

PTSBC

Annual Conference

October 24 & 25, 2025



The 19th Annual Pharmacy Technician Conference

The Pharmacy Technician Society of British Columbia is proud to bring you the 19th annual pharmacy technician conference, featuring dynamic speakers from diverse practice backgrounds with sessions relevant to pharmacy personnel in all practice settings.

Join us in-person at the River Rock Casino Resort in Richmond, BC, on **Friday, October 24th** for the vendor exhibit trade show and **Saturday, October 25th** for educational sessions! Don't miss out on this great opportunity to network with your colleagues and earn valuable Continuing Education units! (The content of this conference has been submitted for review to the Canadian Council on Continuing Education in Pharmacy for accreditation; we anticipate approximately 6.25 accredited learning hours that can be used for your annual PDAP requirements).

Agenda

Friday, October 24

- 5:30 PM Vendor Exhibits Open
- 8:00 PM Entertainment - The Comedy Magic of Chris Yuill
- 9:30 PM 50/50 Draw

Saturday, October 25

- 7:15 AM Hot Breakfast Buffet
- 8:00 AM College Tech Talk 2025
- 8:45 AM Uprooting Pharmacy: A Two-Eyed Seeing Path for Change
- 9:30 AM A Dose of Ambition: Breaking Barriers for Pharmacy Technicians
- 10:15 AM Networking Break
- 10:45 AM Drug Diversion Surveillance
- 11:30 AM Building Pharmacy Technicians Brick by Brick
- 12:15 PM AGM / Lunch
- 1:00 PM The Role of Pharmacy Technicians in Learning, Sharing, and Acting After a Medication Error
- 1:45 PM Impact That Matters
- 2:30 PM Networking Break / Heads Up
- 3:00 PM Crazy Busy: Say Hello to Humour & Goodbye to Burnout
- 4:00 PM Closing Remarks

Prizes



Our conferences are renowned for incredible prizes and unforgettable experiences. Last year alone, we gave away over 30 amazing prizes worth more than \$4,000! From gift cards to the latest tech like Apple AirPods, AirTags, bluetooth speakers, educational grants, a mystery Grand Prize valued at \$500, and a thrilling 50/50 draw, this is an event you don't want to miss!

Vendor Exhibits & Networking

Engage with top industry sponsors, grab some fantastic promotional items, and acquire essential knowledge about the latest innovative products. Savour delicious appetizers and refreshing beverages while mingling with fellow professionals at the premier annual gathering specifically designed for pharmacy technicians and assistants throughout the province.



Entertainment: The Comedy Magic of Chris Yuill



Chris Yuill is an award-winning comedy magician who has been amazing and amusing audiences of all ages for 30 years. His magic and comedy have earned him invitations to perform at Yuk-Yuk's Comedy Club, for members of the Edmonton Oilers, at corporate events for Coca-Cola Corp., Microsoft, Google, Fantasyland Hotel, and on the TV Special "Off the Wall". He has won numerous awards, including the 2006 PCAM Pro challenge, 2010 PCAM close-up and stage magic aboard the Royal Caribbean Mariner of the Seas, Stage Magician of the Year, Comedy Magician of the Year, Close up Magic, the "Celeste Evans" Magician of the Year award, the "Leon Mandrake"

Award for Excellence in Showmanship and Creativity, and the "Carl Hemeon" Award of Excellence from Assembly #95 of the Society of American Magicians. He was also a magic consultant for a magic series on Netflix. Don't miss Chris' stage presence that combines unbelievable illusion with hilarious audience participation!

Speaker Spotlight 2025

Masters of Ceremonies: Ray Jang, Atamjit Bassi



With close to 3 decades of practice as a pharmacist in several different hospitals, Ray has been active in the field of pharmacy, participating in various roles and committees within the College of Pharmacists of BC, the Pharmacy Examining Board of Canada, and Lower Mainland Pharmacy Services. Some examples of Ray's involvement includes being a past board member for six years at PEBC on the national level, previously serving as the Chief Examiner of PEBC for four years in Vancouver at the local level, formerly chairing the CPBC Registration Committee for several terms, and currently working as a Pharmacy Manager within Lower Mainland Pharmacy Services. When not thinking about the field of pharmacy, Ray can be found cycling, fishing, or spending time with his spouse and two daughters. Ray has been emceeing the PTSBC conference since 2022.



Atamjit is part of the Lower Mainland Pharmacy Services Quality Assurance Team in a non-traditional pharmacy technician role. She participates in developing, implementing, and evaluating quality, safety and innovative initiatives related to sterile compounding in Lower Mainland Pharmacy Services. She is passionate about changing status quo and continue to be involved in promoting professional growth for her fellow pharmacy technicians through education and networking opportunities. She has diverse experience working in a variety of roles in different pharmacy settings over the past 25 years including hospital and community practice. She is also an active volunteer with various College of Pharmacists of BC committees in the past decade. Atamjit joined the PTSBC in 2022.

2025 PTSBC 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 a technician who deserves recognition for making a difference, let us know by nominating them for the member of the year award!

Submission deadline is October 10, 2025, 12:00pm. The winner will be announced at the annual conference and the honoree will receive a \$300 cash award, free registration to attend the next PTSBC annual conference, and a one-night accommodation at the conference venue for the event. **Submit your nomination today!**

Speaker Spotlight 2025

Session Title: College Tech Talk 2025

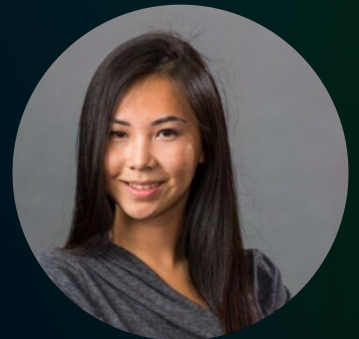
Speakers: Heather Biggar (BDSce, MSc, DHP), **Ashley Le** (RPhT), **Ed Diaz** (RPhT),
Vivian Dang (RPhT)



Heather Biggar is the Deputy Registrar of the College of Pharmacists of BC. Prior to joining this College, Heather has held leadership positions in health regulation for the past 15 years, with 12 years as Deputy Registrar of the College of Dental Hygienists of BC, and a period as Acting Registrar. Heather currently leads the Registration and Licensure, Conduct, Inquiry and Remediation, and the Practice Review Program and

Quality Assurance Departments at CPBC. Heather has a Bachelor of Dental Science Degree and a Master of Science in Oral Pathology from UBC as well as Certification in Change Management from the UBC Sauder School of Business. She has extensive experience in leading partnership engagements with varied objectives from national credentialing and assessment initiatives to local Indigenous-specific anti-racism efforts, developing influential relationships with partners both provincially and nationally.

Ashley Le is the Practice Reviews and Quality Assurance Coordinator for the College of Pharmacists of BC. She became a regulated pharmacy technician in 2012 and has over 10 years of experience working at the College and in community and long-term care pharmacy settings.



Ed Diaz is a Practice Reviews / Quality Assurance Coordinator & Hospital Compliance Officer for the College of Pharmacists of BC. He completed the technician course in 2000 and became a regulated pharmacy technician in 2015. He has worked in community, hospital and long-term care pharmacy settings. Ed has been with the College since 2018.

Vivian Dang is the Registration and Licensure Coordinator for the College of Pharmacists of BC. She is a registered pharmacy technician and holds a Bachelor of Arts in Health Sciences from Simon Fraser University. Vivian has experience working at VGH and has also served as a Language Data Analyst at TransPerfect and a Student Analyst at BCCDC, where she focused on project management, quality assurance, research, and data evaluation.



Speaker Spotlight 2025



Session Title: Uprooting Pharmacy: A Two-Eyed Seeing Path for Change

Speakers: Jason Min (BSc(Pharm), PharmD, RPh), **Larry Leung** (BSc(Pharm), PharmD, RPh)

Dr. Jason Min is an Associate Professor of Teaching at the Faculty of Pharmaceutical Sciences, University of British Columbia. He is the co-founder of the research lab, UPROOT, which supports decolonizing and Indigenizing efforts in pharmacy education, practice, and research. Jason's teaching and research interests also include psychiatry, interprofessional education, and he is currently Academic Lead for the

national Academic Electronic Health Record (aEHR) application.

Dr. Larry Leung is an Associate Professor of Teaching at the Faculty of Pharmaceutical Sciences, University of British Columbia. He is the co-founder of the research lab, UPROOT, which supports decolonizing and Indigenizing efforts in pharmacy education, practice, and research.



Session Title: Drug Diversion Surveillance

Speaker: Deborah Heidary (CPhT)



Deborah Heidary is the Pharmacy Compliance Lead for Lower Mainland Health Authorities of British Columbia, servicing Providence Health, Vancouver Coastal Health, Provincial Health Services Authority, and Fraser Health. She has spent a lifetime in pharmacy, being employed since high school, graduating from the Humber College Pharmacy Technician Program, certified as a Pharmacy Technician

with the Ontario College of Pharmacists, and working in small and large community pharmacies, then moving to Vancouver and securing employment as a pharmacy technician at Vancouver General Hospital. She became a regulated pharmacy technician in 2013 with the College of Pharmacists of British Columbia, then took on district roles as a pharmacy technician within the Lower Mainland as an Inventory Control Technician and a Medication Use Evaluation Technician. Deborah is also part of the College's Registration Committee and takes part in the Pharmacy Examining Board of Canada. From all these experiences and being open to new opportunities, she has been able to bring leverage her skills in leading health science professionals in the detection, investigation, and prevention of drug diversion.

Speaker Spotlight 2025

Session Title: A Dose of Ambition: Breaking Barriers for Pharmacy Technicians

Speaker: Fiona Lowe (RPhT)

Fiona Lowe is currently the Head of Commercial at Hikma Canada, where she leads national strategy and operations across the hospital and institutional portfolio. She began her career as a pharmacy technician, gaining invaluable frontline experience in hospital settings. This hands-on role brought her close to patients and gave her a deep, practical understanding of hospital workflows and the healthcare environment. She transitioned to Medbuy as a Coordinator for Pharmacy Services, where she worked directly with pharmaceutical companies to lead RFP processes and played a key role in managing drug shortages, a critical function in ensuring continuity of care. In 2019, Fiona joined GS1 as Senior Manager, Industry Relations, Pharmacy and Healthcare, where she recognized the lifesaving impact of barcoding and traceability on patient safety. This was a turning point that deepened her commitment to innovation in healthcare systems. She later joined Teligent as the National Hospital and Institutional Account Manager, and following Hikma Pharmaceuticals' acquisition of Teligent, Fiona was appointed Head of Commercial, where she continues to apply her extensive expertise in pharmacy, procurement, and healthcare systems to drive impactful commercial outcomes.



Session Title: Building Pharmacy Technicians Brick by Brick

Speaker: Kathryn McKenzie (BSc, RPhT)



Kathryn (Kate) McKenzie has a B.Sc. from Simon Fraser University in Chemistry and Biology. She has worked in a pharmaceutical research facility at UBC, but her real love of pharmacy started when she took up a job as a Counter Assistant in a Pharmacy in the UK. After some years of travel, Kate returned home and became a Regulated Pharmacy Technician while working at London Drugs in 2015. Kate has worked for Coastal Health at B.C.

Children's Hospital and Richmond General, and moved to Fraser Health where she has worked at Peace Arch Hospital and the Langley Production Centre, where she is currently a Supervisor. Kate has worked with Stenberg College since 2021 as an instructor, and is currently Lab and Simulation Manager for the Pharmacy Technician Program.

Speaker Spotlight 2025

Session Title: The Role of Pharmacy Technicians in Learning, Sharing, and Acting After a Medication Error

Speaker: Enna Aujla

Enna Aujla has been a licensed pharmacist in British Columbia for 30 years, with varying leadership experience from the local level to the national organizational level. She has extensive experience in community pharmacy, including at leading flagship locations for national pharmacy chains. Enna also has specialty pharmacy expertise in long-term care and mental health.

Enna has served as Vice Chair of the Inquiry Committee with the College of Pharmacists of BC, and is a current member of the Practice Review Committee. She also holds a certificate in Applied Positive Psychology, which focuses on the science of human flourishing; she uses this to help pharmacists focus on best practice and continuous quality improvement, ensuring that patient safety is at the forefront of their everyday practice.



Session Title: Impact That Matters

Speaker: Stephanie McCarthy

Stephanie McCarthy is a practitioner, educator, and coach who partners with leaders, teams, and groups to generate greater clarity, impact, and connection. Passionate about creating cultures of belonging where everyone can be seen, valued, and heard, Stephanie draws on evidence-based approaches in leadership development, positive psychology, and positive organizational scholarship to

generate shifts in individual, team and system levels. Stephanie brings over a decade of experience in leadership and organizational development, mostly working with complex organizations in the higher education and health care sectors, and is currently the leader of the People Development Team at Fraser Health Authority. Broadening her work experience, Stephanie holds a Master of Science in Applied Positive Psychology which involved conducting published research on group coaching, positive relationships at work, and well-being experiences among coaches.



Speaker Spotlight 2025



Session Title: Crazy Busy: Say Hello to Humour & Goodbye to Burnout
Speaker: Jody Urquhart

Jody Urquhart is not your average motivational speaker--she's a comedic catalyst for workplace transformation. After years of watching professionals drown in mediocrity, she made it her mission to shake up the status quo with humour, raw honesty, and real human connection.

With a background in stand-up comedy and 26 years of motivational speaking, Jody has researched and produced over 1,000 videos on workplace burnout and connection, interviewed hundreds of professionals, and written two books, *All Work & No Say* and *Bliss Out*. Her insights are grounded in one undeniable truth: People thrive where they feel seen, valued, and like they actually belong. This session is a comedic, interactive adventure that helps you laugh at the tough stuff, beat back busyness, and find balance in a fast-paced world. Through humour, storytelling, and real-world strategies, you'll discover that you are not the problem - you are the solution.



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We are thrilled to have the ongoing support of industry sponsors who contribute funding to help cover conference expenses. This support enables us to maintain reasonable registration fees for attendees. Our industry sponsors are eager to engage with pharmacy professionals and offer valuable product and service insights. Don't miss the chance to enhance your networking opportunities, grab some swag, and enter for a chance to win prizes by visiting their booths during the Friday networking session. The Conference Committee extends its heartfelt gratitude to all the sponsors listed on this page for their generous contributions to our annual event. Your support of the PTSBC and the profession is greatly appreciated. Thank you!