



**VANCOUVER COASTAL HEALTH
COMMUNITY HEALTH ADVISORY COMMITTEE
ORIENTATION MANUAL**

Revised March 2007

**Vancouver Coastal Health
Community Health Advisory Committee
Orientation Manual**

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1. COMMUNITY HEALTH ADVISORY COMMITTEE

INTRODUCTION:

Vancouver Coastal Health (VCH) has four Community Health Advisory Committees (CHACs), one committee for each of the three Health Service Delivery Areas (HSDAs) - Coastal, Vancouver, Richmond, and one CHAC for Aboriginal¹ communities. VCH recognizes the distinct governance structures in Aboriginal communities across the region and this is reflected in the terms of reference for the Aboriginal CHAC.

Members of the CHACs reflect the diversity of their Health Service Delivery Area², and are broadly informed and engaged in their community. The Committees are advisory to the Chief Operating Officers of the Health Service Delivery Areas, the Vice President, Strategic Planning and Community Engagement, and to the Senior Executive Team. Contact with the VCH Board is made through the Board Governance Committee; meeting minutes are provided to the Board Governance Committee and a member of this committee attends the bi-annual joint CHAC meetings.

DEFINITION OF COMMUNITY:

Community is defined as any group of citizens that have either a geographic, population-based, or self-defined relationship and whose health and health needs are or may be impacted by the health system. Examples of each of these types of communities may include people living in the same neighbourhood, people living with a disability, or new mothers supporting each other.

GUIDING PRINCIPLES FOR COMMUNITY ENGAGEMENT:

VCH and its Community Health Advisory Committees will be guided by the following principles as they design and carry out community engagement processes across the health region.

Advisory Consultation: the community will be consulted about health plans and services in an advisory capacity and not in a decision-making capacity.

Clarity and Information Sharing: the committee will be provided information about the topic for consultation, and about the opportunities and constraints involved in VCH decision-making.

Fair, Transparent and Legitimate: as much as possible, the committees will be engaged and/or consulted prior to key system decisions being made; engagement/consultation will be focused on real opportunities to influence decisions. Where VCH decisions are driven or constrained by external forces (e.g. other levels of government, human resource issues), this will be communicated to the committees.

Timeliness: the committees will be given sufficient time, whenever possible, to provide meaningful involvement. There will be a balance struck between ensuring appropriate timelines for involvement and the need for timely decision-making.

¹ "Aboriginal" means the Status and Non-Status First Nations, Metis and Inuit residents of the Health Service Delivery Area

² Diversity includes the different gender, age, ethnicity, sexual orientation and gender identity, disability, socio-economic and geography mix within the HSDA population

Accountability: the effectiveness of VCH community engagement strategies and the performance of the CHACs will be evaluated, resulting in improvements based on evaluation findings. VCH staff and management will be responsible for informing the CHACs on how their input was used in decision-making.

Balance of Diverse Inputs: community input is valued as one of many factors in decision-making.

Variety of Consultation Methods: different methods will be used to gather community input in order to broaden opportunities for participation, e.g. focus groups, questionnaires, town hall meetings, program advisory committees etc.

PURPOSE:

The purposes of CHACs are:

- To assist VCH in establishing mechanisms for ensuring public input throughout the Region, as mandated by the Ministry of Health
To achieve VCH's goal of community engagement

FUNCTIONS:

The specific functions of the CHACs are as follows:

1. Advise the Chief Operating Officers of the Health Service Delivery Areas, the Vice President, Strategic Planning and Community Engagement and the VCH Senior Executive Team on community engagement strategies that will provide meaningful input into health planning and policy, service delivery and evaluation.
2. Identify and bring forward to VCH issues of concern to the community for VCH consideration and/or action.
3. Act as both conduits and sounding boards for community input, participating in health fairs, forums etc. The purpose of this function is to provide the CHACs with an opportunity to hear directly from community members, to provide information about VCH to the public, and to profile the CHACs.
4. Assist in developing and implementing diverse community engagement strategies by:
 - Linking VCH staff with key stakeholder groups and community organizations
 - Participating in planning and carrying out community engagement processes such as community forums, focus groups, etc.
 - Recommending participants for VCH working groups and standing committees or assigning a representative from the CHAC to participate
5. Evaluate the effectiveness of community engagement strategies and provide recommendations for improvements.

MEMBERSHIP:

The Chief Executive Officer (CEO) of VCH appoints the CHAC members based on recommendations of the respective CHAC selection committees. Selection of new members is done by a task group of existing CHAC members and VCH staff. Committee members should reflect the diversity³ of the population and must reside in the HSDA corresponding to the CHAC they are applying for. Each Committee has up to 15 members and meets a minimum of 4 and up to 10 times annually. Recognizing the value of discussion and collective planning across the region, VCH will host two joint CHAC meetings per year.

Members of the Committees are appointed for a 3-year term, with the opportunity to serve for an additional 3-year term. The CHAC's will be responsible for recruitment and mentoring of new members to ensure continuity. New members may be recruited at any time to fill vacancies, their 3-year term beginning at the time of appointment.

QUALIFICATIONS OF MEMBERS:

Qualifications for individuals seeking membership on the Community Health Advisory Committees include:

- Commitment to community engagement in VCH
- An appropriate level of understanding of the health system in BC
- Balance of skills, knowledge and relevant experience
- Connections with community groups and organizations

SUPPORT:

Community Engagement staff provide documentation, background briefing and other support services to the Committees. Members are volunteers and do not receive remuneration, but are reimbursed for out-of-pocket expenses.

³ Ibid.

2. COMMUNITY ENGAGEMENT STAFF

The Community Engagement Staff report to the Vice-President, Strategic Planning and Community Engagement. Community Engagement Staff:

- Provide leadership within Vancouver Coastal Health (VCH) to enhance and promote community participation in Health Service Delivery Area (HSDA) activities
- Facilitate the partnerships that must occur in developing innovative solutions to health issues.
- Design, implement and evaluate VCH community engagement activities.
- Provide leadership and support to the relevant Community Health Advisory Committee (CHAC).
- Work primarily with the Health Services Delivery Area (HSDA) Chief Operating Officer and Health Services Directors.
- Act as a resource to the VCH Planning Teams and Project Managers in developing the consultation approach required in health planning, and to the Executive Directors of the Networks in developing community engagement strategies.
- Other key interactions including senior staff in the municipalities, school districts, police, community organizations as well as members of the public.

KEY ACCOUNTABILITIES:

- Public input to allow for informed planning and decision-making within the health authority
- Strategic community participation plan that integrates with the VCH planning framework and planning cycle
- Partnerships that benefit VCH and local communities in achieving the Region's strategic goals and objectives
- Increased organizational capacity to engage communities and stakeholders within VCH
- Representation of VCH and the needs of the community to local governments, health care organizations, and prospective funding agencies
- Regularly held CHAC meetings attended by community and VCH representatives

3. VANCOUVER COASTAL HEALTH'S VISION & ROLE

VISION:

We are committed to supporting healthy lives in healthy communities with our partners through care, education and research.

ROLE:

The role of VCH is to govern, manage and deliver quality healthcare services to people living in the Coastal, Vancouver and Richmond areas, and to all British Columbians requiring highly specialized health services. VCH is responsible for understanding its population's health needs and establishing service delivery models for meeting those needs. It is also responsible for making decisions on resources that achieve the best possible delivery of services within the means of the organization for a sustainable future.

All this means that VCH has to provide more education to health service clients today so they become well-informed consumers in the future. Over the years, the health system has not focused enough on outcomes in terms of our clients/patients. VCH wants them to have more input to the delivery of services and to keep them informed about how we are doing.

VCH VALUES:

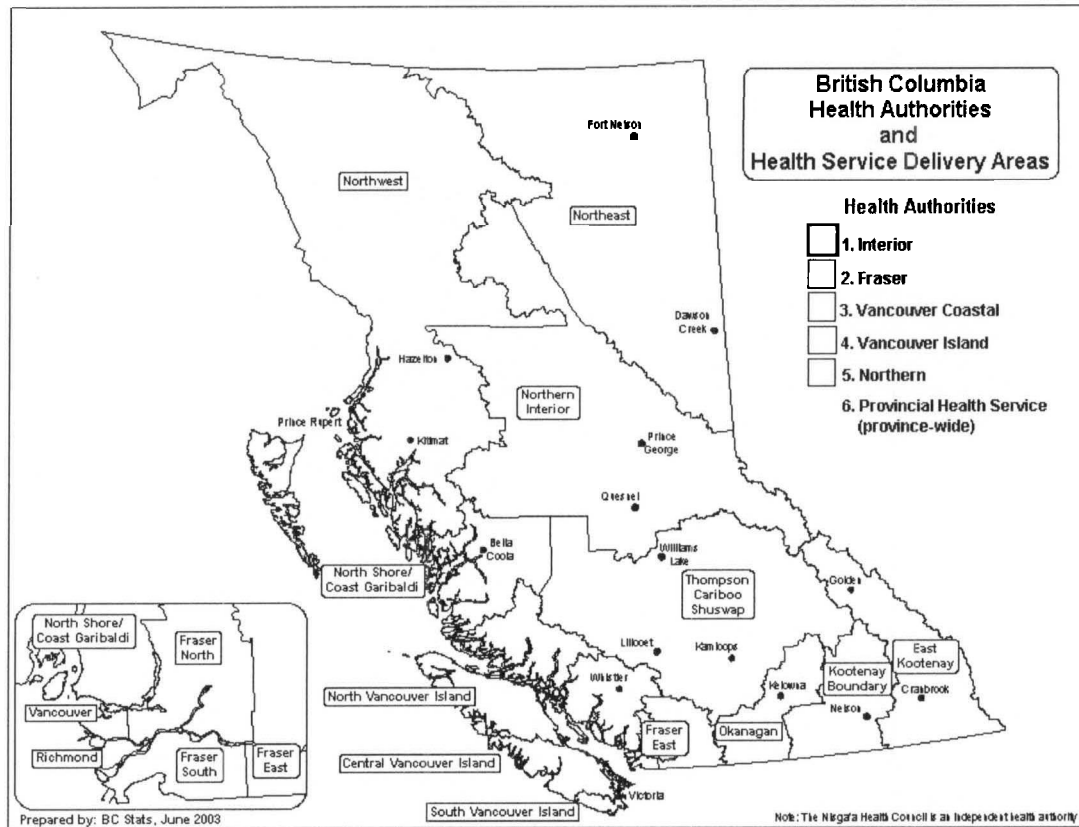
Our Commitment to our customers, our people and our partners

- Service:** We will provide outstanding service and respond to needs in a timely and innovative manner.
- Integrity:** We will serve openly and honestly in a caring and compassionate environment of trust and respect.
- Sustainability:** We will focus on effectiveness, efficiency, best practices and health outcomes, holding ourselves accountable for results.

4. HEALTH AUTHORITIES

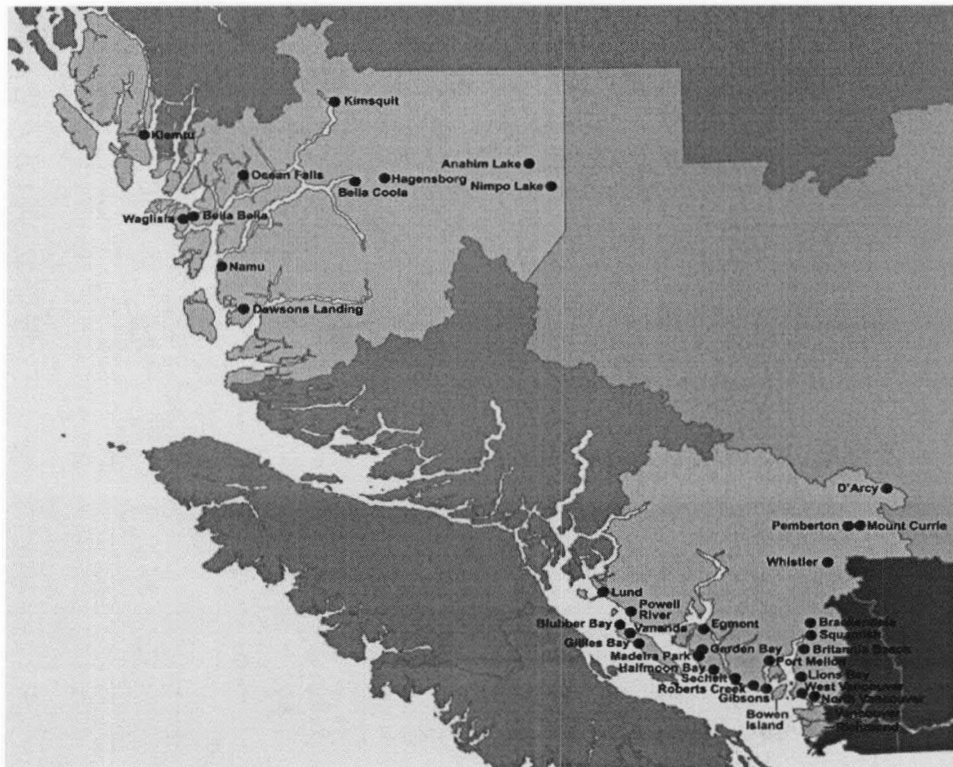
There are seven health authorities in the province of British Columbia:

1. Interior
2. Fraser
3. Vancouver Island
4. Nisga'a
5. Northern
6. Provincial Health Services
7. Vancouver Coastal



5. VANCOUVER COASTAL HEALTH

- Annual funding: \$1.9 Billion
- Population served: 1,003,150 (25% of BC's population)
- Number of Staff: 27,020 staff
- Number of Volunteers: 3,000+
- Geographic area: 54,165 km²
- Municipalities and Regional Districts: 17
- First Nation Communities: 15
- Denominational Agreements: Providence Health Care, Bella Bella/Bella Coola communities
- Facilities: 476 buildings; 556 locations; 12 million square feet
- Asset value: \$1.2 billion
- Hospitals (Acute care facilities): 14
- Diagnostic and treatment centres: 2 (Whistler Healthcare Centre; Pemberton Healthcare Centre)
- Number of contracts with other health agencies: 300+
- Number of Beds: 9,000 acute, rehabilitation and residential beds
- Annual Emergency Department visits: 305,269
- Annual Cases/Discharge (Acute, Extended & Rehab): 89,373
- Annual same day surgical visits: 75,939
- Annual clinic visits: 445,598



6. STRATEGIC DIRECTION:

Vancouver Coastal Health has identified and developed three, interlocking networks of healthcare service. These three networks – Primary Health Care, Acute Care and Community Care – represent different areas or aspects of our healthcare services. Our goal in developing this system is to ensure that the links between these networks are seamless. We want to ensure that our healthcare system is easy to access and use.

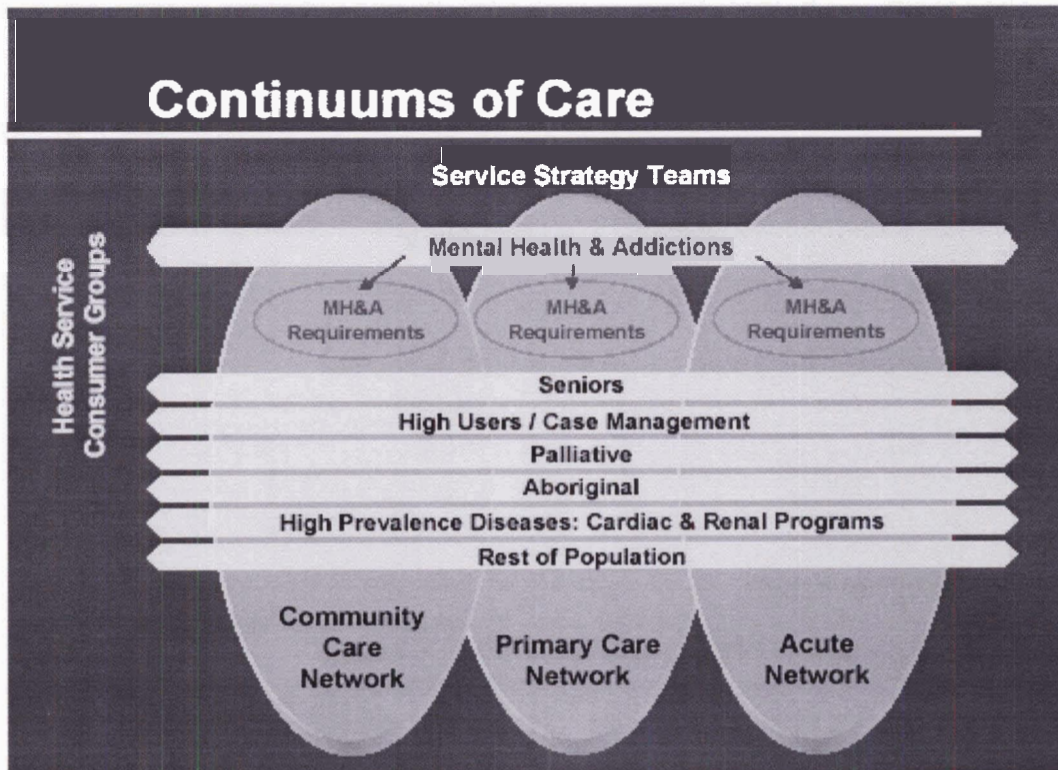
VCH supports the achievement of this new strategic direction to improve people's health; provide local responsiveness to local needs; seek out opportunities for regional efficiency; improve quality and standardization; minimize bureaucracy; and bring decision-making at the closest level to our patients, clients and residents.



The **Primary Health Care Network** will feature point of entry (checkups with your doctor is one example of point of entry) and information on how to access the range of care available; ambulatory (meaning outpatient) secondary care; prevention and population health (population health refers to population groups like women and youth, aboriginals, etc.); primary care, including mental health and addictions; community living supportive services and chronic disease management. Services will be provided closer to where people live – to avoid unnecessary stays in our acute care hospitals and residential facilities.

In the **Acute Care Network**, hospitals will work more closely together, share knowledge, provide centres of excellence and outreach teams, and perform according to regional clinical standards. The Acute Care Network will provide space where it is available and get people back home as soon as possible to the full service care of the Primary Health Care Network or to the Community Care Network.

In the **Community Care Network** all the residential, home care and home support services will work together to provide a continuous service, from independent living through supportive housing, assisted living and complex care (residential care). The Community Care Network will always be working to provide care at appropriate levels of service for the greatest possible comfort and support of our clients and with the least pressure on the Acute Care Network.



7. VCH BOARD OF DIRECTORS

Vancouver Coastal Health's Board is made up of nine members. Board Members are appointed by the Provincial Government and each serves a three-year term.

To assess public issues, the Board works with management to ensure appropriate community consultation has been established. The Board holds a minimum of three public meetings a year. These meetings include formal and informal discussions with the community.

David Thompson, Chair

David Thompson is co-chair of the B.C. Competition Council and is also a member of the BC Progress Board. David has extensive experience managing large, complex organizations and was the deputy chairman and chief executive officer of Teck Cominco from 2001 to 2005. He is a graduate of the London School Of Economics and Harvard Business School, Advanced Management Program.

Andrew Smith

Andrew Smith works in the forest industry as an advisor on policy and labour matters at Interfor. Prior positions include; Assistant publisher at Pacific Press, President of BC Hothouse Foods Inc and various senior positions at Loblaws Co.'s in labour relations and operating roles. Other directorships include the Health Employers Association of BC (HEABC); Planned Lifetime Advocacy Network (PLAN); and the Plan Institute, an independent family support agency and a developmental institute focused on the long term support of the intellectually impaired child and adult. Andrew resides in West Vancouver.

Cathy McLay

Ms. McLay is the General Manager, Business Administration for Canadian Forest Products Ltd. Prior to this position Ms. McLay was the Corporate Controller for Howe Sound Pulp and Paper Limited Partnership, where she also served as the Acting Secretary for the Board of Directors. Earlier, Ms. McLay was the Regional Controller for Canadian Forest Products Limited in Prince George and a Senior Field Accountant for Deloitte and Touche. She is a Certified Management Accountant, holds a Business Administration Diploma in Finance and Accounting with Honours and has completed the Certified Financial Planning Level 1 from the College of New Caledonia. Ms. McLay is the Howe Sound corporate representative for Relay For Life for the Canadian Cancer Society and volunteered for 10 years with the Prince George Skating Club prior to her move to Sechelt. She is a member in good standing with the Society of Management Accountants for BC.

Naomi Yamamoto

Naomi Yamamoto owns and operates Tara Design in North Vancouver. Yamamoto is past chair of Capilano College's board of governors; past chair of the B.C. Chamber of Commerce; past director chair of the North Shore Vancouver Chamber of Commerce; and past director of the North Shore Neighbourhood House. She is currently chair of the North Shore Credit Union; vice-president of the Capilano College Foundation; and director of the Leadership Management Development Council of B.C. Yamamoto has received several awards including Business in Vancouver's 40 Under 40 Award in 1997; the Canada 125 Citizens Award; the Vancouver Board of Trade's Women in the Spotlight Award 2000; and Business Person of the Year from the North Vancouver Chamber. Yamamoto holds a BA from UBC.

Bennie Yung

Bennie Yung is a certified general accountant and owner and president of Tung Fung Enterprises Inc. He is also owner and president of Savoy Management Co., a management consulting and investment company. Yung is vice-president of the Association of Chinese Canadian Professionals, and past president of the Richmond Chinese Community Society and Civic Education Society. He is the founding president and member of the International Development Assistance Society of Canada, and director of the Greater Vancouver Crime Stoppers Association. Yung is a member of the Certified General Accountants Association of B.C. and Canada.

Axel Rehkatsch

Axel Rehkatsch is a Bachelor of Commerce graduate of the University of British Columbia and a Chartered Accountant. He joined A&W Food Services of Canada in 1975. Over the years with A&W he has held numerous financial and managerial positions. Most recently he has resigned from his responsibilities of the A&W Revenue Royalties Income Fund and as A&W's Senior Vice President and Chief Financial Officer while retaining his involvement in the A&W business as Corporate Secretary. In addition to being a director of A&W and its subsidiary, he served as a director of the Canadian Association of Income Trusts.

Grant Spitz

Mr. Spitz has recently retired as a Senior Client Partner and Office Managing Director in the Vancouver office of Korn/Ferry International. He has extensive experience in senior-level executive and Board of Director search in a wide variety of industries both locally and globally. Mr. Spitz's earlier experience was a Partner with the Caldwell Partners search firm, six years as Vice-President, Human Resources with the Hong Kong Bank of Canada, ten years as Vice President, Human Resources with the Dillingham Corporation of Canada and five years as Director of Personnel and Labour Relations at the Toronto General Hospital. Currently, Mr. Spitz sits on the board of the UCS Group of Companies and recently resigned as Past Chair of the Lions Gate Hospital Foundation. He is past Chair of the Board of Directors, North Shore Regional Health Board; a past Director of, Ecom Media Group, the Discovery Capital Advisory Board, Outward Bound, Western Canada and past Director, Leadership, Vancouver. He was actively involved with United Way for many years, including two years as co-chair of the business and industry division. Mr. Spitz holds both an MBA and Bachelor of Commerce from the University of British Columbia.

Susan Yurkovich

Susan Yurkovich is a consultant based in Vancouver, B.C. From 1999-2004, Susan was Vice-President, Corporate Affairs for Canfor Corporation, one of Canada's largest integrated forest products company. During her nearly ten years at Canfor, Ms. Yurkovich was an active member of a number of industry associations and committees including, Chair, Forest Products Association of Canada, Public Affairs Section, Chair, Canadian Softwood Lumber Advocacy Committee, Chair, Council of Forest Industries Aboriginal Affairs Committee and a member of the Business Council of British Columbia's First Nations Policy Committee. Ms. Yurkovich joined Canfor in 1994 after spending several years in Ottawa working as an advisor to the Federal Minister of Indian Affairs and Northern Development and the Minister of National Defense. Born and raised in British Columbia, Ms. Yurkovich holds both a Bachelor of Arts and Masters of Business Administration from the University of British Columbia and a Diploma in International Business from Erasmus University, Netherlands. Ms. Yurkovich is a Director of the Vancouver Coastal Health Authority, the VGH/UBC Hospital Foundation, the Insurance Bureau of Canada's General Insurance OmbudService and the Vancouver Board of Trade. She is also a member of The Salvation Army's Greater Vancouver Advisory Board and a Trustee of the Forum for Young Canadians.

Anyone in the public has access to information and minutes of the Open Board Meetings by visiting the following website:

http://www.vch.ca/about_us/about_us_board_meetings.htm.

Board Policies can be found at:

http://www.vch.ca/about_us/about_us_board_policies.htm.

8. VCH SENIOR EXECUTIVE TEAM

The Senior Executive Team sets and ensures implementation of the organization's strategic directions.

Ida J. Goodreau - President & Chief Executive Officer

Ida Goodreau most recently served as the Senior Vice President, Global Optimization & Human Resources, of Norske Skog Industrier in Oslo, Norway. Prior to joining Norske Skog in 2000, Ms. Goodreau was President of Fletcher Canada's pulp operations in Vancouver. Her extensive career has included the positions of Managing Director, Tasman Pulp and Paper, in Auckland New Zealand; Senior Vice President, Human Resources with Fletcher Canada in Vancouver and Vice President Human Resources, Union Gas Limited in Ontario. Ms. Goodreau holds a Masters of Business Administration degree and a Bachelor of Commerce degree from the University of Windsor as well as a Bachelor of Arts in English and Economics. She has served on a number of boards including the United Way, YMCA and the Edgewood Chemical Dependency Treatment Centre.

John Sproule - Vice President, Strategic Planning & Community Engagement

As Vice President of Strategic Planning and Community Engagement, John Sproule is responsible for the development and implementation of health service strategies that are built on community and public engagement. John has close to twenty years experience working in the health system, public policy development, intergovernmental relations and implementation of health reform initiatives. His resume includes eleven years experience as Director of the Office of the Deputy Minister of Health and Coordinator of Policy and Communications from 1987 to 1998 for the Government of Alberta. From 1998 to 2006 he worked in Health and Industry Policy Planning for Merck Frosst Canada, including secondment to Merck Sharpe & Dohme Australia. John has served on interdepartmental and intergovernmental committees addressing social policy and as a Board member for the Canadian Association for Population Therapeutics and the Canadian Association for Health Services and Policy Research. He currently serves as the Co-chair of the Health Care Working Group for PNWER (Pacific Northwest Economic Region).

Janet P. Woodruff - Chief Financial Officer and Vice-President, Systems Development and Performance

Janet Woodruff was most recently the Chief Financial Officer for Engage Energy, a subsidiary of the Westcoast Energy Group. She is a Chartered Accountant and has a Masters of Business Administration and an Honours Bachelor of Science degree. Ms. Woodruff is a member of the Canadian Institute of Chartered Accountants. She brings considerable experience to the position, with over 20 years of finance experience, as well as extensive experience with information Services. Prior to her position as CFO for Engage Energy, she was the VP, Business Risk Management for Westcoast Energy, Vancouver. Prior to that she was their VP and Controller. Ms. Woodruff is a member of the Canadian Institute of Chartered Accountants.

Clay Adams – Vice President, Communications and Public Affairs

Clay Adams has extensive experience in strategic communications and planning, media relations, issues management, and stakeholder communications in Australia and Canada. A former-journalist and feature writer, communication roles in his-native Australia included National Head of TV Publicity for the Australian Broadcasting Corporation, and Consultant Director to the Special Broadcasting Service. Clay has established himself as one of the most experienced health care communicators in Canada through positions such as Senior Public Affairs Officer with Alberta Health, Director of Communications for East Central Health in Alberta, and Director of Communications for the North Shore Health Region in Vancouver - named Canada's best health region by Maclean's magazine from 2000 to 2002. An Accredited Business Communicator (ABC) with the International Association of Business Communicators, he has won several regional, national and international awards for communications excellence. He is a former-President of the Health Care Public Relations Association of Canada (HCPRA) and sat on the Boards of IABC's BC Chapter, the Alberta Underwater Council (a former-President), and the BC Underwater Council.

Dr. David N. Ostrow - Vice-President, Medical & Clinical Innovation

Dr. David Ostrow, M.D., Vice-President, Medical & Clinical Innovation, was previously Chief Information Officer, a position he also held on the senior management team for the former Vancouver/Richmond Health Board. Over the previous four years, Dr. Ostrow has been Vice President of Clinical Services for Vancouver Hospital and Health Sciences Centre (VHHSC). He led the team of clinicians who were involved in selecting the clinical information system at VHHSC. Dr. Ostrow is also a Professor at the University of British Columbia in the Department of Medicine. He is a Fellow of the Royal College of Physicians of Canada, the American College of Physicians and the American College of Chest Physicians.

Anne Sutherland Boal - Chief Operating Officer for Vancouver Acute

In Anne Sutherland Boal's extensive career in health care she has lead change and developed new opportunities for nurses across two Canadian provinces and in China. The hallmark of Anne's career has been her leadership in developing new positions and facilities. Notably, she served as the inaugural Associate Director for the launch of Alberta's Children's Hospital, the second director for the Canadian Education Centre Network in Beijing, and the inaugural Chief Nurse Executive for the Province of BC as well as being the first person in the Chief Nurse role to hold the Assistant Deputy Minister title. Anne is a graduate of the University of Alberta Master of Health Services Administration program, Brock University's Arts undergraduate program, and Foothills Hospital nursing diploma program.

Vice President Clinical Quality and Safety – Position temporarily vacant, as of March 2007

Dr. John Blatherwick - Chief Medical Health Officer

Dr. John Blatherwick has been the Medical Health Officer in Vancouver since 1984 and is the Chief Medical Health Officer of the Vancouver Coastal Health Authority. Prior to coming to Vancouver, he was the Medical Health Officer in the Simon Fraser Health Unit for nine years. He started in public health with the Vancouver Health Department in 1971, leaving a residency in Internal Medicine at Vancouver General Hospital to set up the Pine Street Youth Clinic. He left Vancouver in 1974 to take his Diploma in Public Health at the University of Toronto and to complete his Fellowship in Public Health at UBC. Dr. Blatherwick was awarded the Order of Canada in 1994 for his work in public health and received an award as a Canadian Health Hero from the Pan American Health Organization in 2002. He received the Queen's Golden Jubilee Medal in 2002.

Dr. Heather Manson - Vice President, Health Services Integration

Dr. Manson is a graduate of the University of British Columbia's Medical School and a Fellow of the Royal College of Physicians and Surgeons in Internal Medicine and Hematology. After ten years of private practice in Richmond as an internist/hematologist, she was appointed Senior Medical Director and Medical Health Officer for Richmond while completing a Master of Health Sciences in Healthcare and Epidemiology. Currently, Dr. Manson is an active member of Pandemic Influenza Contingency Planning committees at both the federal and provincial levels and recently joined Speed, Cars and You - a Provincial Task Force on Street Racing. Dr. Manson is a Clinical Assistant Professor in the Department of Health Care & Epidemiology, Faculty of Medicine, UBC.

Mary Ackenhusen - Chief Operating Officer, Coastal HSDA

Mary Ackenhusen is a leader in optimizing the performance of complex corporate systems. Her dedication to developing her expertise has led her to positions as far abroad as France and China and world-leading research and educational institutions. Drawing on diverse experience in change management, Mary's has served as a key part of the Fraser Health Authority's leadership team for almost a decade. She led Fraser Health's facility planning and real estate, systems analysis and performance improvement, and new business development. In 1990, she became Director of Quality and Operations at INSEAD, an international business school based in Fontainebleau, France. Prior to INSEAD, she was plant manager for MODICON Inc. in North Andover, Massachusetts. Mary is a graduate of the Harvard Business School's Master of Business Administration program and the University of West Virginia's Industrial Engineering masters and undergraduate programs.

Anne Harvey - Vice President, Employee Engagement

Anne Harvey was previously the Chief Operating Officer of the B.C. Nurses Union, responsible for negotiations and the administration of a union, which has annual revenue in excess of \$22m and assets in excess of \$40m. She has worked in Employee Communications and Employee Involvement at BC Hydro, rebuilt and enlarged the BC Chapter of the International Association of Business Communicators, coordinated communications and education programs for trade unions, negotiated over 30 major public sector contracts with crown corporations and 50 smaller private sector contracts, and gained more than twenty years experience of human resource management within unions, including negotiating staff union contracts as a management representative. Ms. Harvey is one of a few people who have applied organizational development principles within the union movement. She has taken two major trade unions through organizational transformation and continues to develop new frontiers in her approach to cultural change She has a masters degree in Organizational Design and Development from the Fielding Institute in Santa Barbara California, a Bachelor of Honours in Sociology with a major in Modern Industrial Societies from the Manchester Polytechnic in England, and undertook an apprenticeship in journalism in the British Midlands before coming to Vancouver in 1975. She has served as President of the BC Chapter of the International Association of Business Communicators, Canadian Director of the Office and Professional Employees International Union, President of the Office and Technical Employees Union Local 378 and, Vice President of the B.C. Federation of Labour.

Dr. Jeff Coleman - Chief Operating Officer (Richmond)

Dr. Jeff Coleman is the Chief Operating Officer for Richmond Health Services, and was formerly Executive Director of Medical Affairs for the Vancouver Coastal Health Authority. Prior to his appointment, Dr. Coleman served as Vice President, Medical Services for the Vancouver Hospital & Health Sciences Centre and the former Vancouver/ Richmond Health Board. Trained in law at Osgoode Hall Law School and in Medicine at the University of Western Ontario, he practiced full-time Emergency Medicine before entering hospital administration in 1992. In addition to his administrative responsibilities, he is a Clinical Associate Professor in the Faculty of Medicine, University of British Columbia, and continues to practice in his specialty of Emergency Medicine.

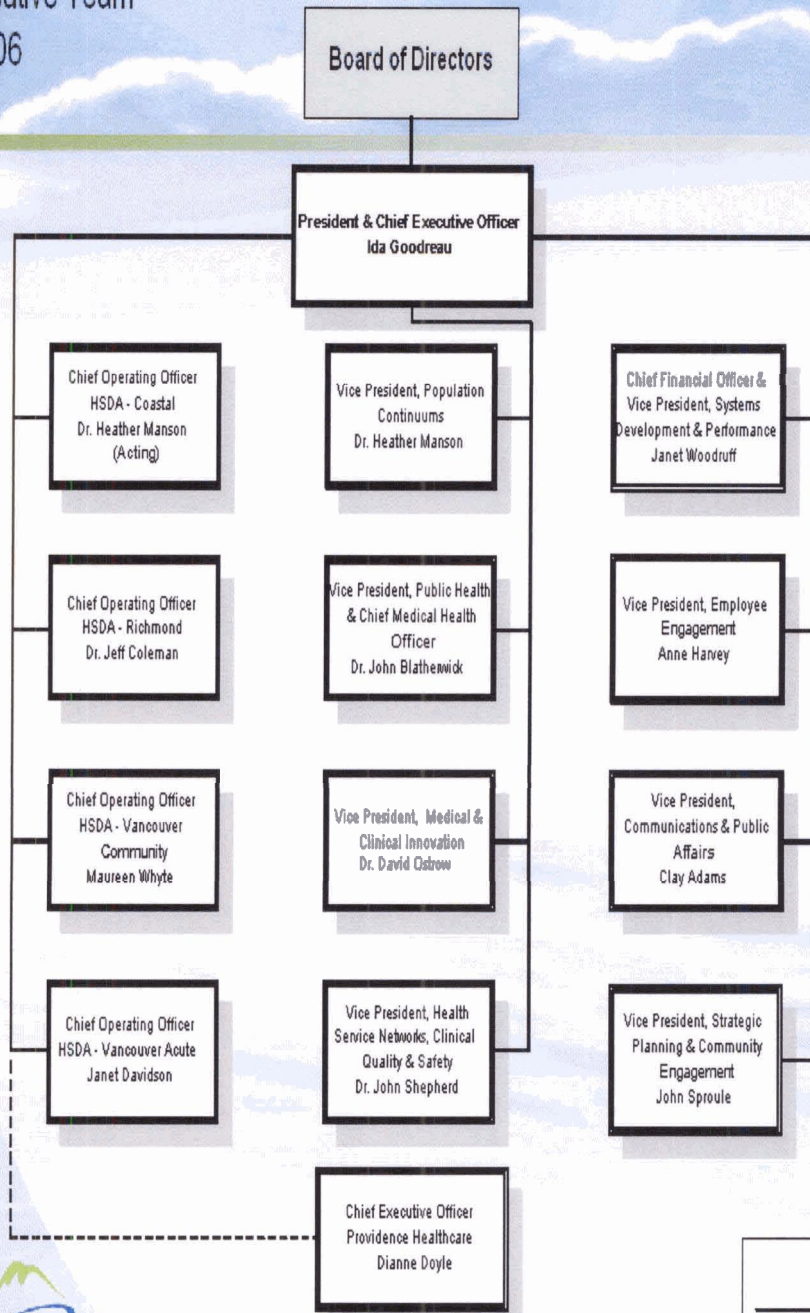
Maureen Whyte - Chief Operating Officer for Vancouver Community

Maureen Whyte has 30 years of health care experience in BC. Fifteen of those years were spent as a frontline care provider in acute and community mental health and community continuing care. The last 15 years have been in management positions. Her most recent position was Vice President, Clinical Service for Vancouver Hospital and Health Sciences Centre, and Vancouver Richmond Health Board. Ms. Whyte holds a Bachelor and Master of Science in Nursing. She also attended the Master of Leadership and Training Program at Royal Roads University in Victoria.

Dianne Doyle - President and Chief Executive Officer for Providence Health Care

Dianne Doyle was appointed as President and Chief Executive Officer of Providence Health Care in September 2006. Dianne brings to the role more than 20 years of senior executive experience in health care and over 25 years directly at Providence Health Care. Before taking on this new role, Dianne was the PHC Vice President of Medicine & Ambulatory, Surgery & Acute Services Programs. Dianne began her career as a staff nurse at Royal Jubilee Hospital in Victoria, BC, but since then has worked exclusively in our Providence Health Care facilities. She was a Head Nurse and Medical Instructor at St. Paul's Hospital and then moved to Mount Saint Joseph Hospital as Vice President Patient Care Services. She became the Chief Operating Officer and Vice President, Patient Care and Support Services for Mount Saint Joseph in 1995/96 and was then named Acting President and Chief Executive Officer, CHARA Health Care Society. Dianne is recognized as a champion of Catholic health care provincially and nationally. She is the Vice Chair of the Catholic Health Association of Canada, a Board member of the BC Health Care Leaders Association, and Vice Chair of both the Catholic Health Association of B.C. and the Denominational Health Care Association. She is active in her community, supporting many non-profit groups with her time and expertise. In 2005 she climbed Mt. Kilimanjaro in support of the Alzheimer Society of BC. Dianne has a BSN from the University of Ottawa and an MSN from the University of British Columbia. In 1990 she received a CHA Health Services Management and CHE Certification from the Canadian Council Health Services Executives. In 2002 she received her Fellowship in the Canadian Council Health Services Executives.

Vancouver Coastal Health
 Senior Executive Team
 October 2006



LEGEND	
—	Direct Report
- - -	Partnership Link
HSDA	Health Service Delivery Area

**APPENDIX A:
COMMUNITY ENGAGEMENT STAFF CONTACT LIST**

Vancouver:

2nd Floor, 520 West 6th Avenue
Vancouver, BC V5Z 4H5
Phone: (604) 714-3752
Fax: (604) 874-7518

Vancouver:

Diana Kane, Director
Margreth Tolson
Sue Davis

Telephone:

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(604) 708-5320
(604) 984-5788

Email:

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margreth.tolson@vch.ca
sue.davis@vch.ca

Richmond:

Belinda Boyd
7000 Westminster Highway
Richmond, BC
V6X 1A2
Phone: (604) 244-5101
Email: belinda.boyd@vch.ca

Fax: (604) 244-5552

Coastal:

Hilary King
231 East 15th Street
North Vancouver, B.C. V7L 2L7
Phone: (604) 983-6003
Email: hilary.king@vch.ca

Fax: (604) 984-5788

Aboriginal:

Karen Joseph
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**APPENDIX B
COMMUNITY ENGAGEMENT FRAMEWORK**