

Resume Christien Kaaij, BA, MACD, PMP

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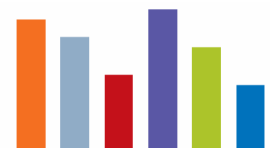
Skills Summary

- Community development
- Facilitation
- Team building
- Conceptual thinking
- Strategic thinking
- (Project) Management
- Risk management
- Applied research
- Report writing

Professional Experience

ALOF!! CONSULTANCY, POWELL RIVER, PRESIDENT & CEO, 2006 – PRESENT

- Development of the Primary Care Network service plan for the Powell River Division of Family Practice and for the Sunshine Coast Division of Family Practice.
- qathet Ending Poverty Strategy for the City of Powell River, in partnership with the qathet Regional District, Tla'amin Nation, Lift Community Services and First Credit Union
- Quality Improvement and Monitoring System development and implementation for the Sunshine Coast Community Services Society
- Strategic planning for a wide variety of organizations, including the BC Association of Neighbourhood Houses, the Sunshine Coast Community Services Society, South Vancouver Neighbourhood House, City of Powell River, YWCA Metro Vancouver, Kitsilano Neighbourhood House, Townsite Jazz Festival, Qaməs ʔəms Tala Settlement Trust, Vancouver Early Years Partnership, and Powell River Association for Community Living (now called Inclusion Powell River)
- Feasibility study for a care facility for the Tla'amin Nation
- Age Friendly Community Plan and development of Seniors Community Council for qathet Region
- Development of a social planning program for the three local governments in the Powell River region
- Project management and facilitation for A GP for Me, the COVID-19 Steering Committee and several Shared Care projects for the Powell River Division of Family Practice
- Facilitation to support development of a community advisory board for Metro Vancouver Housing Corporation
- Design and implementation of a community engagement framework for the Ministry of Children and Family Development in Powell River
- Feasibility study for a Hub for Children and Families in Powell River for the Ministry of Children and Family Development
- Development of a homelessness strategy for the City of Powell River
- Housing needs research in the Powell River region for Life Cycle Housing in Powell River
- Feasibility study for a new service for the Powell River Association for Community Living
- Development of a long-term facilities plan for the Powell River Association for Community Living
- Coordinating and facilitating the "Organizing Against Racism and Hate" project in Sechelt
- Coordinating the Age Friendly and Accessibility project for the District of Sechelt





UNITED WAY OF THE LOWER MAINLAND, PROVINCIAL PROJECT MANAGER BETTER AT HOME, 2012 – 2015; MANAGER SENIORS PROGRAMS 2014 – 2015

- Design, including granting and business processes, of a support program for seniors.
- Development and supervision of 65 programs in BC
- Selection, training, and ongoing guidance of a project team within a unionized environment
- Providing presentations about the provincial project to diverse stakeholder groups
- Development of provincial partnerships to enable program integration
- Development and management of provincial learning event(s)
- Communicating project developments and outcomes to staff, partner organizations, government, media and networks
- Assisting with the design and implementation of project evaluation

DELOITTE, THE NETHERLANDS, CONSULTANT MANAGER, 5 YEARS

- Project management for renovation of over 1200 community housing and extended care units, and rebuilding over 900 accessible dwellings.
- Strategic planning with over 30 organizations, incl. school boards and health care organizations
- Development of a long term strategic housing plan for people with developmental disabilities

OTHER PROFESSIONAL EXPERIENCE

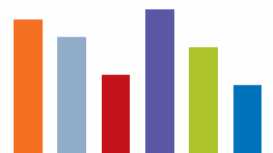
- Conference speaker about affordable housing and homelessness, 2009, 2016
- Teaching ergonomics for kitchens for people with disabilities to occupational therapists, 3 years
- Establishing and managing a regional branch for a company which develops and produces kitchens, bathrooms and lift equipment for people with disabilities, 5 years

Education

- University of Victoria, Masters in Community Development, 2016
- University of the Hague, the Netherlands, Bachelor in Human Kinetic Technology, 1994
- ISBW, the Netherlands, Post-bachelors program in middle management
- A variety of training and certificates, for example:
 - Project Management Professional Certification
 - Group Facilitation, ICA
 - Non-Violent-Communication

Current Volunteer Engagements

- Treasurer Pacific Region International Summer Music Festival (PRISMA), 2019 – present
- President Powell River Community Band, 2021 - present
- Advisory Committee Member Better at Home Powell River, 2015 – present
- Board member Powell River Model Community Project, 2012 – present
- Facilitation Annual retreat, Powell River Community Band, 2014, 2015, 2016, 2022





Highlights of some projects

qathet Ending Poverty Strategy: Imagine our community without poverty

2021, City of Powell River in partnership with qathet Regional District, Tla'amin Nation, Lift Community Services and First Credit Union.

With support of a local team and a large Advisory Committee, with representatives from the business community, local government, education, non-profits and people with lived experience, a comprehensive plan was developed with the aim to end poverty in the region. The project consisted of extensive community engagement. <https://powellriver.civicweb.net/document/109313>

Primary Care Network

October 2018 – April 2022, Powell River Division of Family Practice

November 2021 – May 2022, Sunshine Coast Division of Family Practice

Primary Care Networks (PCN) are clinical networks of primary care service providers, allied healthcare providers, health authority services and community organizations. The aim of PCNs is to increase access to care while reducing the burden on the healthcare system. Christien was contracted as the project manager to develop and implement a PCN for the Powell River region and as a consultant to support the development of the PCN service plan for the Sunshine Coast.

Quality Improvement and Monitoring System

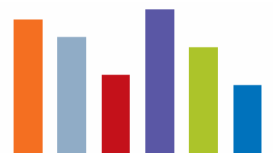
2019, Sunshine Coast Community Services Society

In order to obtain an integrated overview of the impact of their organization's work and streamline planning and data collection, Christien was asked to develop a new organization quality improvement and monitoring system. The system had to be embedded into the daily business, linked to the strategic plan, easy and reliable. Information collected had to be meaningful and relevant for staff, management, the board and clients. Over 100 different planning and monitoring documents were reviewed, containing close to 200 output and outcome indicators. The project resulted in a dashboard and one work plan template for all the organization's programs with a uniform set of 10 output and 26 outcome indicators, leading to three key outcome indicators to monitor the organization's progress towards its vision.

Shared Care: Chronic Pain Project

2017-2019, Powell River Division of Family Practice

Managing a small team of project managers, Christien was contracted to roll out initiatives that would improve the self-management capacity and functionality of people living with chronic pain in Powell River. Extensive community and healthcare provider education was provided; a local pain team developed and implemented; a functionality scale and a self-management tool developed, both of which have now spread throughout the province. The self-management tool will be maintained Pain BC.





Age Friendly Community Plan and Development Seniors Community Council

2017 – 2018, City of Powell River

Christien was contracted by the City of Powell River to develop a plan to better support seniors in the Powell River region. The plan was developed with local seniors and representatives from organizations supporting seniors in the community. After the completion of the plan, Christien was contracted to work with the recently elected Seniors Community Council to support them in developing a vision and action plan. <https://powellriverprc.ca/wp-content/uploads/2019/03/2018-Age-Friendly-Powell-River-Community-Plan.pdf>

Youth Attachment Project 2017-2018, Powell River Division of Family Practice

Christien was hired as the project manager to develop a sustainable process to help youth find a family doctor. Part of the project involved the development of an education day for youth workers and the organization of a tour to visit all services and programs for youth in the region to strengthen local relationships.

Social Planning Program 2017, City of Powell River

Alofli Consultancy was contracted by the City of Powell River to develop a Social Planning Program for the three local governments in the Powell River region: The City of Powell River; Tla'amin Nation; The Powell River Regional District. The program focussed on the development of a basis for inter-governmental collaboration and a social governance structure.

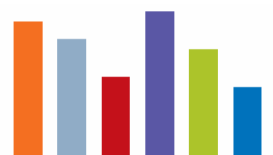
<https://powellriver.civicweb.net/document/87237>

Shared Care: Improving Palliative Care in Powell River 2015 – 2017, Powell River Division of Family Practice

Funded by Shared Care, a partnership between Doctors of BC and the Ministry of Health, Christien was hired as the project manager to improve palliative care in Powell River. With a small team she is working on initiatives to improve community awareness and improve the communication and coordination between health care professionals and palliative patients and their caregivers.

Sechelt Accessibility Challenge District of Sechelt

The Union of British Columbia Municipalities (UBCM) and 2010 Legacies Now provided the District of Sechelt with a grant to improve accessibility and inclusion in the community for seniors and people with disabilities. The goal was to raise awareness, define an accessibility and inclusion strategy, build partnerships with local stakeholders, and realize two pilot projects. Christien Kaaij successfully coordinated the project.





Community Engagement Framework *Ministry of Children and Family Development*

With the goal to adjust the services for children, youth and families to better meet the needs of Powell River, Christien developed and implemented a Community Engagement Framework. The process involved intense community consultation. The model was based on the Social Determinants of Health and consisted of an improvement cycle and a framework for evaluation and analysis.

Feasibility Study on a Service Hub *Ministry of Children and Family Development*

Christien was contracted to determine the feasibility of establishing a service hub for children and families in Powell River. In three workshops, senior staff and board members of service agencies were led by Christien to discover their hopes and dreams for such a facility, and to design the methods for turning those dreams into reality. Community input was gathered through focus groups and a survey.

Integrated Neighborhood Development *City of Apeldoorn (the Netherlands)*

To develop a neighborhood, the City of Apeldoorn started several projects simultaneously: a new community school, a community centre, a health centre, and 150 dwellings for people with disabilities and seniors. Christien was assigned to create collaboration among the thirty-two organizations and provide expertise on accessibility issues, and ensure the buildings accommodated current need and future expansion.

Accessibility Transformation Project *Aramis and Stichting Groenhuysen (the Netherlands)*

Christien Kaaij was assigned to manage the organization established to build 900 accessible dwellings, renovate 1200 dwellings, and develop extended care and assistant living units at multiple locations in Roosendaal. She carried overall responsibility, including the coherence between the different projects, and the quality of output. She provided expertise on service agreements, the programming for community housing, and accessibility issues.

