



Manitoba Pharmacy Technicians & Assistants Virtual Conference November 7th & 8th, 2020



Saturday, November 7th, 2020

11:00 am Log in to Webinar & Welcome Remarks

11:10 am Indigenous Health & Cultural Safety (45 mins)
Sponsored by Pharmacists Manitoba

This presentation will include a general overview of Indigenous Health and highlights the services available for patients, families and staff within the Manitoba healthcare system. Key concepts that will be covered include the unique status and history of Indigenous peoples in Canada, particularly with a focus on Manitoba as well as cultural safety, diversity, determinants of health, micro-aggressions, and reconciliation. A summary of other work and learning opportunities that Indigenous Health is currently involved in will also be discussed. This presentation provides an overview of the depth and breadth of cultural safety concepts and ideas when being applied within clinical contexts.

Kandice Léonard, Regional Director of Winnipeg Regional Health Authority - Indigenous Health

Kandice Léonard is the Regional Director of Winnipeg Regional Health Authority - Indigenous Health, where she provides leadership and guidance to a team of 30 staff who are involved in patient service delivery, education and training, workforce development and integration. Kandice previously held the role of Director for the Indigenous Health's Patient Services team and has extensive experience working with Indigenous health organizations. Prior to joining the Winnipeg Regional Health Authority in 2011 Kandice held leadership roles in national organizations such as Indigenous Physicians Association of Canada and the National Aboriginal Diabetes Association. Along with being the Chairperson for the Truth and Reconciliation Commission Implementation Committee for the WRHA, Kandice is involved in other committees focusing on improving access to health services for Indigenous People.

12:00 pm Lunch Break

1:00 pm Illicit & Prescription Drugs from the lens of a Paramedic (60 mins)

This session will discuss:

- Current drug trends
- Pathophysiology and pharmacology of varying substances both street and pharmaceutical
- Stigma reduction strategies with a focus on personal trauma
- Good Samaritan Drug Law Act



- Signs/symptoms of drug OD/poisoning
- Advanced Paramedic care in the field for drug related incidents
- Statistical response data
- Focusing on opioids and methamphetamine
- Dopamine release comparison

Cory Guest, Paramedic Public Education Coordinator

Cory has worked in EMS since 1996 getting his start in a rural setting before reaching his goal of career urban EMS in Winnipeg Manitoba in the fall of 2000. Cory was an ambulance-based Paramedic for approximately 12 years before promoting into the 911 Communication Centre as Communications Centre Shift Supervisor. After working in this role for 3 years he jumped at an opportunity to become Paramedic Public Education Coordinator where he has been for nearly 5 years.

The highlight of Cory's career has been the creation of illicit and prescription drug programming. This initiative was developed in the fall of 2016 when Winnipeg was experiencing a peak in EMS response to opioid related incidents. The programming is now embedded in the community, he has presented to thousands of high school students and other community members. The idea is to provide educational awareness to assist our youth and young adults in making smart, educated choices when presented with illicit or prescription drugs. The programming is in high demand throughout the city and province as Cory has presented to countless schools, university groups, workplaces, community groups, many conference speaking engagements and Winnipeg Police drug and gang forums. Cory was invited by a branch of Canada Health to travel to some of our northern communities and provide this valuable programming to our indigenous neighbors. He also has the pleasure of providing drug education to locally exploited strong women who are actively seeking to improve their lives. Cory has developed strong partnerships with Winnipeg Police, Indigenous groups, The Addictions Foundation of Manitoba and many community based groups.

Cory is a recent member of the CSA (Canadian Standards Association) where he is working collaboratively on national prehospital drug response standards.

Cory is continually looking to expand his partners through networking and professional development. A robust response to the illicit drug culture in today's society includes not only the response of emergency medical services along with other agencies but also compassionate, aggressive appropriate education with a focus on addiction trends and personal trauma.



2:00 pm The Role of the Pharmacy Technician Educating on Pneumococcal Vaccinations in the Pharmacy Setting (60 mins)

Sponsored by Pfizer

Pharmacists are being tasked with more and more obligations each day making the role of the pharmacy technician that much more valuable. How can you as a pharmacy technician work collaboratively with the pharmacist on your team to ensure patients get the right pneumococcal vaccinations and at the right time?

Kristine Petrasko, B.Sc. (Pharm)

Kristine is a pharmacist and certified respiratory educator with practical clinical experience and past academic work. She has expertise in tobacco-use disorder

education, patient care, mental health/addictions, asthma/allergies and chronic obstructive pulmonary disease (COPD).

Kristine has demonstrated great growth in her career over the last 20 years. She has been highly active within various professional and non-profit organizations and has led/collaborated on multiple initiatives. She has been a presenter at many conferences and author/co-author of a number of published pieces. Kristine has been recognized by the pharmacy profession on various levels as a recipient of academic and professional awards including certificates of teaching excellence. Acting as a skilled mentor for colleagues and students, Kristine has assisted several Health Care Providers in obtaining their own certifications which she takes great pride in. Behind the scenes, Kristine works with PEAR HealthCare Inc. on various projects and her goal is to continue inspiring others to advance their careers with additional certifications like the CRE or CTE designations. Most recently, Kristine has taken a position at The Compounding Pharmacy of Manitoba as the Professional Relations Pharmacist.

Sunday, November 8th, 2020

9:50 am Log in to Webinar

10:00 am Technicians Role in Safety IQ (45 mins)

After a successful pilot project, the College will be launching the standardized continuous quality improvement program – Safety IQ in community pharmacies in Manitoba in 2021. Manitoba will be joining a movement of community pharmacies across Canada sharing and learning from medication incidents and near misses to improve patient safety. This session will describe the concept of continuous quality improvement and highlight the elements and requirements of Safety IQ. We will also identify strategies pharmacy teams can undertake now to prepare for Safety IQ and discuss the important role pharmacy technicians can play in Safety IQ.

Ronda Eros, B.Sc. (Pharm), Practice Consultant, College of Pharmacists of Manitoba
Ronda Eros is a pharmacy practice consultant at the College of Pharmacists of Manitoba. She graduated from the University of Manitoba and has worked as a community pharmacist in Manitoba for over 25 years.

Ronda began her time with the College in 2013 and in recent years, has been responsible for College work around pharmacy technicians – listing as well as review of pharmacy technician final check applications. One of her key roles is Project Lead for the College's Continuous Quality Improvement program for community pharmacies –Safety IQ.

10:45 am Juggling Roles: How to thrive in a static yet changing profession (60 mins)

This session will delve into the many eclectic roles and responsibilities that Alanna has acquired throughout her career, plus how she juggles them all!

Learning Objectives:

- Explore how Pharmacy Technicians in Manitoba can best position themselves for professional growth with many different roles and responsibilities.
- Reduce stigma the profession garners by gaining a deeper understanding of the potential you have as a technician by being fully accountable for pharmacy

- operations and technical aspects of the dispensing and dispensary activities.
- Learn how to be an autonomous professional, and how the relationship and teamwork within the dispensary, alongside clinical activity, can be optimized.

Alanna Kukura

Alanna Kukura graduated in 2003 from Winnipeg Technical College, completed the NAPRA Bridging program in 2017, wrote the 2017 PEBC Evaluating exam and, subsequently, the 2018 Qualifying examinations. She is a regulated Pharmacy Technician listed with the College of Manitoba Pharmacists since 2019 and has extensive experience in pharmacy management and compression therapy. Alanna also holds 13 compression therapy fitter certifications from VENOSAN, JOBST, JUZO, & SIGVARIS; the top producers of compression therapy in the world. She is a licensed Ideal Protein coach, and a Bayer Diagnostic educator. Her current role as assistant manager of Munroe Pharmacy requires collaborating with physicians, nurse practitioners, nurses, case managers, home care coordinators, and other health care professionals to coordinate seamless client care. She has played a pivotal role in helping her employer attain an exceptional in-home service program and now provides consultations to WRHA homecare nurses on edema, lymphedema, and lipedema. In addition to being a regulated pharmacy technician and speaking locally on pharmacy-related topics, she is active in her community sitting on various boards and committees.

Alanna has been happily married to her husband Roman for 13 years, and enjoys spending quality time as far away from her 3 children as possible.

11:45 am This Case Isn't Closed: Investigating Smoking Cessation Cases (60 mins)
Sponsored by Pharmacists Manitoba

Most people that smoke actually do want to quit but may be in more of a contemplative stage. This means there is plenty of room for pharmacy technicians and assistants to assist with the care of these patients. We need to build our confidence levels in tackling these unique and challenging clients. It begins with investigating where we are at in terms of our own confidence levels in the practice of smoking cessation counselling.

Roger Tam, B.Sc. (Pharm), CDE CTE, Clinical Pharmacist, Certified Diabetes and Tobacco Educator, Board Member-Secretary Our Own Health Centre

Roger Tam graduated in 1999 from the Faculty of Pharmacy at the University of Manitoba and is a pharmacist with Walmart Pharmacy. Since 2008, he has been a consultant for MANTRA's (Manitoba Tobacco Reduction Alliance), provincial smoking cessation program. In August 2017 he was hired as a consultant by the Lung Association. He is presently lecturing at the University of Manitoba Faculty of Pharmacy on a variety of topics including LGBTIQ health.

Roger volunteers and provides locum services for Our Own Health Centre, a non-profit charity that specializes in the MSM community. Roger currently sits or sat on multiple local, provincial and national organizations and committees including MANTRA, Nine Circles Community Health Centre, Canadian Treatment Action Council, the Manitoba College of Pharmacist's Professional Development Committee and Our Own Health Centre.

During his career Roger, has received multiple accolades and in 2009, he won the

Pharmacy Practice and Drugstore Canada Commitment to Care and Service in the category of Health Promotion. In 2013, Roger received the Founders / Takeda Magnum Opus Award, and the Provincial Achievement Award from Lieutenant Governor of Manitoba, his Excellency the Right Honourable M. 2014 he received the national Commitment to Care Award for Charitable works and in 2016 received the National Pharmacist of the Year Award.



12:55 pm Closing Remarks