

# 13th Annual BC Pharmacy Technician Conference

## PTSBC 2018 Conference: October 26th and 27th, 2018

### GENERAL INFORMATION

The Pharmacy Technician Society of British Columbia is proud to bring you the 13th annual BC Pharmacy Technician Conference, featuring dynamic speakers from diverse practice backgrounds with sessions relevant to technicians in all practice settings. Join us at the River Rock Casino Resort in Richmond on Friday Oct. 26 and Saturday Oct. 27 for educational sessions and networking with your fellow technicians across the province!

The event starts on Friday evening with an exhibit and networking reception followed by an entertainment segment. Saturday is a full day of learning with an exciting keynote presentation by motivational speaker Stuart Ellis-Myers.

Learning objectives of this conference is to provide educational programming to advance pharmacy practice and to increase knowledge of pharmacy technicians from all areas of practice in order to enhance the quality of pharmaceutical care provided to patients.

The content for this conference has been submitted for review by the Canadian Council on Continuing

Education in Pharmacy (CCCEP) and is pending accreditation; We anticipate approximately 6 accredited learning hours that can be used towards your annual PDAP requirements!

### REGISTRATION

Registration deadline is October 9th, 2018. **Register now** to hold your spot! See below for registration options:

- \$230.00 - Full Registration (PTSBC Member)
- \$350.00 - Full Registration including accommodations. (PTSBC Member)
- \$330.00 - Full Registration (Non-PTSBC Member)
- \$150.00 - Friday Attendance ONLY (PTSBC Member)
- \$210.00 - Friday Attendance ONLY (Non-PTSBC Member)
- \$150.00 - Saturday Attendance ONLY (PTSBC Member)
- \$210.00 - Saturday Attendance ONLY (Non-PTSBC Member)

Full registration fee covers Friday evening, networking session and entertainment; Saturday breakfast, lunch, and all presentations. Delegates are not considered registered until payment is received. Receipts will be distributed at registration on the day of the conference. Please note that by registering for the

PTSBC Conference, you have provided your release for the free use by PTSBC for promotional purposes of any photographs taken of you or in which you may be seen during the conference. A list of registrants attending the conference will be made available to all registrants.

PTSBC reserves the right to restrict enrolment, cancel, postpone, or to otherwise modify the program due to inadequate registration or other causes beyond its control. Notification of request to cancel registration must be received in writing via email to [info@ptsbc.org](mailto:info@ptsbc.org) on or before October 9th, 2018, 5:00 PM and is subject to a processing fee. There will be no refunds of registration fees for cancellations received after October 9th, 2018.

### SPECIAL THANKS

An enormous thank you goes out to the members of the PTSBC conference planning committee: Karen Callaway, Ashley Fairfield, Robyn Miyata, Lynda Moleschi, Daisy Robillard, Shelley Sidhu, Danka Miletic, Yonette Harrod, and Bal Dhillon.

An additional thank you goes out to all PTSBC members for your support of the

### POSTER PRESENTATION

For the first time, a poster presentation competition will be held on the evening of Oct. 26 from 5:30pm—7:30pm. Fresenius Kabi is generously sponsoring a cash prize of **\$250** to be awarded for the best poster. Submission deadline has been extended to 11:59pm, October 9th, 2018.

Please see our [website](#) for full details, including submission guidelines and judging criteria. Questions can be e-mailed to: [Kelsey.Mallar@fraserhealth.ca](mailto:Kelsey.Mallar@fraserhealth.ca). Good luck to all participants!

### PTSBC 2018 MEMBER OF THE YEAR AWARD

Every year, we recognize a PTSBC member for their commitment to professionalism through excellence in pharmacy practice. If you know of a technician that deserves recognition for making a difference, let us know by nominating them for the member of the year award! The honoree will receive a \$300 award, plus complimentary registration and one-night accommodations to attend the next annual conference.

Submission deadline has been extended to October 9th, 2018; please submit all nominations using our [online form](#).

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Special note:  
This conference is for both  
Community and Hospital  
Pharmacy technicians with  
keynote presentations  
specific to pharmacy  
practice from various  
sectors of the pharmacy  
industry! Be sure to check  
out the objectives of each  
presentation provided from  
our presenters, to learn  
more.



## Program Agenda

### October 26th, 2018

**5:30 pm – 6:30 pm:** Registration

**5:30 pm – 8:00 pm:** Reception, Vendor Exhibition, and Poster Presentations

We are thrilled to have the support of vendors who are eager to share information with pharmacy personnel. Please take the time to visit the exhibitors, without whom the conference would not be possible. Meet representatives from various companies, discuss new products, explore career opportunities and have your questions answered.



**Sam Louie**  
**Master of Ceremonies**

Sam Louie actively served over 34 years leading his Pharmacy team at Lions Gate Hospital and has inspired many personnel through his role as a Frontline Leadership trainer. He currently continues his academic teaching as a clinical instructor for the Pharmacy Doctorate program at UBC and as an instructor for the Regulated Pharmacy Technician Program at Vancouver Community College.



**John Beuhler**  
**Entertainment - 8:10pm to 9pm**

John Beuhler is a veteran of comedy in Canada, appearing in the Just For Laughs Halifax and Vancouver comedy festivals; he is a twice-nominated Canadian Comedy Award Nominee and the winner of the Corner Gas Stand up Comedy Contest, and he has worked with likes of Martin Short, Dennis Miller, and Zach Galifianakis.

### October 27th, 2018

Saturday will be a full day of learning with an exciting keynote presentation by Stuart Ellis-Myers!

7:30 am	Registration opens and Hot Buffet Breakfast	12:15 pm	Lunch, Networking Break & AGM
8:25 am	Welcome and Opening Remarks Master of Ceremonies – Sam Louie	1:00 pm	Speaker: Layla Giuca A\ Emergency Program Manager BC Liquor Distribution Branch  Presentation Title: <b>Prescription Meds and Staying Prepared</b>
8:30 am	Speaker: Dr. Patricia Gerber Associate Professor  Presentation Title: <b>The Essence of Pharmacy Technicians' Practice: Professionalism and Ethics Unwrapped</b>	1:45 pm	Refreshment and Networking Break Heads and Tails game for Grand Prize
10:15 am	Refreshment and Networking Break	2:00 pm	Speaker: Dr. Marie-Hélène Pelletier Psychologist / Advisor  Presentation Title: <b>Protect your Resilience: How to reduce anxiety and lower burnout in the workplace</b>
10:30 am	Speaker: David Pavan Deputy Registrar College of Pharmacists of BC  Presentation Title: <b>College Tech Talk 2018</b>	3:00 pm	Keynote Speaker: Stuart Ellis-Myers Presentation Title: <b>Living with Tourette Syndrome</b>
11:30 am	Speakers: Dr. Davin Patel and Samantha Thompson  Presentation Title: <b>Administering Injections to Patients: A Pharmacy Technician's Journey</b>	4:30 pm	Closing remarks

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## Program Agenda



**8:30—10:15 am**

**The Essence of Pharmacy Technicians' Practice: Professionalism and Ethics Unwrapped** (Interactive Session)

**Dr. Patricia Gerber**

Dr. Patricia Gerber obtained her Pharmacy degree from UBC in 1993. She completed a Pharmacy Practice Residency Program at the Children's & Women's Health Centre of BC in 1994, and obtained her Doctor of Pharmacy (PharmD) degree from UBC in 1997.

Between 1994 and 2008 Dr. Gerber served in various roles at the Children's & Women's Health Centre of BC: as Clinical Pharmacist and Preceptor, Education Coordinator, and Residency Coordinator.

Dr. Gerber is currently an Associate Professor at the Faculty of Pharmaceutical Sciences at UBC. She has been teaching, coordinating courses, designing and developing pedagogical initiatives and providing educational leadership in both the entry-to-practice and graduate programs since 1994. Her teaching has been recognized with multiple teaching awards, including the University of British Columbia's Killam Teaching Prize.

Dr. Gerber serves in several scholarly roles at the UBC Faculty of Pharmaceutical Sciences, nationally, and internationally. She has served as Vice Chair and Chair of the College of Pharmacists of BC's Discipline Committee and is currently a member of the College's Ethics Advisory Committee. She also serves as a faculty member in the international professional Problem-Based Ethics (PROBE) program which remediates Canadian health professionals for their professional misconduct.

Her areas of interest and research are professionalism, professional identity formation, ethics, and leadership. She is regularly invited to speak at national and international conferences on these topics.

In this presentation Dr. Gerber will describe how professionalism and ethics are the foundation of competent pharmacy technician practice. Through examples and by leading participants in case-based discussion, she will bring awareness to the importance of ethics and professionalism in today's evolving practice.

By the end of the session and upon reflection, participants will be able to:

- Define professionalism and ethics.
- Describe how practising ethically impacts behaviour, attitude, and judgement.
- List expectations for ethical practice by pharmacy technicians
- Review the predominant ethical theories that support contemporary ethical practice.



**10:15 - 10:30 am**

**Refreshment and Networking Break**

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- Apply ethically-centered decision making process to common scenarios and dilemmas encountered in practice.

## Program Agenda



**10:30 - 11:30 am**  
**College Tech Talk 2018**

**David Pavan, RPh**  
Deputy Registrar, College of Pharmacists of BC

David Pavan is the Deputy Registrar for the College. He has over 20 years of management and leadership experience in the pharmacy industry in both rural and urban settings. Most recently, he has served as BC Pharmacy Operations Specialist for Shopper Drugs Mart. He has also been active in pharmacy as a Board Member with the BC Pharmacy Association and served a term as President of the BC Pharmacy Association during 2015.

From compounding standards to practice reviews, learn what's happening at the College and how it affects your practice.

By the end of the presentation, learners will be able to:

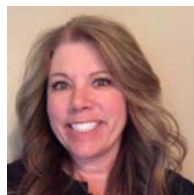
- Identify current College initiatives
- Review the latest statistics regarding the opioid crisis,
- Review the Practice Review Program
- Compare Practice Review Program statistics from community and hospital practice, and
- Review feedback from pharmacy professionals about the Practice Review Program



**11:30 - 12:15 pm**  
**Administering Injections to Patients: A Pharmacy Technician's Journey**

**Davin S. Patel, PharmD, BCACP**  
Patient Care Services | Injection Services

Upon receiving his Doctor of Pharmacy degree from St. Louis College of Pharmacy in 2011, Davin Patel completed his residency training with Jewel-Osco Pharmacies and Midwestern University Chicago College of Pharmacy. Davin worked as Pharmacy Manager and Patient Care Pharmacist for Jewel-Osco Pharmacies post residency. In 2015 he relocated to Boise, Idaho to be a Patient Care Services Coordinator for Albertsons Companies. Currently in this role, Davin manages the Albertsons Companies' immunization, travel health and medication administration programs. He is certified by the Board of Pharmacy Specialties in ambulatory care. On this free time Davin enjoys traveling, hiking, running, and spending time with friends and family.



**Samantha Thompson, CPhT**  
Samantha Thompson is a PTCB and Idaho State Board Certified Pharmacy Technician with over 25 years of experience. She has achieved her Pharmacy Immunization Certification through the Washington State University. She holds the position of Lead Pharmacy Technician with Safeway Pharmacy (since 1997) and was previously a Department Manager with Pay n Save Drug Store. Samantha has an Associate of Applied Science Diploma and resides in Coeur d'Alene, Idaho.

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## Program Agenda

### (11:30 - 12:15 pm continued)

By the end of this session, participants will be able to:

- Summarize the Technician Immunization Program enacted in Idaho, US, including background information and implementation
- Describe program participant requirements (study, training, and assessment) that prepared pharmacy technicians to carry out the program in the pharmacy
- Describe the program's impact on participants, pharmacy team members, and pharmacy workflow through measurement tools such as program surveys and pharmacy immunization data

### LET'S TALK ABOUT IT!

Annual General Meeting



### 12:15 - 1:00 pm

#### Lunch, Networking Break & AGM

The Annual General Meeting (AGM) of the Pharmacy Technician Society of British Columbia provides an opportunity for PTSBC members to come together and discuss the maintenance of the Society and the issues affecting pharmacy technicians and assistants.

All conference delegates are invited to attend the lunch; members are encouraged to participate in the AGM. PTSBC board will report on activities from the past year, there will be discussion on current issues and upcoming activities and plans. All PTSBC members are invited to attend the AGM but pre-registration is **REQUIRED**. If you are not attending the conference but would like to attend the AGM please send a message to [info@ptsbc.org](mailto:info@ptsbc.org).

### 1:00 - 1:45 pm

#### Prescription Meds and Staying Prepared

##### Layla Giuca

A/ Emergency Program Manager, BC Liquor Distribution Branch

Layla Giuca is a certified Emergency Manager who is driven by a passion for Emergency Preparedness, Teaching and Encouraging those around her to be accountable for their own health and safety and that of their families, by becoming informed, prepared and empowered.

Layla holds certificates in Emergency Management, Emergency Exercise Design, Light Urban Search and Rescue and has been a Search and Rescue Volunteer for over 5 years.

Learning Objectives:

- Identify the implications of medication loss and the burden of prescription refill on medical relief teams following extreme weather events and other natural hazards.
- Initiate the thought process to finding solutions that mitigate impact and incorporate them in an Emergency Plan.



### 1:45 - 2:00 pm

#### Refreshment and Networking Break Heads and Tails game for Grand Prize

## Program Agenda



**2:00 - 3:00 pm**  
**Protect your Resilience: How to reduce anxiety and lower burnout in the workplace**

**Dr. Marie-Hélène Pelletier, PhD, MBA, RPsych**  
Resilience and Mental Health Expert and Speaker

Apply practical, research-based tools and resources both build and retain resilience

Throughout her career in business management and psychology, Dr. Marie-Hélène Pelletier has spearheaded a national dialogue on the crucial issue of workplace health. Drawing on her extensive background in corporate, insurance, governance and public sectors, she brings national and international perspectives and expertise on mental health as a key pillar of overall health. She is a bilingual practicing psychologist with over 20 years of experience in clinical, counselling, and workplace psychology and holds a Ph.D. in counselling psychology from the University of British Columbia and an MBA from the UBC Sauder School of Business. Marie-Hélène is a Member of the Global Clinical Practice Network of the World Health Organization, Director on the board of International Association of Applied Psychology and past director on the board of the Canadian Psychological Association. She has presented and authored and co-authored a number of industry and academic publications and has won numerous academic and industry awards, including the Industry Leadership Award from Benefits Canada.

How resilient are you? It's a question worth asking. Our ability to be resilient, or bounce back, can have a significant influence on how we manage stress and interact with our colleagues and clients, on our mental and physical health, and, ultimately, on our success. The good news is that resilience in the workplace and in life can be built and improved. This session provides research-based tips to help you build and protect your resilience and support the resilience of others, whether at work or in your personal life. You may be surprised at how applying some basic principles of cognitive behavioural research can produce positive results in your life.

### Learning Objectives:

- Describe what mental health and resilience are—and how to actively contribute to building them
- Explain links between physical, mental and financial health
- Recognize the warning signs that resilience may be decreasing, and identify the implications



**3:00 - 4:30 pm**  
**Stuart Ellis-Myers**  
Motivational Speaker

What would you do if, out of the blue, your life turned upside down? What if you went from being a happy and healthy normal child, and then suddenly became an anxious, depressed, twitchy mess of devastating proportion? This is exactly what happened to Stuart Ellis-Myers. At the age of eight, Stuart began to develop one of the most misunderstood neurological disorders of our time—Tourette Syndrome. Faced with the prospect of a lifetime of disability, frustration, isolation, and shame – the typical reaction to this tragic condition – Stuart instead chose to share how everyone can

**4:30 pm Closing Remarks**

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## Sponsors

We are delighted to have the continued support of vendors who are always willing to share product and service information with pharmacy personnel.

The Organizing Committee wishes to recognize the following sponsors for their generous contribution to this event.

## Partner Conference Sponsors



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