



# Community Care Facilities

Licensing Officers of BC

*Symposium 2023*

Welcome to the Community Care Facilities Licensing Officers of BC Symposium 2023!  
Below you will find the agenda for both days, information about our presenters,  
plus the registration form and location information.

## *Friday September 22nd*

|                 |   |
|-----------------|---|
| 7:30-8:30am     | Registration  |
| 8:30-8:45am     | Welcome   |
| 8:45-10:15am    | General Plenary, Child Care and Residential Care:<br>Alexis Kerr and James Goulden, <b>Admin Law 2.0 – Progressive Compliance Tactics and Beyond</b>  |
| 10:15-10:30am   | Nutrition break ( <i>snack provided by CCFLO</i> )  |
| 10:30am-12:00pm | General Plenary continued   |
| 12:00-1:15pm    | Lunch ( <i>lunch provided by CCFLO</i> )  |
| 1:30-4:00pm     | <b>World Café – Post COVID Debrief</b><br>During the World Café participants will explore Licensing Officer/staff mental health, the impact of COVID on the Licensing Programs and acknowledge the work completed/supported during the pandemic.<br><br>Discussion topics hosted by CCFLOBC Executive Committee members may include: <ul style="list-style-type: none"><li>▪ What can we celebrate?</li><li>▪ What were challenges?</li><li>▪ What are the impacts going forward?</li><li>▪ How did you balance necessary work?</li><li>▪ Resources</li></ul> |
| 4:00-5:00pm     | Belated 25 <sup>th</sup> Anniversary Celebration ( <b>Networking and Retirement</b> )   |

## Saturday September 23rd

- 7:30-8:30am Breakfast and Welcome (*breakfast provided by CCFLO*)
- 8:30-8:45 Sue Bedford, Dawn Williams and Denise Carr, **Ministry of Health update**
- 8:45-9:45 Katelyn Moon, **Enhancing Cultural Safety and Humility in Licensed Care**

### Child Care

- 9:45-10:30 Jennifer Fletcher, **Investigation Process and Information Sharing**
- 10:40-12:10 Ministry of Education, **All Things ChildcareBC**

### Residential Care

- 9:45-10:30 Public Guardianship and Trustee of BC Services, **Licensing and the Inter-Connected Role of Designated Agencies and the PGT in Situations of Adult Abuse and Neglect**
- 10:40-12:10 Sue Bedford and Dawn Williams, **Ministry of Health: Assisted Living Registry**
- 12:10-12:30 Closing remarks

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## Our Presenters

**Alexis Kerr and James Goulden,**  
Partners, Norton Rose Fulbright Canada LLP

➤ **Admin Law 2.0– Progressive Compliance Tactics and Beyond**

For licensing officers who are tasked with securing compliance with the Community Care and Assisted Living Act and its attendant regulations, taking a progressive approach to compliance and enforcement is generally the preferred approach. Where, however, the progressive (educational and supportive) approach to securing compliance fails to bring about the desired behavior/result in a sustained manner, adopting a more traditional and formal enforcement approach may be necessary. This session will review progressive and traditional enforcement approaches, and how the transition can be made from progressive to traditional, all while observing the rights of licensed and unlicensed operators to procedural fairness in the process, including:

- how to properly communicate with an operator that the process is escalating toward more formal enforcement action;
- how to apply for and obtain a warrant;
- how to apply for and obtain an injunction from the courts, including the evidence you will need to support your application;
- when to consider the appointment of an administrator; and
- how to get the relationship back on track once (if) enforcement action has the desired effect.



**Alexis Kerr,**  
Partner, Norton Rose Fulbright Canada LLP

Alexis Kerr is a healthcare and information governance, privacy and cyber security lawyer based in Vancouver, British Columbia. Leveraging her experience as a former general counsel to a healthcare institution, she is a trusted advisor to numerous institutional healthcare clients on a wide range of issues. She also focuses on providing practical, business-driven and results-oriented advice and assistance to clients in the healthcare industry and in all industries where information governance, privacy and cyber security is an ongoing and ever evolving challenge.

**James Goulden,**  
Partner, Norton Rose Fulbright Canada LLP

James Goulden is a senior member of the litigation team. His practice is focused on trial and arbitration work in commercial and administrative disputes. He has acted for many local governments and health authorities, including Metro Vancouver, Township of Langley, Fraser Health Authority and Vancouver Coastal Health Authority. He has been counsel in all types of government disputes, including judicial review challenges, bylaw enforcement, defamation and bad-faith claims against government officials, negligence allegations, expropriations and Charter of Rights and Freedoms cases.





**Jennifer Fletcher,**

*Director, Certification and Professional Conduct | Early Childhood Educator Registry*

➤ **ECE Registry Investigation Process and Information Sharing**

*This workshop will focus on the ECE Registry Investigation process including sharing of information between the Registry and the Licensing Programs.*

Jennifer Fletcher is the Acting Director of Certification and Professional Conduct at the Early Childhood Educator Registry. Jennifer's portfolio includes Registrar for the province of BC, and leadership to the Registry's Assessment Team, Equivalency Team, Program Support Team, and Investigation Team. Jennifer has worked in the Child Care Sector for over 25 years and is committed to quality child care in BC.

**Breanne McClusky, Neahla Moffat, and colleague**

*Ministry Of Education*

➤ **All Things ChildCareBC**

*Join members of the Ministry of Education and Child Care to learn about all things ChildCareBC. This workshop will include a presentation from Child Care Division staff on the programs, policy and initiatives within ChildCareBC.*

*In addition to an overview of ChildCareBC, we will dive deeper into our space creation and operating funding programs that affect the work of licensing officers the most. The programs include the New Spaces Fun, Start-Up Grants, Child Care Operating Funding and Child Care Fee Reduction Initiative.*

*There will also be opportunities to ask questions and provide feedback throughout the session.*



Presenter Bios – Not available at this time.

**Kevin Coughlin, Debbie Erickson, Goran Todorovic,**

*Public Guardianship and Trustee of BC Services*

➤ **Licensing and the Inter-Connected Role of Designated Agencies and the PGT in Situations of Adult Abuse and Neglect**

*This session will outline the role of regional health authorities and Community Living BC as 'designated agencies' under Part 3 of the Adult Guardianship Act: Support and Assistance for Abused and Neglected Adults as it relates to the role of licensing officers under the Community Care and Assisted Living Act and Residential Care Regulation. Designated agencies often also work closely with the Public Guardian and Trustee; as a result, this session will also describe the PGTs role with regard to abuse/neglect investigations, and other ways the PGT may get involved. How each of our agencies can work together will also be covered.*



**Kevin Coughlin,**  
*Manager, Assessment and Investigation Services, Services to Adults*

Kevin Coughlin has worked in the BC Public Service supporting vulnerable adults for 15 years and is currently the manager of the Assessment and Investigation Services department at the Public Guardian and Trustee (PGT). This position is responsible for the PGT's role in responding to reports of abuse, neglect, and self-neglect. Kevin also has experience as the manager of the Personal Decision Services department, which focused on the PGT's role in making health care and care facility admission decisions on behalf of adults who have been determined to be incapable of providing consent themselves. Kevin holds a master's degree in social work from UBC and is a registered social worker. He lives and works in the traditional, ancestral, and unceded territory of the Tsawwassen and Musqueam First Nations and recognizes these nations' stewardship of the land since time immemorial.

**Debbie Erickson,**  
*Advisor, Adult Protection Program*

Debbie is passionate about her role as an Advisor in the Adult Protection Program in the Fraser Health Authority. The consulting role is a culmination of her previous 13 years of acute social work and social work leadership experience with Fraser Health. Debbie is a registered social worker who holds a Master of social work degree.



**Goran Todorovic,**  
*Manager, Quality Assurance, Community Living BC*

Goran Todorovic - Goran is the Manager in the Quality Assurance department at Community Living BC (CLBC). Goran has 15+ years of experience in the social services sector with the BC Government. In his current role at CLBC Goran provides consultation and guidance on the implementation of CLBC's Adult Guardianship policy and fulfillment of its mandate as a designated agency under Part 3 of the Adult Guardianship Act.

**Sue Bedford and Dawn Williams,**  
*Assisted Living Registry and Community Care Licensing*

➤ **Assisted Living Registry - how is it different from licensing?**

Get to know the Assisted Living Registry, what our role is and who makes up our program. Gain insight into the similarities and differences of the Registry and Licensing. Learn more about the suitability of persons who reside in assisted living residences and the steps that must occur when a person is no longer suitable for assisted living.

**Sue Bedford,**

*Director, Assisted Living Registry and Community Care Licensing*

Sue joined the Ministry of Health as Residential Care Consultant to the Community Care Facility Branch in 2001 and was appointed Director of Licensing in April 2004. In 2016 Sue joined the Assisted Living portfolio and has been the Assisted Living Director since that time.

Sue has had the privilege of working on several renewals and updates to the Licensing legislation and the Residential Care Regulation over the years, most recently to the Community Care and Assisted Living Act amendments and the introduction of the Assisted Living Regulation in December that was brought into effect in December 2019.



**Dawn Williams,**

*Director, Seniors and Persons with Disabilities, Assisted Living Registry, Ministry of Health*

Dawn joined the Ministry of Health, Community Care Facilities Licensing program in 2006 as the senior program advisor for child care on a one year project to help re-write the child care licensing regulation. Before joining the Ministry, Dawn was a licensing officer with Northern Health based in Prince George. Previous to working in licensing Dawn spent a number of years in the child care field working in preschool, school age care and as the program coordinator for the Prince George Child Care Resource and Referral program.

In 2018 Dawn started regulatory work for the new Assisted Living Regulation that came into force in 2019 and in 2020 took on the role as manager of the Assisted Living Registry.

**Denise Carr,**

*Senior Program Advisor, Assisted Living Registry and Community Care Licensing*

Denise joined the Senior's Services Division of Ministry of Health" officially" on December 1, 2022 after completing a 1-year secondment from Fraser Health where Denise worked as a Licensing officer since 2004.

Denise enjoyed her 19 years working primarily in Child Care Licensing and continues to hold a valid ECE, IT, SN Certificate. As senior program advisor, Denise looks forward to learning from and establishing collaborative relationships with ministry staff, health authorities, and external stakeholders.

Outside of work, you can find Denise exploring beautiful Vancouver Island.



**Katelyn Moon,**

*Quality Care and Safety/Cultural Safety and Humility, First Nations Health Authority*

➤ This plenary invites licensing officers to be reflective of their cultural humility journey and to strive for cultural safety in their practices. Community Care Licensing is at the intersection of health, education, and people-centered care. In Canada, the health and education systems have been developed through, and as a means of continuing, the colonial processes of assimilation, segregation, and erasure of First Nations culture. Colonialism continues to impact the quality of care that First Nation peoples experience when accessing licensed care facilities. This plenary will offer a high-level historical context, present-day considerations for providing equitable care to First Nations persons in care and their families, and recommendations for steps forward to continue to enhance the quality and care of licensed facilities.

Katelyn Moon is a white settler who occupies the traditional unceded territory of the Sto:lo people. She has a personal and professional commitment to serving the Indigenous Peoples of BC and working toward truth and reconciliation. Katelyn strives to be a catalyst for change in quality care and safety, cultural safety and humility, and education. Katelyn is nearing the completion of her masters in health leadership at Royal Roads University, is a graduate of the Community Care Licensing Program from the Justice Institute of British Columbia, and is a registered Early Childhood Educator for fifteen years.