25th Annual Alberta Pharmacy Technician Conference

September 18-19, 2015
DoubleTree by Hilton Hotel West Edmonton
16615 109th Avenue NW
Edmonton, Alberta T5P 4K8
About the Conference

The Alberta Pharmacy Technician Conference began in 1990 as a small learning seminar planned by a hospital pharmacy technician team. Since that time, the event has grown to one of the premier continuing education and networking events for pharmacy technicians and pharmacy assistants from all practice settings in Canada.

This year’s theme will focus on the 25th Anniversary of the Alberta Pharmacy Technician Conference as well as the continued professionalism and expanding scope of practice for pharmacy technicians. This year’s objectives:

- To respond to opportunities that exist to expand professional practice by presenting sessions on innovative roles, practices, and programs.
- To provide registrants with knowledge-based and interactive learning opportunities that informs and motivates.
- To provide registrants with networking and sharing opportunities through the exhibition, interactive and social sessions.
- To support the personal and professional development of pharmacy technicians embarking upon new regulated professional status.
- To collaborate with the Alberta College of Pharmacists and the Alberta Pharmacists’ Association to increase pharmacists' participation and awareness of the pharmacy technician scope of practice.

Available CEUs
This conference is being assessed by the Canadian Council on Continuing Education in Pharmacy (CCCEP) for continuing education units (CEU).

Get Connected

Special Thanks
This conference would not have been possible without the efforts of the planning committee:

Brenda Boulette
Don Ridley
Jennifer Bean
Laura Miskimins
Megan Johnson
Peggy Pischke
Cindy Thai
Heidi Schulz
Joy Gray
Leeanne Davis
Neil Chatterjee
Ryan Mapa
Program

Friday, September 18, 2015

9:30 am – 10:00 am: Registration

10:00 am – 10:15 am: Opening Remarks

10:15 am – 11:15 am: Keynote Presentation

You Can Create Your Own Reality
Carrie Doll

In her dynamic keynote address, Carrie shares her story from how she went from a small Alberta town, to anchoring one of the top 6 pm newscasts in Canada. Six years of post-secondary education, a massive student loan and countless hours of volunteer time led her to an internship at ABC News in Texas and into television news jobs across Saskatchewan and Alberta. How did she create her dream career? What did she learn along the way, and what eventually led her to release that dream and move into the entrepreneurial world? What lessons did Carrie acquire that have implications for every one of us? Carrie will take those 20 years of Television knowledge and reduce them into 3 of her best stories and 5 of her most powerful lessons that can be applied to all walks of life and careers. It's a powerful, positive, compelling and humorous story about living a "no-regrets" life and creating what you want.

11:30 am – 12:15 pm: Lunch

12:30 pm – 5:15 pm: Concurrent Workshops

Path 1

12:30 pm – 1:30 pm: Workshop A
Diverse Career Paths: a Pharmacy Technician Panel
Judy Johnston
Laura Miskimins
Linda Hoang
Starri Sewial

This panel will showcase four pharmacy technicians describing their different work environments and positions. The panel will include a purchasing technician, a pharmacy technician with clinical support experience, a pharmacy technician working within a correctional facility, and a pharmacy technician from Alberta Blue Cross. Each panel member will describe their individual duties and responsibilities. You will be given the opportunity to hear how they came into their unique positions and what their day to day work life consists of.
1:45 pm – 2:45 pm: Workshop B
Job Interview Preparation
Edyta Macyk, B.A., B.Ed.

Have you ever been asked in a job interview the following question “If you were an animal, what animal would you be and why?” Were you baffled by the question, or did you expect it? Do you know what kinds of questions employers will likely ask you in an interview? Do you know how to answer those questions? In addition to dos and don’ts of an interview and the importance of conducting research prior to an interview, we will discuss the 4 types of questions employers often ask.

2:45 pm – 3:00 pm: Refreshment Break

3:00 pm – 4:00 pm: Workshop C
Interpersonal Skills & Professionalism: Keys in Personal and Professional Development
Nathalie Mercier, Registered Psychologist

“Team player,” “strong communication skills,” “showing initiative,” “deals well with conflict,” “has strong self-confidence”…these are all qualities sought after in a job ad and asked about during interviews. Why are these qualities and skills so important? How does one have and demonstrate these qualities? In this interactive session, we will explore, reflect on and discuss some of the challenges and foundational aspects of interpersonal communication, and see how they apply within the context of our personal and professional development.

4:15 pm – 5:15 pm: Workshop D
Where Do I Fit? - A supporting role in the development of patient care plans within community practice
Margie Steingart, BSP, ACRP

The practice of pharmacy is quickly changing, and with it, roles within pharmacy teams must also evolve. Pharmacy assistants and technicians are often underutilized as a vital component in facilitating the provision of patient care.

Path 2

12:30 pm – 1:30 pm: Workshop 1
What is a Pharmacy?
Greg Eberhardt, BSc. Pharm

Pharmacies have been cornerstones to Alberta’s health system and communities for over 100 years. The presentation will explore what pharmacies were, are, and what they might be in the future; considered through the lens of legislation, pharmacists and pharmacy technicians, other health professionals, and consumers.
1:45 pm – 2:45 pm: Workshop 2
The Lone Nut
Margaret Wing, BScPharm, MBA

Margaret Wing helps technicians and assistants understand that being a courageous “follower” is often more difficult than leading a new change in behavior. Discussing how policy changes regarding drug distribution and the shift towards patient centric care have an impact on all pharmacy team members, Margaret empowers pharmacy technicians and assistants to capitalize on new opportunities to identify and support high quality service delivery.

2:45 pm – 3:00 pm: Refreshment Break

3:00 pm – 4:00 pm: Workshop 3
Mental Health Challenges in Primary Care
Dr. Ghalib Ahmed, MD CCFP

This session provides a review of challenges faced in primary care regarding the treatment of patients with mental health issues and medical co-morbidities. As well, this session includes a discussion of the stigma of mental health, some treatment options and the importance of empathetic communication skills.

4:15 pm – 5:15 pm: Workshop 4
HIV – the Virus, the Patients, the Drugs
Colleen Benson, Bachelor of Pharmacy

This session will provide an overview of HIV treatment and challenges including adherence and drug interactions.

6:00 pm – 8:00 pm: Registration, Reception and Vendor Exhibition

Please join us as we celebrate the 25th Anniversary of the Alberta Pharmacy Technician Conference. With the Vendor Exhibition as the focal point of the evening, we will be celebrating the anniversary with a champagne reception and cocktail food, silent auction, poster presentation, photo booth, and a jazz band. To celebrate the 25th Anniversary, we invite you to wear cocktail attire as you sip on champagne and dine on hors d’oeuvres while getting your picture taken on the red carpet.

The Vendor Exhibition will provide conference delegates with the opportunity to explore and compare an array of products and services available from industry suppliers. Please take the time to visit the exhibitors, without whom the conference would not be possible.

Apotex  CareFusion  Fresenius Kabi
Galenova  Healthmark Ltd.  McKesson Canada
Omega Laboratories  Sandoz  Sterimax Inc.
Teva  Pharmacy Technician Society of Alberta
Program

Saturday, September 19, 2015

8:00 am – 8:45 am: Registration and Breakfast

8:45am – 9:00 am: Opening Address

9:00 am – 10:30 am: Plenary Session

Pharmaceutical Robberies: Awareness and Prevention in the Workplace
Nicole Schettler
Jared Hewko
Det. Simon Yum

This session will provide an overview of pharmaceutical robberies in the Edmonton area, focusing on awareness, victim impact, and prevention strategies. Attention will be given to identifying the methods used by pharmaceutical robbers, as well as the types of narcotics that robbers target. An Edmonton-area pharmacist will share her experience of being victimized during pharmaceutical robberies. The presenters will also provide tips on how to stay safe in the event of robbery and how to create a work environment that reduces the likelihood of being robbed.

10: 30 am – 10:45 am: Refreshment Break

10:45am – 11:45 pm: Morning Concurrent Sessions

Menopause: Things Your Mother Never Told You
Stacey Ginther, BScPharm, PharmD

This session will provide an overview of menopause and management including non-drug, herbal and prescription drugs. The session will highlight what is currently known about risks of using hormone therapy as well as helping to navigate the idea of bioidentical hormone therapy.

The Geriatric Patient: An overview and tips for practice
Diane LaPointe, BSc (Pharm)

The growing geriatric population can present a variety of issues to the pharmacy technician. This talk will review some of the current health issues facing the geriatric population, and some common chronic conditions seen in the group. The concept of polypharmacy will be defined. There will also be a review of the age related changes that can affect medication use, and put this population at higher risk of adverse effects. If time allows, this talk will also review the importance of adherence to medication therapy, and the tools available to help with adherence.
Comfort Care - a case-based presentation examining drug use in palliative patients

Alastair Ilich, BScPharm, ACPR
Jennifer Dutka, BSP, ACPR, APA

Palliative care focuses on easing the suffering of patients with serious illnesses. These patients often have disease-related symptoms which create distress for them and their loved-ones. Improving these symptoms can have a profound impact on quality of life. Some of the common challenges encountered in palliative care include pain control, opioid toxicity, dyspnea, dehydration, hypercalcemia, delirium, depression, and anxiety. Through the use of patient cases, this session will discuss the management of common situations encountered in palliative practice.

11:45 am – 1:00 pm: Lunch and PTSA AGM
The Annual General Meeting of the Pharmacy Technician Society of Alberta provides an opportunity for PTSA members to come together and discuss the maintenance of the Society and the issues affecting pharmacy technicians and assistants. All conference delegates are invited and encouraged to attend.

1:00 pm – 2:00 pm: Plenary Session

An Overview of Sexually Transmitted Infections in Alberta
Dr. Petra Smyczek

Rates for sexually transmitted infections (STIs) continue to rise in Alberta. Chlamydia cases have more than doubled over the last 10 years, gonorrhea is on the rise and infectious syphilis continues to be a serious public health concern. This presentation will describe the epidemiology of STIs in Alberta. The second part of the presentation will focus on diagnosis and treatment of STIs.

2:15 pm – 3:15 pm: Afternoon Concurrent Sessions

Are Community Pharmacies Ready for a Greater Role in Travel Health?
Christina Bascom, Bsc.Pharm, RPh., DTM, AFTM RCPS(Glasg), Certificate in Travel Health™, ISTM

Pharmacists are trusted and knowledgeable in many areas and often are the first healthcare provider a patient will have contact with when seeking advice. With the increased trend in travel to developing countries, the demand for travel health providers has also increased. Community pharmacies have a great opportunity to provide travellers with advice, medications and vaccinations. But are we ready to provide these travellers with the comprehensive travel health advice required for them to embark and remain safe and healthy on their adventures overseas?
Appreciating Values: Understanding lab values and how they relate to pharmacy practice  
*Kevin Tam, BSc, ACPR*

The talk will focus on several key lab values encountered in day to day practice in the hospital and community settings. The specifics of each lab value will be discussed along with correlation to each potential disease states and/or symptoms (if low or high). Furthermore, the importance of these lab values to a technician’s role in pharmacy practice will be discussed.

Non-Sterile Compounding: A Review of Key Concepts  
*Andrea Outram, BSc. Pharm, RPh.*

In this session, we will review key non-sterile compounding concepts and prepare a lip balm for participants to take home.

3:15 pm – 3:30 pm: Refreshment Break

3:30 pm – 5:00 pm: Keynote Presentation

**Dreaming Big: Living Bigger**  
*Jon Montgomery*

While Jon Montgomery always wanted to be a Canadian National Team athlete, he didn’t know which sport it would be in. Keeping his eyes wide open, living outside his comfort zone, trying new things and accepting the challenges that presented themselves enabled him to find his passion and his opportunity to realize his dreams. Montgomery’s story inspires others to go after what they’re looking for, no matter how daunting a task it may at first seem.

5:00 pm – 5:15 pm: Closing Remarks

What to do when the conference ends?

Dine at Stages Kitchen & Bar or discover a unique experience at the Mayfield Dinner Theater – combining Las Vegas style entertainment with an extensive buffet.

Just 3.5 km from the hotel, nearby West Edmonton Mall, open until 9:00 pm, features more than 800 stores, 100 dining options & nine theme parks. Exploring is easy using the Edmonton Sky Shuttle, which has a station near this DoubleTree by Hilton Hotel West Edmonton. Telus World of Science offers fascinating exhibits for the family as well.

For guests who like history, Fort Edmonton Park, Canada’s largest living museum, is an attraction on the must-see list. Just a little further out is the Muttart Conservatory and Edmonton River Valley. Cars are available from the hotel’s on-site Thrifty Car Rental desk.
Please register on-line at https://www.pharmacytechnicians.ab.ca/pages/conferenceregistration.php
Registration is only available until September 14, 2015.

We are pleased to offer Two-Day as well as One-Day registration options.

- The Two-Day registration fee covers:
  - Friday sessions (workshops and plenary sessions), Friday lunch, Friday evening reception, Saturday sessions (concurrent and plenary sessions), Saturday breakfast and lunch.
- The One-Day registration fee covers:
  - Friday sessions (workshops and plenary sessions), Friday lunch, and Friday evening reception
  OR
  - Friday evening reception, Saturday sessions (concurrent and plenary sessions), Saturday breakfast and lunch.

Please note registration fees include 5% GST (PTSA GST#: 81296 4351 RT0001).

**PTSA Member** (PTSA membership number required)
Two-Day Rate: $250.00 ($238.10 + $11.90 GST)
One-Day Rate: $150.00 ($142.86 + $7.14 GST)

**Non-Member** (Fee includes a complimentary PTSA Membership*)
Two-Day Rate: $300.00 ($285.71 + $14.29 GST)
One-Day Rate: $200.00 ($190.48 + $9.52 GST)

**Student** (Student ID cards must be presented at the registration table. Fee includes a complimentary PTSA membership*)
Two-Day Rate: $200.00 ($190.48 + $9.52 GST)
- Only Two-Day Rates are available for student registrations.
- Must be a student completing a formal pharmacy technician, pharmacy assistant or pharmacist program at the time of registration. (Registrants enrolled in the pharmacy technician bridging program do not qualify for the Student registration fees.) Student ID number required.

*Complimentary memberships will NOT be processed automatically. Non-member registrants must complete a PTSA membership application in order to have their PTSA membership activated. Details will be provided at time of registration.

**Payment Options**
All payment details are outlined on the PTSA website. After registering online, payment can be made by PayPal. Please refer to online instructions for paying by credit card without using a PayPal account. Delegates are not considered registered until payment is received. Receipts for registration payment will be issued by e-mail after payment is received.
Early Bird Registration
All registrations completed (including payment) before 11:59 pm on August 1, 2015 will be entered in an early bird draw and are eligible to win one (1) night’s stay at the DoubleTree by Hilton Hotel West Edmonton and two (2) tickets to the Mayfield Dinner Theatre.

To be eligible for the early bird draw, you must register for at least a One-Day conference registration and book a room at the DoubleTree by Hilton Hotel West Edmonton for the conference. The draw for the early bird prize will occur on Friday, September 18th during the Friday evening reception and vendor exhibition.

Cancellation Policy
Notification of request to cancel registration must be received in writing via email addressed to Peggy Pischke (Peggy.Pischke@pharmacytechnicians.ab.ca) on or before September 1, 2015 and is subject to a processing fee of $100.00. There will be no refunds of registration fees for cancellations received after September 1, 2015.

Accommodation
Registrants are responsible for arranging their own accommodation. Please contact the DoubleTree by Hilton Hotel West Edmonton (16615 109th Avenue North West, Edmonton, Alberta, T5P 4K8) at 1-780-484-0821 or 1-855-610-TREE (8733) and please quote this three digit code – PTS – to book a Deluxe Room at the PTSA special rate of $169.00 per night plus all applicable taxes (other room options available). Reservations can also be made online: http://doubletree.hilton.com/en/dt/groups/personalized/Y/EGNMDT-PTS-20150918/index.jhtml

Room rates and availability are guaranteed until September 4, 2015.

Parking
Onsite parking is available at no charge in the hotel parking lot.

WestJet Airlines
WestJet is offering a 10% discount off Econo, Flex and Plus fares by utilizing the Promo code YYC01 and Coupon code QEK5PAE when booking online at www.westjet.com. The discount is valid for travel from September 11 to 27, 2015 across WestJet’s extensive network for flights into and out of Edmonton, Alberta. For assistance or additional information, please call WestJet at 1-888-493-7853.

Conference Photography
There may be photographs, video and/or audio recorded at the 25th Annual Pharmacy Technician Conference. When registering online, there will be a check box regarding conference photography.

Registration Enquiries
Please email questions to Peggy Pischke at Peggy.Pischke@pharmacytechnicians.ab.ca.
Jon Montgomery

Jon Montgomery delighted Canadians by winning Gold in Men’s Skeleton at the Vancouver 2010 Olympics. Now, as host of The Amazing Race Canada, he is a charming ambassador for our country’s most beautiful sights. In his talks, Montgomery shares his Olympic journey and important lessons on teamwork, leadership, and dreaming big. Whether he’s in snowy Nunavut, on a lentil farm in Saskatchewan, or on stage presenting a keynote speech, Montgomery is genuinely funny and always inspiring.

Proudly Canadian, Jon Montgomery says that being the host of The Amazing Race Canada has given him an even greater appreciation for the country. “I already had a profound sense I was a lucky man to be Canadian, but doing this show, you get to meet other Canadians, you get to see how they interact with the racers and a sense of commonality amongst the people.” The Amazing Race Canada will begin airing its third season on July 8, 2015.

In February 2009, Montgomery won the Whistler World Cup, which served as the test event for the Vancouver Olympics. At that time, he called the victory the highlight of his career, adding that it was especially meaningful to win at home in front of family and friends. But what he really yearned for was Olympic gold. At the 2010 Olympics, he defended his home track once more, but this time, he did it in front of the world. The now infamous video of Montgomery chugging a pitcher of beer while walking through the streets of Whistler surrounded by screaming fans is sure to go down in Canadian lore.

It was Montgomery’s natural curiosity that launched his Skeleton career. Wandering through Calgary Olympic Park years ago, he saw a Skeleton racer whip by at top speed. Fearing it was a Luge accident, he inquired as to what the sport was all about at the visitor’s centre. He immediately signed up for a "discover session" and began his long journey to Olympic gold. He won his first World Cup event in January 2008, and also won a silver medal at the World Championships that same year, finishing the season ranked second overall on the World Cup. Some called it quick success, but Montgomery sees things differently. He’s been sliding since 2002, but didn’t experience his first win until the 2007/2008 World Cup tour. As he says… "I had my butt handed to me on countless occasions when I first started."
Keynote Speaker Bios

Carrie Doll
Carrie Doll is the founder of Doll Consulting offering a wide range of services including public speaking coaching, moderating panel discussions/emceeing, media consulting and delivering keynote speeches. Carrie recently retired from a 20 year career in Television news. She holds a Communications Degree and a diploma in Broadcast News. She did an internship at ABC News and worked at stations across Alberta before settling at the CTV Edmonton 6pm Anchor desk for 13 years. Carrie has interviewed countless news makers locally and across the country including premiers, prime ministers and US President Bill Clinton. Carrie is the honorary chair of the YWCA Women of Distinction Awards, the Glenrose Hospital’s Courage Gala, a board member of the Edmonton Singing Christmas Tree Foundation and Chair of the Stollery Women’s Network. She was honored as one of the top 100 citizens in our province and chosen as Edmonton’s Woman of the Year in 2002.

Speaker Bios

Dr. Ghalib Ahmed, MD CCFP
Assistant Clinical Professor, Depts of Psychiatry and Family Medicine (co-appointment), Faculty of Medicine University of Alberta
Dr. Ghalib Ahmed has been a family physician since 1998. He is part of the Edmonton South PCN working in Primary Care. He also works at the Chokka Center, assessing and treating patients with mood disorders. He also has a position at the Boyle McAulay Health Clinic treating patients in the inner city of Edmonton.

Christina Bascom, Bsc.Pharm, RPh., DTM, AFTM RCPS(Glasg), Certificate in Travel Health ™, ISTM
Clinic Owner/Director and Consultant at the Travel Health Network in St. Albert, Alberta
Christina Bascom graduated from the Faculty of Pharmacy at the University of Alberta in 1999. She received the Certificate in Travel Health® from the International Society of Travel Medicine in 2011. As well, Christina graduated from the Department of Travel Medicine at the Royal College of Physicians and Surgeons Glasgow in 2013 with a Diploma in Travel Medicine.

Colleen Benson, Bachelor of Pharmacy
Colleen Benson currently works in the HIV clinics in Edmonton, caring for patients with HIV. This role includes patient education, promoting/supporting adherence, screening for drug interactions, screening for and managing adverse effects, optimizing regimens through switch or simplify strategies and general medication management. Colleen has worked in internal medicine and family medicine with inpatients at the Royal Alexandra Hospital for approximately 14 years. She graduated from University of Alberta with a Bachelor of Pharmacy in 1998.
Speaker Bios

**Judy Johnston**
Judy Johnston graduated from Red Deer College over 30 years ago. Since then, she has worked at three major hospitals in Edmonton: Misericordia Community Hospital, University of Alberta Hospital and Grey Nuns Community Hospital. A majority of her time was in purchasing but has since moved into rotation part time. Judy became a regulated technician two years ago.

**Alastair Ilich, BScPharm, ACPR**
Alastair Ilich graduated with a Bachelor of Science in Pharmacy from the University of Alberta in 2006. After completing his degree, he worked as a community pharmacist for 7 years before transitioning to hospital practice. In 2014 he completed a pharmacy residency with a focus on cancer care during which time he was exposed to and developed an interest in palliative care. He currently works at the Cross Cancer Institute in Edmonton where one of his roles includes working with the Pain and Symptom Consult team, a division of the Edmonton Zone Palliative Care Program.

**Linda Hoang**
Linda Hoang graduated from the Pharmacy Technician program at Red Deer College in 2004. She has many years of pharmacy technician experience in community and hospital pharmacy settings. She is currently working as a Pharmacy Technician in correctional health in Alberta Health Services.

**Jared Hewko**
Jared Hewko is a crime analyst with the Edmonton Police Service. He has been with the Edmonton Police Service for 13 years. He has worked in Robbery Section for 9 of those years and has analyzed numerous pharmacy robbery series.

**Greg Eberhardt, BSc. Pharm**
Greg Eberhart is the Registrar of the Alberta College of Pharmacists (ACP). Greg led the development of provincial legislation (approved in 2007), enabling pharmacists to prescribe, and administer drugs by injection.

In September 2008, Greg was presented with a University of Alberta Alumni Honour Award in “recognition of significant contributions made over a number of years to his local community and beyond.” In March 2011, he was amongst 103 Albertans awarded the Alberta Pharmacy Centennial Award of Distinction for “having advanced pharmacy in Alberta to the leadership position it holds today.”

**Stacey Ginther, BScPharm, PharmD**
Stacey Ginther graduated from the University of Alberta with her BScPharm and then completed her PharmD years later through the University of Colorado in Denver. After a few years of community practice she moved her practice to the Royal Alexandra Hospital where she has been providing patient care in women’s health for the last 8 years, most specifically in gynecology-oncology. Her practice interests surround educating women on surgical menopause and management and she has been involved in many projects aimed at further developing tools and treatment algorithms to aid practitioners in treating the unique needs of women who experience surgical menopause.

**Jennifer Dutka, BSP, ACPR, APA**
Following her graduation from the University of Saskatchewan, Jennifer Dutka moved to Edmonton to complete a hospital residency where she first discovered her passion in the area of Palliative Care. Over the past 23 years she has worked collaboratively with the Department of Symptom Control and Palliative Care at the Cross Cancer Institute as a direct member of the Pain and Symptom Consult Team. To further advance her practice, she obtained her Additional Prescribing Authorization in 2007. Over the past number of years, she has provided guest lecturing for the College of Pharmacy as well as the College of Medicine.

**Jared Hewko**
Jared Hewko is a crime analyst with the Edmonton Police Service. He has been with the Edmonton Police Service for 13 years. He has worked in Robbery Section for 9 of those years and has analyzed numerous pharmacy robbery series.

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Nathalie Mercier, Registered Psychologist
Nathalie Mercier is a registered psychologist and has provided counselling for 15 years in a number of settings. The last 10 years she has worked in post-secondary education at NorQuest College providing mental health support services, including personal counselling for students and consultation services for faculty & staff. Some of the issues Nathalie assists with include difficulties between students, faculty or staff in and out of the classroom, and difficulties for students in clinical and practicum work settings. Nathalie also presents to students, faculty and staff on a number of topics including stress management, communication, and personal development and growth.

Edyta Macyk, B.A., B.Ed.
Edyta Macyk has been working in the employment field for over eight years. She started as a Career Consultant and is currently the Team Lead for Student Career and Employment Services at NorQuest College. She enjoys assisting clients with employment preparation. Through her role, she often interacts with employers to conduct research into what makes an applicant stand out in an interview. She is a member of the Career Development Association of Alberta.
Edyta obtained a Bachelor of Arts and Bachelor of Education degrees from the University of Alberta. In her free time, Edyta enjoys reading, golfing and travelling.

Diane LaPointe, BSc (Pharm)
Diane LaPointe is a graduate of the University of Alberta. She started her pharmacy career in community pharmacy, working in a variety of settings including an independent pharmacy, a pharmacy chain and a grocery chain. She then moved on to her current work at the Glenrose Rehabilitation Hospital in Edmonton. She is currently working on one of the geriatrics rehabilitation and assessment wards as well as the cognitively impaired/dementia ward. Geriatrics has been the primary focus of her practice for the past seven years.

Laura Miskimins
In 2004, Laura Miskimins graduated from a Pharmacy Technician program in Prince George, B.C. She spent nearly 10 years working for community pharmacies in Alberta, most recently for Shoppers Drug Mart. Laura has worked casually for Grey Nuns Hospital, and is currently working as temporary Pharmacy Operations Manager for Correctional Health. Prior to taking on the duties of Operations Manager, she worked to full scope as a pharmacy technician at the Edmonton Remand Centre.

Andrea Outram, BSc. Pharm, RPh.
Andrea Outram is a registered pharmacist with 15 years experience in community and long-term care pharmacy. She has practiced in independent and chain pharmacies of various sizes and has held both management and consulting positions. Andrea now enjoys following her passion; she has been teaching full time in the pharmacy technician diploma program at NorQuest College since 2012. She was taught community and institutional pharmacy practice labs and both non-sterile and sterile compounding labs. She was recently promoted to Associate Chair of the program and is excited to continue to help the pharmacy technician profession advance and prosper in the province.

Nicole Schettler
Nicole Schettler is a pharmacist with Remedy’s Rx in St. Albert. She has 12 years experience in community pharmacy and has been the victim of 2 pharmacy robberies.
### Speaker Bios

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<thead>
<tr>
<th>Name</th>
<th>Title and Details</th>
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<tbody>
<tr>
<td><strong>Det. Simon Yum</strong></td>
<td>Detective with the Edmonton Police Service. Has 23 years of service, the last 3 of which have been in Robbery Section. Investigated many pharmacy robberies during his time in Robbery Section and acquired an extensive knowledge of crime prevention strategies throughout his policing career.</td>
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<tr>
<td><strong>Margaret Wing, BScPharm, MBA</strong></td>
<td>CEO, Alberta Pharmacists’ Association. Received her Bachelor of Science in Pharmacy from the University of Alberta and has over 25 years of experience in the pharmacy sector. During her career, she has held various positions including community pharmacist, regional corporate pharmacy manager and an independent pharmacy owner. Margaret earned her MBA from Athabasca University in 2007 and shortly thereafter joined the Alberta Pharmacists’ Association. Serving as the Chief Executive Officer since 2010, she has participated in several exciting initiatives that have advanced the practice of pharmacy, such as pharmacists’ participation in the administration of public influenza immunizations and the introduction of the Pharmacy Services Framework funding model. Margaret continues to advocate for expanding the role of pharmacists in providing patient care to Albertans.</td>
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<td><strong>Kevin Tam, BSc, ACPR</strong></td>
<td>Graduated from the University of Saskatchewan's pharmacy program in 2008 and moved to Alberta to work at the Royal Alexandra Hospital. In 2012, he did a full-year hospital pharmacy residency in the Edmonton Zone. Kevin has dedicated the last couple of years on training up and coming pharmacists through the faculty of pharmacy at the University of Alberta and training new staff at the Royal Alex. His current role is split working in the Intensive Care Unit and Internal Medicine. He also serves on multiple committees including the Antimicrobial Stewardship Committee.</td>
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<td><strong>Margie Steingart, BSP, ACRP</strong></td>
<td>Earned her pharmacy degree from the University of Saskatchewan followed by the completion of an accredited clinical residency program. Has practiced in various hospital settings applying and developing sound clinical skills. For the last 5 years, she has been helping to transform her community practice site by applying a strong clinical background to the new applications allowed by the ACP Standards and AHS Pharmacy Services Framework. She has developed and implemented training programs and strategies for pharmacists, technicians and assistants within her innovative pharmacy to facilitate the delivery of efficient and improved patient care.</td>
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<tr>
<td><strong>Dr. Petra Smyczek</strong></td>
<td>Provincial Medical director for sexually transmitted infections (STIs) with Alberta Health Services (AHS) and the Medical Director of the STI clinic in Edmonton. Completed a residency in Medical Microbiology at the University of Alberta in 2013. During this time, she trained for two years in clinical infectious diseases and gained experience in treatment and diagnosis of numerous infections including HIV/AIDS and viral hepatitis. Her undergraduate medical training was taken at the Johannes Guetberg Universitat Mainz in Germany and the West Virginia University in Morgantown (USA). She received her MD in 1999. This was followed by a residency in Internal Medicine completed in 2006.</td>
</tr>
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