

We are pleased to announce that Alana Prashad and Kristen Farquharson have joined the [Client Relations and Risk Management \(CRRM\) team](#) as Manager, CRRM, and will each spend half of their time with the [Patient Care Quality Office](#), and will be contacting direct care teams with clients' concerns and questions, and will work with the teams to assist in your efforts to address and seek resolution of patient care quality complaints, and the balance of their time working with Amanda Brown and the [ReAct program](#), focussed on education and systems to assist us to best fulfil our statutory responsibilities to act on reports of suspected abuse or neglect of vulnerable adults, and other legislative guardianship issues concerning vulnerable/incapable adults.

Alana Prashad has most recently been the Social Work Professional Practice Leader for Richmond, and also knows VCH well from her time as a social worker at Lions Gate Hospital and as a Program Coordinator with the Canadian Mental Health Association. She has a Master of Social Work degree from the University of Toronto, and has had a rich career in health care, retail, event coordination, housing, social policy analysis, education, outreach, crisis intervention, crisis line counselling, and group facilitation, all skills of which will be called upon in her Patient Care Quality Office service. Alana is well versed in the [ReAct](#) and other statutory compliance aspects of the role – while on secondment she completed a needs assessment with the VCH react steering committee, from which she developed the '[ReAct curriculum](#)', the first of its kind in Canada and now in implementation in VCH and designated agencies across BC. **Alana joined PCQO / ReAct July 18.**

Kristen Farquharson joins [PCQO](#) and [ReAct](#) from her position as Family and Social Support Practitioner at Evergreen Community Health Centre in Vancouver. She has also served as a Coordinator of Caregiver Support Programs with VCH and the Lower Mainland Brain Injury Association, and of the Chronic Disease Program of the VCH Primary Health Care Network. She has a Master of Social Work degree from the University of Toronto and advanced study in conflict resolution. Since the beginning of her career, Kristen has sought and excelled at roles in coordination and support for individuals and families in need of assistance. For the past six years in the FSSP role at VCH, she has been a resource to her colleagues and clients in resolution of complaints, and in addressing reports of abuse or neglect. She has been a leader in the "SLS react" pilot, a resource soon to be available more broadly throughout VCH. **Kristen joins PCQO / ReAct August 8.**

We welcome Alana and Kristen.

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