

Effective Governance for Quality in Primary Care

AFHTO 2014 WORKSHOPS- GOVERNANCE AND LEADERSHIP PROGRAM: Frequently Asked Questions

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Dates and Locations

1. When and where do the workshops take place?

The workshops will be held on the following dates and locations:

- Holiday Inn & Suites Ottawa Downtown - Ottawa on Wednesday, March 5, 2014
- Best Western Primrose Hotel -Toronto on Monday, March 24, 2014
- Best Western Plus Nor'Wester Hotel & Conference Centre - Thunder Bay on Monday, March 31, 2014

Please see 'Accommodation and Directions' for further details.

2. How long does a workshop last?

Each workshop is a one-day session from 8:00 a.m. to 5:00 p.m. with breaks for lunch and refreshment.

3. I'm unable to attend on the dates mentioned above. Will any more workshops be held this year?

We intend to offer this program on a periodic basis. These current workshops are funded by the Ministry of Health and Long-Term Care. While AFHTO will be proposing arrangements for on-going Ministry support for this program, future funding of the program may require other sources of funding and participant registration fees to be put in place. AFHTO will announce new sessions as soon as we are able to do so.

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Registration

4. How do I register for a workshop?

You can register online: <https://reg.conexsys.com/afhtow14>

All registrations must be done online. You will find all registration information and the REGISTER NOW link on AFHTO's website. <http://www.afhto.ca/events/workshops/governance-for-quality-workshop>.

You will be required to enter your Workshop Access Code to register. If you do not have your affiliation/organization's Access Code please contact your team coordinator. If you require further assistance please contact Paula Myers at leadership@afhto.ca.

5. What are the workshop registration fees?

The Ministry has funded AFHTO to organize and deliver the *Effective Governance for Quality in Primary Care* program and as such we are pleased to be able to offer it to our members **at no charge**. Attendees are responsible for all other costs incurred in order to come to a workshop, such as travel and accommodation. Group discount codes for accommodation at each venue are available. Please see 'Accommodation and Directions' for further details.

6. Who should register for a workshop?

Board Members, Executive Directors and Clinical Leads of all AFHTO member organizations are invited to attend; however, there is a limit of 3 representatives from each organization to increase the space available to all members.

7. We've already participated in a workshop last year; can I still send other representatives?

We understand that the leadership team within FHTs and NPLCs change on a regular basis. If your organization has already participated in the 2013 *Governance for Quality* workshops hosted by the Canadian Patient Safety Institute (CPSI), you can still send representatives. We ask that new members or those who did not attend last year are prioritized in registration.

8. I'm not an AFHTO member; can I still come to a workshop?

These workshops are offered free of charge to AFHTO members and due to size restrictions of the workshops registration is strictly limited to members. If your organization is not currently an AFHTO member, please contact Saleemeh Abdolzahraei at info@afhto.ca to inquire about membership.

9. I'm not a board member, executive director or clinical lead. Can I still attend a workshop?

The *Effective Governance for Quality in Primary Care* program is tailored specifically to Board Members, Executive Directors and Clinical Leads. As such, other employees and stakeholders would not experience the full value of these workshops. For this reason, registration is open only to those who fulfil these roles.

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10. Can I register more than one person at the same time?

Yes, after you've submitted registration for the first attendee, you will see the option 'Register Another Person'. If you click on it, you will be brought back to the beginning of the website to register a new person.

It is recommended that each organization send more than one person to the program to fully benefit from the training. There is a limit of 3 representatives from each member organization.

11. How do I confirm that I am registered for the workshop?

Once you register for the workshop you will receive an email confirmation. If you do not receive a confirmation within 24 hours please contact MCI Canada at afhtoreg@mci-group.com.

12. How do I make a change to my registration?

In your email confirmation there will be an **EDIT/CHANGE REGISTRATION** link. Click on the link and continue through the page.

13. When is the registration deadline?

Registration for individual workshops closes at 5:00 p.m. a week and a half before each workshop, as follows:

Ottawa: February 21, 2014

Toronto: March 12, 2014

Thunder Bay: March 19, 2014

14. The workshop I'd like to attend is full. What are my options?

If there is no longer any space available at the workshop you wanted to attend, we invite you to consider the other two sessions. If they're also full or you're not able to attend those sessions, you can submit your name to MCI Canada at afhtoreg@mci-group.com to be placed on a waiting list. Please be sure to indicate which session you'd like to attend.

15. What if I can no longer attend?

If you are not able to attend a workshop, please let us know as soon as you are able to do so. Once sessions fill up, we will open a waiting list for those interested in attending and we'll need to notify those on that list that space is available. All cancellations must be submitted in writing to MCI Canada at afhtoreg@mci-group.com.

16. Can I send someone else in my place?

Yes, name changes can be done online until registration closes for each workshop.

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Accommodation and Directions

17. How do I book a hotel room for my workshop?

Ottawa on Wednesday, March 5, 2014 - Holiday Inn & Suites Ottawa Downtown

- Group Rate is \$129.00 plus tax & DMP (3%) for single and double occupancy rooms.

To reserve a room at the group preferred rate, attendees can call (613) 238 1331 or 1 800 267 8378. Please reference the group name "Association of Family Health Teams of Ontario", "AFHTO" or the group code "i40" in order to get the group rate when calling in.

The Ottawa workshop rate is available until February 11, 2014.

Toronto on Monday, March 24, 2014 - Best Western Primrose Hotel

- Group Rate is \$109.00 plus tax for single and double occupancy rooms.

Visit [Best Western Primrose's booking site](#) and use group code "AFHTOMAR" to reserve a room at the group preferred rate. Best Western Primrose is also able to accept reservations by telephone at 1-800-565-8865 (speak to Lorna). Please reference the group name "Association of Family Health Teams of Ontario", "AFHTO" or the group code "AFHTOMAR" in order to get the group rate when calling in.

The Toronto workshop rate is available until March 3, 2014.

Thunder Bay on Monday, March 31, 2014 - Best Western Plus Nor'Wester Hotel & Conference Centre

- Group Rate is \$119.00 plus tax for single and double occupancy rooms.

To reserve a room at the group preferred rate, attendees can call toll free 888-473-2378 or 807-473-9123. Please reference the group name "Association of Family Health Teams of Ontario" or the group code "AFHTO" in order to get the group rate when calling in.

The Thunder Bay workshop rate is available until February 28, 2014.

18. How do I get to my workshop?

Flights:

Porter: www.flyporter.com

Public Transit:

GO Transit: www.gotransit.com

VIA: www.viarail.ca

- **Holiday Inn & Suites Ottawa Downtown - Ottawa on Wednesday, March 5, 2014**

Directions: [Map and Directions](#)

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From the Airport:

Taxi: Approximately 16 minutes

Fare - \$30-40

Public Transportation: Approximately 34 minutes (OCTranspo bus route 97 towards Bayshore)

Fare - \$3.40 per person

From the Train Station:

Taxi: Approximately 8 minutes

Fare - \$15-25

Driving times and taxi fares vary depending on traffic.

Parking- Indoor and/or outdoor parking is available at a charge of \$21/night per vehicle including tax and allows in-and-out privileges. Space is limited and is on a first-come-first-served basis.

- **Best Western Primrose Hotel -Toronto on Monday, March 24, 2014**

Directions: [Map and Directions](#)

Public Transit:

TTC: www.ttc.ca

Flights:

Pearson Airport:

www.torontopearson.com

Parking- Underground parking is available at a charge of \$23/night per vehicle on a first-come-first-served basis. Outdoor public parking is also available directly behind the hotel.

- **Best Western Plus Nor'Wester Hotel & Conference Centre - Thunder Bay on Monday, March 31, 2014**

Directions: [Map and Directions](#)

If using a GPS, please use address of 2050 Mountain Road. Parking is free.