



# Community Care Facilities

## Licensing Officers of BC

*CCFLOBC Newsletter : Winter 2016 edition*

### *A message from our President*



Welcome to the Winter edition of our CCFLOBC Newsletter! As we approach the end of the year we wanted to take a moment to look back at what we achieved in 2016, and also look forward to our plans for 2017. This year your CCFLO Executive has been working hard to implement the rebranding ideas that we shared with you in the Spring, and we hope that you enjoy the changes that we have made. Please feel free to contact us with any feedback. We would like to take this opportunity to wish you and your families a very happy and healthy Holiday Season, and we look forward to seeing you in 2017.

### *CCFLOBC Highlights from 2016*

#### *Rebranding*

CCFLOBC retired its old logo and kick-started the rebranding with a logo designing contest. The winning design was created by Tammy Hull, a graduate of the JIBC *Community Care Licensing Advanced Specialty Certificate* program and a Licensing Officer with Northern Health. See Tammy's story on p.3.

#### *Symposium*

CCFLOBC held a two-day educational symposium at the Radisson Hotel in Richmond on April 15<sup>th</sup> and 16<sup>th</sup>. The Symposium was well attended with 55 participants from across the Province.

The event opened on April 15<sup>th</sup> with a welcome speech by Paul Markey, Regional Manager for Community Care Facilities Licensing, VCH. Workshop topics included Administrative Law, Playground Injuries, The Amazing Brain (Synesthesia), Working with People with Dementia, The Science of Happiness in Children, Making Sense of Anxiety in Children, Ethics in Licensing Practice, plus an update from the Ministry of Health. In addition to the workshops there was a CCFLOBC AGM, an evening social event, and door prizes throughout the two days with donated prizes.

At the AGM we discussed our changing work, proposed improvements to our Constitution and Bylaws, and our Strategic Plan.

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Our 2016 CCFLOBC  
Symposium delegates

## ***Social Media***

CCFLOBC developed a secure Facebook page to give you a way to connect with other members, plus provide links to informative articles.

## ***Membership***

Our Spring membership drive was a huge success and we currently have 75 members:

- Fraser Health – 26 members
- Interior Health – 8 members
- Northern Health – 13 members
- Vancouver Coastal Health – 19 members
- Vancouver Island Health – 9 members

There are three different types of membership:

- *Regular membership* has full voting status for people employed in Health Authority Licensing Programs.
- *Associate membership* has non-voting status for organizations or persons (including retirees or students) that support the objectives of the society
- *Student Membership* has non-voting status for students currently enrolled in the Advanced Specialty Certificate in Community Care Licensing with the Justice Institute of British Columbia

## ***CCFLOBC plans for 2017***

We are in the process of exploring options for a CCFLOBC website – we will keep you posted in the New Year.

## *The story behind the new logo design by Tammy Hull*

My name is Tammy Hull and I am new to the Licensing Officer role. Growing up I was exposed to many types of care facilities; my brother received care because he has Cerebral Palsy and Schizophrenia. It was the combination of all these experiences that shaped my desire to advocate for vulnerable populations. I cannot remember a time in my life when I was not providing information and education regarding my brother's condition; it just became more detailed as I became an adult. My dream job was to be a nurse and to work with vulnerable populations, it just took a while for me to brave my inner most fears and start nursing school. I started nursing after the death of my oma, as she said her goodbyes to us in hospice she made me promise I would pursue this role and share my heart with others. Once I started nursing I had to work through all those emotions that made me vulnerable to others. This feeling of vulnerability is always in my mind when I work in the role of a Licensing Officer and a Registered Nurse.

My educational background includes Pharmacy Technician, Business Administration with a major in accounting from CNC/UNBC, Dental Assisting, BScn – Nursing from UNBC, Masters of Education and Leadership (Med) from SFU and the first graduate from the Advanced Speciality Certificate in Community Care Licensing through JIBC. I am currently working within an amazing team for Northern Health in the interim position of a Regional Residential LO.

When the logo contest was presented I knew right away this would be a fun and exciting challenge. I love using my creative and artistic abilities at every opportunity. Years ago I opened a scrapbooking store and this was one of the greatest experiences I have had in a job as I was able to craft my days away listening to customer's life stories and helping them develop meaningful memories that would be passed along through generations.

The inspiration behind the logo started when I read the mission statement, two words caught my attention "networking and fellowship" and immediately I knew the logo had to be round. Through my life I have had the pleasure of being invited to sit in healing circles, friendship circles, and sharing circles. The circles have always represented a safe place to share wisdom and knowledge among colleagues, friends, and clients. The shape would signify the unity among Licensing Officers and the work we do within our communities. I am often inspired by quotes because they allow us to share wisdom by applying the words and experiences to our own lives. A quote by Shari Arison says, "Doing good holds the power to transform us on the inside, and then ripple out in ever-expanding circles that positively impact the world at large". The creation of the large "C" and the small "c" shaped the circle and represented CCFLO's name. The size of each "C" represented the size of an adult, a child, and a youth. When I reflected on the vulnerable populations we advocate for, I developed a generic shape to represent the child/ youth and adult populations. By placing the people into the circle it represented the protection we provided through our regulatory profession.

When it was fully assembled I felt it represented our values as Licensing Officers, it symbolized the worth and dignity of persons in care as they are the center of our regulatory practice. I will send you all off with my final thoughts as I reflect on the logo contest and vulnerable populations in care, *"Dignity is essential to human life as water, food, and oxygen. The stubborn retention of it, even in the face of extreme physical hardship, can hold a man's soul in his body long past the point at which the body should have surrendered it"* by Laura Hillenbrand.

## *Advanced Specialty Certificate in Community Care Licensing at the JIBC*

My name is Ben Coulas and I am the program manager for the Advanced Specialty Certificate in Community Care Licensing (CCLO program) at the Justice Institute of British Columbia. I wanted to let you know that we have three excellent courses running in January. Both Lifespan Development and Human Relations are taught by licensing officers and the other course is taught by a conflict resolution specialist who also teaches in our Centre for Conflict Resolution.

Courses start January 9<sup>th</sup>, if you are interested please contact me as soon as possible as we are looking to have a good idea of our course numbers for planning purposes before we go into our holiday break. None of the courses have pre-requisites and they can be taken by Licensing Officers without enrolling in the full CCLO program with permission from the program area.

### **CCLO-3303 Lifespan Development** - 3 credits

Community Care Licensing Officers assess the health and safety risks of persons in care in a variety of settings and circumstances across the human lifespan. This course examines the physical, cognitive, and socio-emotional aspects of development through the lifespan. Learners are introduced to theories of human developmental psychology and will examine the social contexts of development including family relations, peer groups, friendship, and the appropriateness of care in context to physical, emotional, and spiritual health, cognitive stimulation, and cultural and social connectedness. Prerequisite: None

### **CCLO-3304 Collaborative Conflict Resolution** - 3 credits

This course offers the learner effective and practical tools in collaborative conflict resolution. Through examination of the sources of conflict attitudes and beliefs, conflict styles, and the role of assumptions and emotions, learners will gain an overview of conflict dynamics and collaboration strategies to mitigate or resolve conflict. Prerequisite: None

### **CCLO-3405 Human Relations** - 3 credits

During this course learners will focus on professional communication, including interprofessional and interpersonal interactions, written and oral commentary, and presentation strategies, and will develop an appreciation of cultural and ethnic diversity in the field of community care licensing. Collaborative decision-making and the benefits of teamwork and nurturing partnerships in the multi-disciplinary field of community care licensing will be evaluated. The role of coaching and client education will be addressed in context to navigating within applicable legislation and regulations. Prerequisite: None

Please let me know if you have any questions or are interested in taking any of these courses. I will be out of the office from December 24<sup>th</sup> to January 2<sup>nd</sup> and am happy to help before I go or after I return.

Best regards, Ben Coulas, M.Ed.

Program Manager, Centre for Continuing Professional Health Education | Centre for Academic Studies |  
Centre for International Studies  
School of Health, Community & Social Justice | Health Sciences Division  
Tel: 604-528-5744 | [bcoulas@jibc.ca](mailto:bcoulas@jibc.ca)  
JIBC | Canada's Leading Public Safety Educator | [www.jibc.ca](http://www.jibc.ca)

# Introducing your current CCFLOBC Executive



**President: Nicole Byrne**  
250-641-0745  
[Nicole.Byrne@interiorhealth.ca](mailto:Nicole.Byrne@interiorhealth.ca)



**Vice President: Glenda Burrows**  
604-983-6803  
[Glenda.Burrows@vch.ca](mailto:Glenda.Burrows@vch.ca)



**Secretary: Trena Johnson**  
250-631-4297  
[Trena.Johnson@northernhealth.ca](mailto:Trena.Johnson@northernhealth.ca)



**Treasurer: Moe Flanagan**  
604-983-6798  
[Moe.Flanagan@vch.ca](mailto:Moe.Flanagan@vch.ca)



**HALC Liaison: Sharlene Lively**  
250-378-3200  
[Sharlene.lively@interiorhealth.ca](mailto:Sharlene.lively@interiorhealth.ca)



**Ministry Liaison: Dawn Williams**  
250-952-1847  
[Dawn.Williams@gov.bc.ca](mailto:Dawn.Williams@gov.bc.ca)



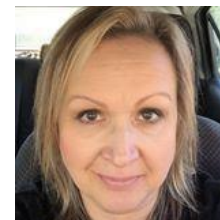
**Interior Health: Marisa Munday**  
250-495-6433  
[Marisa.Munday@interiorhealth.ca](mailto:Marisa.Munday@interiorhealth.ca)



**Vancouver Island Health: Louise Oliphant**  
250-739-5813  
[Louise.Oliphant@viha.ca](mailto:Louise.Oliphant@viha.ca)



**Northern Health: Kathy Basaraba**  
[Kathy.basaraba@northernhealth.ca](mailto:Kathy.basaraba@northernhealth.ca)



**Vancouver Coastal Health: Gillian Wilke**  
604-233-3183  
[gillian.wilke@vch.ca](mailto:gillian.wilke@vch.ca)



**Fraser Health: Jennifer Fletcher**  
604-870-6001  
[Jennifer.fletcher@fraserhealth.ca](mailto:Jennifer.fletcher@fraserhealth.ca)

## Contact us

Do you have a question about CCFLO?  
Have feedback for the Executive?  
You can contact your Regional Rep at the email listed  
above, or contact CCFLOBC at [CCFLOBC@gmail.com](mailto:CCFLOBC@gmail.com)  
We love to hear from you!