grown from $350 million to over $3 billion annually, and the number of people served by America’s CHCs has grown from 5 million to more than 22 million.

Community Health Centers also received $11 billion in guaranteed, directed funding under the Patient Protection and Affordable Care Act of 2010 (the health reform bill), which will allow CHCs to grow to serve at least 35 million people by 2019.

Prior to joining NACHC, Dan served as a VISTA volunteer, Director of a migrant and community health center located in south Texas, and as an assistant to US Health and Human Services Secretary, Joseph Califano, during the Administration of US President Jimmy Carter.

He has written numerous articles and monographs on health care issues, and has provided testimony before several Congressional Committees.

> **MAUREEN KLENK**

Maureen is President of the Canadian Association of Advanced Practice Nurses (CAAPN). Maureen has been involved in the nurse practitioner role (NP) since 1990. She realized the potential of the role when she began her northern nursing practice in remote Canadian communities, the predecessor of the NP role as we know it today.

In 2001, Maureen moved to Saskatchewan to begin her career as both faculty in the Primary Care Nurse Practitioner Program (PCNP) and as the NP Coordinator with the Saskatchewan Registered Nurses Association (SRNA). Maureen was the first licensed NP in Saskatchewan (2004). As NP coordinator for SRNA she assisted with the implementation of the role from regulation to practice as well as national projects such as the Canadian Nurse Practitioner Initiative. Currently, Maureen is clinical faculty in the Primary Care Nurse Practitioner Program at the Saskatchewan Institute of Applied Science and Technology.

> **LYN LINTON**

Lyn has a Master's Degree in Health Administration with extensive experience working within the not-for-profit and for-profit health care sectors. Her varied career includes that of a CEO, Director of Operations, Product Manager and Nursing Professor. In her nursing professional role, she worked in the areas of critical care, psychiatry, and community health.

Her other roles include planning and policy development with the former District Health Council, nursing research in collaboration with the Ministry of Health, Marketing and Product Development with Johnson & Johnson Medical, strategic and operational leadership with Trudell Medical International and within the hospital and community sectors. Lyn is the Executive Director of Gateway Community Health Centre and the Lead for the Rural Hastings Health Link.

> **JACK MCCARTHY**

Jack McCarthy has been the Executive Director of the Somerset West Community Health Centre (SWCHC) since 1989. During his tenure the Centre has significantly expanded its program base, providing a vast range of health and social services targeted to the needs of the residents in west central downtown Ottawa.

From 2004 to 2011, Jack was the Chairperson of the Canadian Alliance of Community Health Centre Associations (CACHCA), a pan-Canadian advocacy body for CHCs that preceded the Canadian Association of Community Health Centres. He was a member of the steering committee which organized a very successful international conference “CHCs: Acting today; shaping tomorrow” held in Toronto in June 2011, involving the Association of Ontario Health Centres (AOHCA) and the US National Association of CHCs (NACHC).

At the conference Jack received the Joe Leonard Award honouring individuals, “who have made outstanding contributions to community health, shown outstanding leadership with respect to health policy, health promotion and disease prevention, or furthered the recognition..."
moved to Johannesburg in 2004 to take up a post at the Department of Family Medicine, University of Witswatersrand (Wits). Dr. Moosa has been an active researcher at Wits and is deeply involved in development and research around community-oriented primary health care (COPC) in Johannesburg.

He also continues to practice as a family physician in Soweto, helping build the community-oriented practice at Chiawelo Community Health Centre. The centre is being presented as a model for primary health care within the national health insurance program emerging in South Africa.

> ANITA MONOIAN

Anita Monoian is the President and Chief Operating Officer of Yakima Neighborhood Health Services in Yakima, Washington, and has served in this position since 1979. YNHS was established as a preventive health care site in 1975 to serve the working poor of the community, and has grown to a full-scope primary care organization, now serving an average of 700 patients and clients per day. Ms. Monoian is Past Chair of the U.S. National Association of Community Health Centers (NACHC). In her two decades with NACHC, she has served as Vice Speaker of the house and on various committees, subcommittees and task forces, often in leadership positions. She is also the current Chair of the Northwest Regional Primary Care Association, Chair of the PTSO in Washington, a Community Health Center Controlled Network, and on the executive committee of the Washington Association of Community and Migrant Health Centers (WACMHC). Anita served for 18 years as a member of US Senator Slade Gorton’s Health Policy Committee and has been appointed by Washington’s Governors to several other committees.

> SHABIR MOOSA

Born in Durban, South Africa, Dr. Shabir Moosa studied at the University of Natal Medical School. After graduation, Dr. Moosa started practicing in 1990 as a general practitioner (GP) in Kokstad, a small rural town near poverty-stricken Transkei. He was later involved in the development of district health services in the area and served as city councillor in Kokstad, as well as chair of the local independent practitioners association.

He started his postgraduate studies in family medicine in 1998, from his practice and based on the distance-teaching module operative at the time in South Africa. Dr Moosa moved to Johannesburg in 2004 to take up a post at the Department of Family Medicine, University of Witswatersrand (Wits). Dr. Moosa has been an active researcher at Wits and is deeply involved in development and research around community-oriented primary health care (COPC) in Johannesburg.

> ANDRÉ PICARD

Andrè Picard is the public health reporter at The Globe and Mail and one of Canada’s top public policy writers. He is the author of the best-selling books CRITICAL CARE: Canadian Nurses Speak For Change and THE GIFT OF DEATH: Confronting Canada’s Tainted Blood Tragedy. He is also the author of A CALL TO ALMS: The New Face of Charity in Canada.

Andrè has received much acclaim for his writing, including the Michener Award for Meritorious Public Service Journalism, the Canadian Policy Research Award, and the Atkinson Fellowship for Public Policy Research. In 2002, he received the Centennial Prize of the Pan-American Health Organization as the top public health reporter in the Americas. In 2005, he was named Canada’s first Public Health Hero by the Canadian Public Health Association, and in 2007 he was honoured as a Champion of Mental Health. Andrè is also a four-time finalist for the National Newspaper Awards – Canada’s Pulitzer Prize.
Aanchal Ralhan is a fourth-year undergraduate student from the University of Western Ontario, in London, Ontario pursuing an honours degree in Health Sciences. Aanchal is also a Loran Scholar, receiving a prestigious award for her studies from 2012 – 2016, her anticipated year of graduation. As a UWO student, Aanchal has earned a place on the Dean’s list for the Faculty of Health Sciences during all of her semesters of study.

As part of her Loran Scholarship, Aanchal joined the Canadian Association of Community Health Centres and the International Federation of Community Health Centres (IFCHC) as a Global Health Intern from May to August 2014. Her internship took her to Tuscany, Italy, as the IFCHC’s first official intern. There, she conducted field research with Community Health Centres in the Tuscany region, collecting information regarding chronic care management practices.

Her objective was to gain further insight into Italy’s super-aging population and to support knowledge-exchange efforts between Italian and Canadian CHCs, particularly around chronic care models. She is currently assisting IFCHC with development of a structured global internship program for students interested in global public health and community-oriented primary health care.

First elected in 2012, Murray Rankin serves as Member of Parliament (New Democratic Party) for Victoria, British Columbia. As the NDP’s Health Critic, Mr. Rankin champions stronger public health care, better home care for seniors and more affordable prescription drugs. Earlier, he served as the NDP critic for Pensions and for National Revenue and led the NDP’s national campaign for CPP expansion.

A nationally recognized expert in environmental and public law, Murray built his career and raised his family in Victoria. He has worked with government to help double BC’s parks system, negotiate treaties with First Nations, and create BC’s laws for privacy and freedom of information. For more than 30 years, Murray has been associated with the University of Victoria, including as a law professor. While teaching there, he helped build organizations like West Coast Environment Law, the Land Conservancy of BC and the BC Public Interest Advocacy Centre.

Linda Savard has been President of Axion Inc, an Ottawa-region consulting firm, since 2005. She has also been a Trustee with the Eastern Ontario French-language school board since 2010, and from 1996 to 2004 was President of the Ontario Chamber of Commerce. Linda has established a key place within strategic planning networks within and for the Francophone Ontario population, at non-governmental and government tables.

Under her leadership Axion Inc has been recognized by the Regroupement des gens d’affaires de la capitale nationale as Ottawa-Gatineau Business of the Year (2011). Linda is a trusted figure within the Franco-Ontarian community and her years of work and service have led to important advances in the areas of community development, education, business and health services for Francophone Ontarians. Her work has also helped to increase the visibility of the Francophone community at various government tables, raising the profile of needs related to education, economic development, immigration and health.

Hersh is Executive Director of the Kingston Community Health Centres (KCHC), a multisite, multiservice organisation with 167 staff and an operating budget of $16M. During her 15 years of leadership, she has made a profound impact in the community, working tirelessly to help the most disadvantaged and marginalized citizens – the homeless, those facing mental health or addiction challenges, those reintegrating from the justice system, and those who have suffered abuse or misfortune of one kind or another.

Before joining KCHC she held numerous key roles in Toronto at South Riverdale CHC; the United Way of Greater Toronto, Riverdale Immigrant Women’s Centre, and YWCA; and in India, at UNICEF India. Her first book, Multiculturalism and Health Care — A Training Manual for Health Practitioners, was published in 1985. Hersh is a recipient of the International Women’s Day Award (2011) and the Ontario Medical Association’s Community Services Award (2012). She is Adjunct Lecturer at Queen’s University, with a Master’s of Public Health, and an MHSc from University of Toronto.
> JULIA SWEDAK
Julia has a BSc Degree in Biotechnology, Bachelor Degree in Adult Education and Master Degrees in Project Management, Health Information Management and Health Informatics. In addition, Julia brings advanced certification in project and change management and a Lean Black Belt in Healthcare. Julia has experience in both private sector (Biotechnology and Pharmaceutical manufacturing) and public sectors including Home Care and the Local Health Integrated Network.

Her various roles have included: Operations Manager, Project Management Office Lead – Enabling Technologies, Strategy Program Manager and College Professor. Julia is the Director of Quality and Decision Support with Gateway Community Health Centre and supports the Rural Hastings Health Link Performance Management Team.

> SIMONE THIBAULT
Simone Thibault is the Executive Director of the Centretown Community Health Centre (CCHC), serving diverse populations in downtown Ottawa. Simone has led a number of non-profit community-based organizations for the past 25 years.

She has shared her leadership at a number of regional and provincial networks to enable positive change in the area of community health and well-being, woman abuse, health equity, as well as the reality of francophone populations in a minority context. Her key area of interest is to advocate for change that makes a particular difference in the lives of those who are marginalized in society.

> CAROLINE VÉZINA
Caroline Vézina is a social worker by training and has been active in the area of health and social services since 1994. She is currently Programs Director for Société Santé en français, a position she assumed in 2010. Caroline began her career in social development and community health, both in rural and urban settings, at a Centre local de santé communautaire (CLSC) – one of the province of Québec’s Community Health Centres.

Following that, she acted as Director of Community Development and Volunteerism for the United Way, and then manager for physical health programs (cancer, palliative care and chronic diseases) at the Agence de la santé et des services sociaux de l’Outaouais. She is passionate about equity in health and healthcare, one of the key reasons for her decision to work with the Société Santé en français, a pan-Canadian organization working to improve access and quality of health services for French-speaking residents of Canada from coast to coast.

> ANDREW WEST
Andrew West is the Green Party of Canada candidate for Kanata-Carleton. Andrew is a graduate of the University of Ottawa Faculty of Law and the Attorney General Critic for the Green Party of Ontario. His law degree includes a specialization in Environmental Law with extensive training in resolving disputes.

Andrew attended law school after graduating with honours from the Politics and Governance program at Ryerson University.

Before returning to school to begin his second career, Andrew experienced small business first hand. He started working at a young age for his family-owned construction business (a mobile crane service). Andrew then spent over 10 years in the television industry where he worked mostly as a sole proprietor/ independent contractor. He spent much of 2008 volunteering for Amnesty International and was a Committee Chair for an annual fundraiser entitled “Taste for Justice”. Andrew has also volunteered and raised money for the Canadian National Institute for the Blind and WWF-Canada. He is currently studying to be bilingual.

> SCOTT A. WOLFE
Scott A. Wolfe is Executive Director of the Canadian Association of Community Health Centres (CACHC), responsible for its overall operational management. He is also an Advisor to the International Federation of Community Health Centres. Prior to assuming his role at CACHC, in 2010, Wolfe worked for several years as Senior Policy Advisor for the Association of Ontario Health Centres during which time Ontario’s network of Community Health Centres doubled in number and reach throughout the province.

Before his return to Canada in 2004, he served as Director of Global Health Policy for the International Association of Physicians in AIDS Care (Chicago, Johannesburg) and Communications Advisor in the Programs on Non-Communicable Diseases and Health Human Resources at the Pan American Health Organization / World Health Organization (Washington, DC).

Wolfe holds a Masters in Political Science and International Relations from the University of Toronto. He resides in the diverse Bloordale neighbourhood of west Toronto with his partner and their two daughters.
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> RONALD YEE

Ron Yee, MD, MBA, FAAFP. Dr. Yee received his medical degree from Oral Roberts University School of Medicine and completed his Family Practice residency and Chief Resident position through the University of California San Francisco, Fresno, California. Ron was employed by United Health Centers, Inc. in Parlier, California, an eight-site Community-Migrant health center for the past two decades. He obtained his MBA from Golden Gate University, San Francisco. Dr. Yee achieved the distinguished Degree of Fellow of the American Academy of Family Physicians.

He served as faculty and team coach for two Bureau of Primary Health Care (BPHC) Patient Visit Redesign Collaboratives and two Institute of Healthcare Improvement (IHI) Redesign-Finance Collaboratives. Ron is a graduate of the National Association of Community Health Centers (NACHC) EXCELL Leadership Program and was elected to the Executive Committee as Treasurer. He is a member of the National Advisory Council for the National Health Service Corps, appointed in 2010.

Through his 20-year health center service, Dr. Yee has developed a passion for patient care and communicates a unique blend of clinical practice style efficiency, care team focus, practical financial applications and organizational transformation. He serves as the Chief Medical Officer and Senior Vice President of the Clinical Affairs Division of NACHC and is based in the Bethesda, Maryland office.
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