

CSHP Staff Overview

We hope that the following capsule descriptions will help you get to know the CSHP staff and understand who does what in the CSHP office. Please don't hesitate to call at any time. We look forward to hearing from you.

Laurie Carquez
Membership
Administrator
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Laurie Carquez has recently joined the CSHP national office as the team's Membership Administrator. Born and raised in Kingston, Ontario, Laurie mixes her previous health care experience with an infectious enthusiasm for developing relationships with CSHP members.

"It's actually rather simple," says Laurie. "Our members are our lifeblood. We succeed only when we serve them well. Our members need to know how much we value them. In turn, the quality of our member programs has to reflect our commitment to them."

Laurie is responsible for member issues and direct inquiries. She manages the CSHP database, renews memberships, and oversees corporate memberships. Laurie also serves CSHP as both the staff support for CSHP's Practice Specialty Networks and the national Web site administrator.

Desarae Davidson
Office Administrator
Speaker and Exhibitor
Program Coordinator,
PPC and AGM
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For more than 10 years, Desarae Davidson has supported the programs and goals of pharmacists. A veteran of the Canadian Pharmacists Association, Desarae joined the CSHP team in July 2001. As Office Administrator, Des has translated her experience and understanding into the provision of critical support for CSHP's Annual General Meeting and Professional Practice Conference.

In the role of Office Administrator, Desarae emphasizes the importance of personal interaction. "When you take the time to build strong, reciprocal relationships, you are committing to a solid foundation that can only help everyone succeed. So here at CSHP, we take the time."

Desarae brings that same philosophy to her own responsibilities, which include coordinating the speaker and exhibitor programs for both of CSHP's showcase educational events. The logistics of conference registrations are also managed by CSHP's Office Administrator.

C S H P S T A F F O V E R V I E W



Gloria Day

Administrative Assistant
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Gloria Day has been a member of the CSHP national office team since 1993. Since then, Gloria has been responsible for a variety of tasks, including coordinating the conference exhibit programs, handling publication orders and invoicing, preparing *CSHP News and Employment Opportunities Bulletin*, and assisting with the annual awards programs.

Today, Gloria holds the role and responsibilities of the CSHP Administrative Assistant. Despite significant office changes, Gloria finds her 8 years of CSHP know-how a vital asset.

“As a staff, we work to serve the needs of CSHP members,” says Gloria. “Our best efforts begin the minute we answer a member’s call and finish only when we have provided the assistance that the pharmacist needs. As one of those front-line voices, I can use my experience at CSHP to help members find those answers.”



Helen Halligan

Manager, Office
Operations
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CSHP’s Manager of Office Operations wears a vast number of hats. “My job is to make life easier for our members,” says Helen Halligan. Having worked as a pharmacy technician and sharing in a family legacy of pharmacy, Helen brings a special passion to her new role at CSHP. “Some days it’s as simple as being the smile on the other side of the registration desk, though most days it’s a bit more complicated. Regardless, it’s always about delivering service that exceeds our members’ expectations.”

As the Manager of Office Operations, Helen is responsible for providing support to the Canadian Hospital Pharmacy Residency Board, CSHP’s Ontario Branch, the Society’s annual awards program, and the Board of Fellows. Helen also facilitates the smooth operation of office processes and procedures. Other operations functions include liaising with the internal finance coordinator and overseeing the recent computer conversion of the national office.

Recently, Helen served as the impetus for the development of a shadowing program that matched CSHP staff with local pharmacists to encourage a more complete understanding of hospital pharmacy and the work done by CSHP members.



C S H P S T A F F O V E R V I E W

James L. Mann

Executive Director
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In March 2001, James Mann accepted the role of CSHP's Executive Director. Jim brought with him not only an impressive résumé of leadership in private and public industry initiatives, but also a passion for pharmacy. As a champion of CSHP and the national office, Jim works to develop relationships with Council and key external stakeholders.

Jim's experience as a pharmacist, director, associate professor, and private sector manager translates into a "big picture" approach to development and the future of CSHP. Jim has been instrumental in innovative projects that promote and support the role of pharmacists in their own practice sites and as leaders in their industry.

As a member of the CSHP team, Jim reiterates his commitment to the delivery of excellence. "CSHP is an organization driven by members, whose needs are the first and foremost priority of the staff. Our staff response is designed to help our members meet the challenges of both daily practice and larger health care delivery issues."

Marlo Palko

Manager, Public Relations
and Communications
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As CSHP's newest recruit, Marlo Palko has taken on CSHP's newest position: Manager, Public Relations and Communications. Marlo brings to her new role an eclectic background, including political science, graphic design, and public relations.

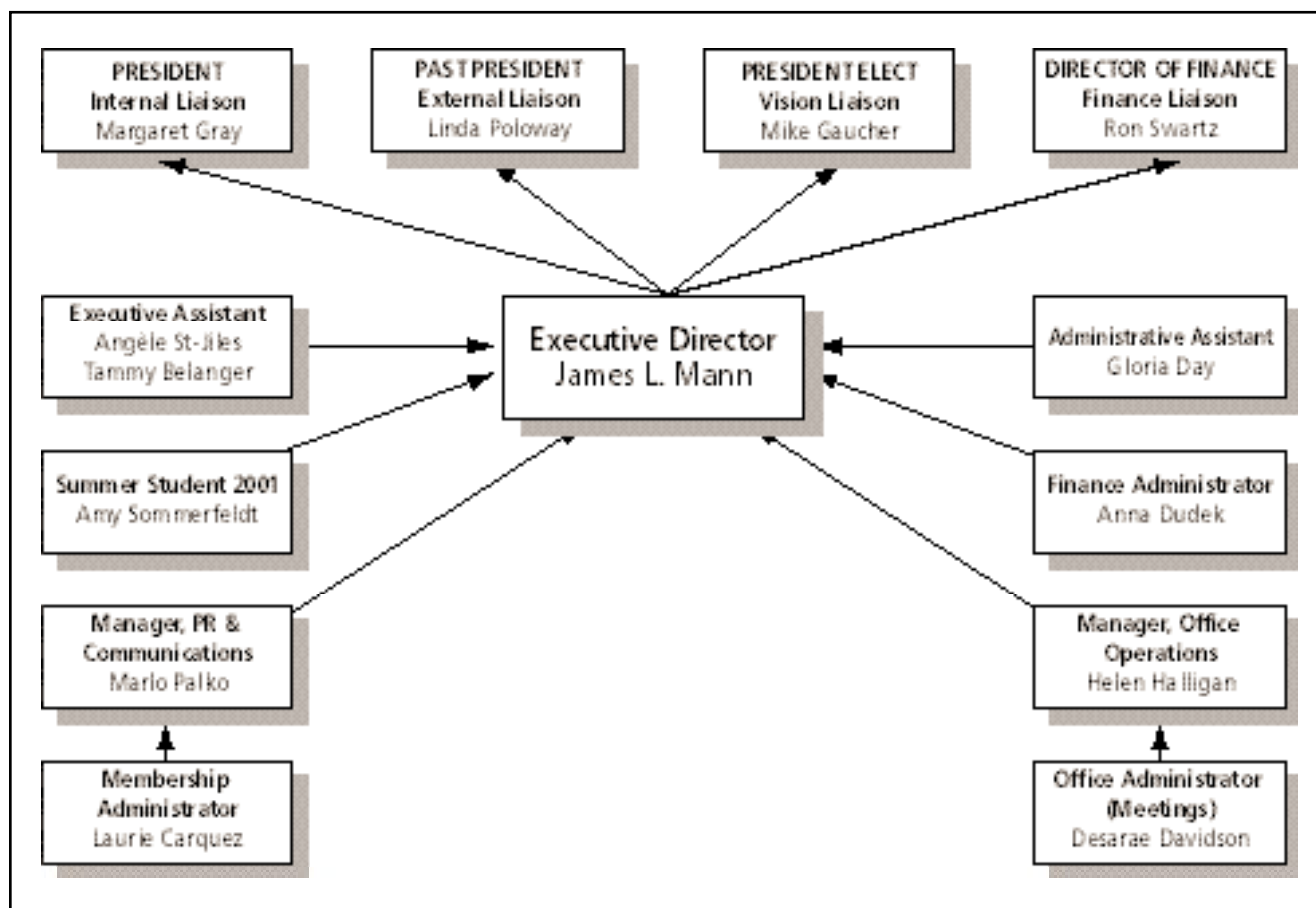
Marlo is responsible for the development of communications plans and projects including the CSHP Web site. Working with the Society's Executive and Branches, Marlo focuses on promoting the members and work of CSHP.

"CSHP is a vibrant association with an energy and a heart that are easy to translate into poignant communications," says Marlo. "CSHP's members are exemplary ambassadors of their profession. I am thrilled to be able to help deliver their messages."

Marlo serves as the publication coordinator of both the *Canadian Journal of Hospital Pharmacy* and *CSHP News and Employment Opportunities Bulletin*. Media relations, the development of marketing material, and responding to requests for information also fall under the communications umbrella. For PPC 2002, Marlo will function as event coordinator.



CSHP Organization Chart, November 2001



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	Ad Page	Prescribing Information
Pfizer / Lipitor	IFC	299, 300
Faulding / NIPRIDE	243	301
BMS / Tequin	244, 245	246, 247
Medi-Dose Inc. / EPS	249	—
Pharmaceutical Partners of Canada / Corporate	IBC	—
Novopharm / Corporate	OBC	—

