

**JOHN Joseph Goodall CONNORS**  
**MB, SB StJ, CD, CDSC, BA, MHSA, FRSH**  
**President, ChilCana Consulting Canada**



**NATIONALITY:** CANADIAN

**LANGUAGES:** English/French (some German, Spanish)

### **PRINCIPAL EXPERIENCE**

(20 years regular & 7 reserve military, 16 years civilian)

- Chief Executive Officer/Operating Officer of not-for-profit governmental and private health services and health and safety, educational and research facilities and organizations at regional and national levels,
- Consultant in a wide range of health services, occupational health and safety and management areas, including emergency services, home care and telehealth and e-health applications, and
- Canadian Forces health services educator, evaluator, manager and leader at unit, regional, national and international levels.

### **PRIMARY SKILLS**

- learn quickly into a particular field or issue,
- set and achieve short and long term goals with innovation, efficiency and cost-effectiveness,
- accomplished written and verbal communicator, coach, educator, promoter and marketer,
- infectiously enthusiastic and proven leader in variety of organizational settings,
- seek, recognize and establish partnerships and networks,
- effective with all organizational levels: private/public and governmental, management/labour, and professional/technical,
- accomplished manager of change and of conflict, and proven fund raiser and generator of revenue. . . . / 2

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### **EDUCATION**

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|-----------------|----------------------------------------------------------------------------------------------------------------|
| 1975 to Present | Numerous military, health services and organizational management conferences, courses, workshops and seminars. |
| Sep 73 - May 75 | Master of Health Services Administration ( <b>MHSA</b> ), University of Alberta.                               |

Nov 71 - Jul 72      Diploma, United States Army Medical Department Officer Advanced Course, Brooke Army Medical Centre, Texas, including 3 credit hours in Hospital Community Relations (Baylor University) and three non-credit hours in Hospital Facility Planning.

1969 - 1988              Certificates from the Canadian Forces - Medical Associate Officer Field (1969), Medical Associate Officer Administration (1969), Unit Emplaning Officer (1972), Basic Parachutist (1973), Medical Advanced Field Officers' Course (1985), various NATO courses in Europe 1985 - 1988.

Sep 65 - May 69      Bachelor of Arts (**BA**), (English, History, Philosophy, Economics, French, Political Science), Saint Patrick's College of the University of Ottawa and Carleton University.

## **EXPERIENCE**

**- Currently -**

**PRESIDENT**, ChilCana Consulting CANADA, Stoney Creek, since March 1997.  
Part-time information, networking and facilitation enterprise in semi-retirement. For nearly 20 years was retained by and represented in North America the largest workplace related health insurance and health services provider in Chile.

**- April 1997 to September 1998 -**

**CHIEF EXECUTIVE OFFICER**, Victorian Order of Nurses Branch and Foundation (VON H-W), Hamilton. (Included Regional Homecare (until July 1998), Volunteer Visiting, Meals-on-Wheels, Palliative Care and Adult Day Care Centre Programs).

**- March 1994 to December 1996 -**

**EXECUTIVE DIRECTOR**, Ontario Natural Resources Safety Association, (ONRSA), North Bay.

**- September 1990 to April 1993 -**

**CHIEF OPERATING OFFICER**, Windsor Regional Cancer Centre, (OCTRF), Windsor.

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**- August 1989 to September 1990 -**

**STAFF OFFICER FOR POLICY AND PLANNING OF MEDICAL STAFFING AND TRAINING**, National Defence Headquarters, Ottawa.

**- August 1988 to August 1989 -**

**STAFF OFFICER PERSONNEL SERVICES** (and special planning cell writer), Canadian Forces Hospital and Medical Supply System Headquarters, Ottawa.

**- November 1987 to August 1988 -**

**STAFF OFFICER MEDICAL PLANS**, Headquarters, Canadian Forces Europe, Lahr, West Germany. (included 50 bed hospital Lahr, 25 bed hospital Baden-Baden, 100 bed emergency hospital, liaison and operational evaluation NATO airfield hospitals and medical installations )

**- August 1985 to November 1987 -**

**STAFF OFFICER MEDICAL OPERATIONS AND PLANS**, Canadian Forces Hospital Europe, Lahr, West Germany. (50 bed hospital, 100 bed emergency hospital, liaison 1,000 bed USAF contingency hospital)

**- June 1984 to July 1985 -**

**STAFF OFFICER MEDICAL ADMINISTRATION**, Maritime Command Headquarters, Halifax.

**- June 1983 to June 1984 -**

**STAFF OFFICER MEDICAL OPERATIONS**, Central Militia Area Headquarters, Toronto.

**- July 1980 to June 1983 -**

**EXECUTIVE DIRECTOR**, Muscular Dystrophy Association of Canada, Toronto.

**- May 1979 to June 1980 -**

**EXECUTIVE DIRECTOR**, Five Counties Children's Centre, Peterborough.

**- August 1977 to May 1979 -**

**STAFF OFFICER FOR IMPLEMENTATION AND CO-ORDINATION OF MEDICAL STAFFING AND TRAINING**, National Defence Headquarters, Ottawa.

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**- May 1975 to July 1977 -**

**REGISTRAR**, National Defence Medical Centre, Ottawa. (325 bed hospital)

**- April 1974 to August 1974 -**

**CONSULTANT:** Special Health Projects, to the Chief Deputy Minister of Health, Alberta Department of Social Services and Community Health, Edmonton.

**- September 1965 to April 1975 -**

Except for periods of formal education, during this time **trained and commanded operational medical field elements** of the Canadian Forces in Alberta, Ontario, Quebec, New Brunswick and Norway.

### **PRESENTATIONS/PUBLICATIONS**

Support Centre Medical & Operations Controller (volunteer), World Youth Days & Papal Visits, Toronto, July/August 2003. (previously organized medical support for Papal visit, Halifax, 1984)

Connors, J.J.G. “Principles and Planning for High Altitude, Cold Weather Survival”. Workshop presented to 50+ mining executives and emergency services specialists, organized by the Asociacion Chilena de Seguridad (Chilean Safety Association), Copiapo, Chile, August 28, 2001. (3 hours, no paper)

Connors, J.J.G. “Telehealth Issues with a Canadian Overview”, **TELEHEALTH MEETING OF THE FOUNDATION FOR SCIENCE AND TECHNOLOGY AND THE UNIVERSITY OF DESARROLLO**, Santiago, Chile, August 27, 2001. (PowerPoint 32 slides + 71 Medical Post slides)

Connors, J.J.G. “Health Facilities: Principles and Issues in Planning and Practising for Disasters”. Presented to groups of between 50 and 100 health services executives and emergency services specialists, organized by the Asociacion Chilena de Seguridad (Chilean Safety Association), Concepcion, Temuco, Copiapo, and Antofagasta, Chile, August 24,25,28,29, 2001. (PP 82 slides)

Connors, J.J.G. “Overview of the Canadian Forestry Sector: Productivity, Health and Safety”. Presented to the **FIFTH INTERNATIONAL MEETING ON WORK IN THE FOREST SECTOR**, Concepcion, Chile, August 23, 2001. (PP 20 slides)

Connors, J.J.G. “Disaster Planning: Chemical (and Biological) Accidents”, “Disaster Planning: Radiation Accidents”, and “Disaster Planning: Training, Testing and Improving”. Presented to over 150 senior health facilities executives and emergency services specialists, organized by the Asociacion Chilena de Seguridad (Chilean Safety Association), Santiago, Chile, August 22, 2001. (PP 29,22,20 slides)

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Connors, J.J.G. “Telehealth - An International Phenomena: A Focus on Northern and Southern Hemisphere Issues in the Americas”. Presented to: **FIRST GLOBAL CONFERENCE ON THE EVALUATION AND DIFFUSION OF TELEHEALTH**, Calgary, Alberta, Canada, October 21, 1999: 26+ slides. (ACCEPTED- Presentation Withdrawn Due to Scheduling Conflict)

Connors, J.J.G. “Leadership - Proclaiming the Word and Showing the Way - Health and Safety Through Communication, Trust and Corporate Culture - A Religious Experience?”. Presented to: **FOURTH**

**INTERNATIONAL MEETING ON WORK IN THE FOREST SECTOR**, Concepcion, Chile, September 24, 1999.

Connors, J.J.G. “Telehealth - An International Phenomena: A Focus on Northern and Southern Hemisphere Issues in the Americas”. Presented to: **INTERNATIONAL CONGRESS ON TELEHEALTH AND MULTIMEDIA TECHNOLOGIES**, Edmonton, Alberta, Canada, August 16, 1999: 26+slides.

Connors, J.J.G. “**A Technology Whose Time Has Come - A tentative approach to telehealth isn’t doing the healthcare system any favours**”. Canadian Healthcare Manager, Vol 6, No 4, June/July 1999: page 37.

Connors, J.J.G. “Telehealth - An International Phenomena: A Focus on Northern and Southern Hemisphere Issues in the Americas”. Presented to: **INTERMED’99**, Toronto, Canada, June 21, 1999: 26 slides.

Connors, J.J.G. “Community Health Perspective: Ethical Behaviour at What Cost?”(Presented as a Concurrent Session and Panel, **Conference on Ethics in the Boardroom and Administrative Offices: Impacts of Health Care Reform**, Canadian College of Health Services Executives/Catholic Health Association of Canada, Toronto, Canada, December 01, 1997.

Connors, J.J.G. “Occupational Health and Safety: Future Directions from a North American Perspective - The Right Ways For The Right Reasons”. Presented to: **First Ibero-American Meeting on Occupational Safety**, Santiago, Chile, June 4 & 5, 1997.

Connors, J.J.G. “Certification of Forestry Workers in Ontario: Our Experience, Our Challenge for the Future”. Presented to: Management and Training Symposium of the FAO/ECE/ILO Joint Committee on Forest Technology, **Seminar - Safety and Health in Forestry are Feasible**, Konolfingen, Switzerland, October 7, 1996: 10 pages (Due to schedule conflict, presented by proxy.).

Connors, J.J.G. “Wellness in the Workplace: A Holistic Approach”. Health and Safety RESOURCE, July/Aug 1995: pages 1-3 (Presented to: **Health and Safety 95**, Toronto, Canada, April 26, 1995; **Wellness Conference 95**, Toronto, Canada, September 18, 1995; **National Conference of the Industrial, Wood and Allied Workers of Canada**, Prince George, Canada, October 4, 1995; **FORUM NORTH 95**, Thunder Bay, Canada, November 8, 1995.).

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Connors, J.J.G. “Costs and Benefits of Health and Safety: An Ontario Perspective (Forestry)”. **Second International Meeting on Work in the Forest**, Concepcion, Chile, August 23, 1995: 14 pages.

Connors, J.J.G. “Certification Training for Forest Workers in the Province of Ontario”. **Second International Meeting on Work in the Forest**, Concepcion, Chile, August 24, 1995: 16 pages.

Connors, J.J.G. “Administrative Network in the Provision of Technical Aids (Demand to Delivery and Back Again)”. **Second International Conference on Rehabilitation Engineering - Special Sessions:**

**Proceedings and Presentation**, Ottawa, Canada, June 22, 1984: pages 277 - 278.

Ho, L. and Connors, J.J.G. "Amyotrophic Lateral Sclerosis". **The Canadian Nurse**, Vol 79, No 3 March 1983: page 35.

Featured in article by Larry Collins, "Three Million Served Last Year - Third Sector Managers, the Big Business of Voluntarism". **The Financial Post Magazine**, May 1982: pages 48-56.

Connors, J.J.G. "Un spectateur impuissant". **L'Administrateur Hospitalier**, Vol 2, No 2, Spring 1979: pages 25-26.

Connors, J.J.G. "A Helpless Bystander". **Dimensions in Health Service**, Vol 57, No 5, May 1980: page 31 (English edition of previous article).

Connors, J.J.G. "First Aid - Partner with Safety". **Canadian Forces Safety Digest**. 1979/90.

Connors, J.J.G. "Flying Ambulance Service. Is it Presently Adequate?". **Canadian Wings**, 17 February 1975: pages 9,19.

Connors, J.J.G. "Alberta's Emergency Air Ambulance Service". Edmonton: Alberta Health and Social Development, August 1974: 60 pages.

Connors, J.J.G. "Alberta's Emergency Air Ambulance Service". (Major Paper - Thesis equivalent) Division of Health Services Administration, Department of Community Medicine, Faculty of Medicine and Faculty of Graduate Studies and Research, University of Alberta, Edmonton: May 1975: 201 pages (Over 60 copies were distributed in Canada, The United States and England.).

### **PERSONAL AFFILIATIONS**

Active Child Sponsor and involved in range of charitable projects in Santiago and Arica Chile, with Child Care International, and Sisters of the Immaculate Heart of Mary (2000 - present)

Member, Canadian Society for International Health (2000-present)

Member, Inter-American Safety Council Board (1998 - 2003) **First Canadian named to Board**

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Member, Ontario Hospital Association Telehealth Conference Planning Committee, and Moderator/Chair (1999, 2000)

Founding Board Member, Telehealth Association of Ontario (July 1998 - 2001)

Provincial Appointee, Windsor-Essex County Health Unit Board, Windsor, Ontario (1991 to 1994) (Vice Chair: Dec 1993 - Aug 1994, Chair: Sep - Dec 1994, Immediate Past Chair & Vice Chair: Jan - May 1994)

Member, Community Development Committee, Essex County District Health Council (Health System Re-configuration Task Force), (1993 - 1994)

Member, National Fund Raising Committee, Canadian Hemophilia Society (1992 - 1997)

Chair, Oncology Task Force, Health Services Rationalization Project, Essex County District Health Council (1992)

Member, Finance Committee, Immaculate Conception Parish, Windsor, Ontario (1992 to 1994)

Member, Ontario Cancer Treatment and Research Foundation corporate committees: Provincial Task Force on Supportive Care (Apr 91-Feb 92), Task Force on Major Capital Acquisition (Sep 91-Sep 92), Foundation Management Review Project Steering Committee and Health Information Systems Working Group (Sep 92 to Mar 93)

Deputy Commanding Officer, 21 (Windsor) Service Battalion, Windsor, Ontario (1990 - 1991)

Vice-President, Senior III Coach and Player, Kanata City Soccer Association, Kanata, Ontario (1988 - 1990)

Director, Canadian Rehabilitation Council for the Disabled (Nova Scotia Chapter), Halifax, Nova Scotia (1985)

Member, Social Action Committee, St. Pius X Church, Halifax, Nova Scotia (1985)

President, Amyotrophic Lateral Sclerosis Society (Nova Scotia Chapter), Halifax, Nova Scotia (1985)

Member, Ontario Ministry of Health Advisory Committee on Assistive Devices (1982 - 1983)

Chairman, Ontario Ministry of Health Sub-Committee on Mobility Aids (1982 - 1983)

Major (Reserve), Staff Officer - Medical Operations, Central Militia Area Headquarters, Toronto, Ontario (1979 - 1984)

Fellow, Royal Society for the Promotion of Health (**F.R.S.H.**) (1975 to 2001)

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Member (Class C), International Hospital Federation (1975 - 1991)

Member (Active/Associate), Canadian College of Health Service Executives (1973 to present)

Canadian Representative at First International Red Cross Conference for Hospitals in War, Stockholm, Sweden, 1986.

Member (Personal), (American) Catholic Hospital Association (1973 to present)

Member, Defence Medical Association of Canada (1973 - 1991)

Member (Voting), Canadian Society of Association Executives (Canada) (1980 - 1983, 1994 - present)

Alumnus, Carleton University and University of Alberta

Past Secretary, Canadian Executive, Inter-allied Confederation of Medical Reserve Officers (CIOMR) (1979 - 1980)

### **SPECIAL AWARDS**

Special Service Medal with clasp, 1994 (NATO, Europe)

Serving Brother, The Most Venerable Order of the Hospital of St. John of Jerusalem (**SB StJ**), March 1991

Canadian Forces Decoration (**CD**), 1977: First Clasp, 1987

Award for outstanding Bravery and Courage, 1977 (City of Ottawa, first ever awarded)

Medal of Bravery (Canada) (**MB**) and Chief of Defence Staff Commendation (**CDSC**), 1976 (rescue of 3 children and 1 adult from burning building, Ottawa)

Royal Canadian Humane Association Medal of Bravery, 1976

Cited for Bravery, 1971 (rescue of a child from Petawawa River rapids)

Cited for Bravery, 1970 (rescue of man from burning vehicle, Decarie Boulevard, Montreal)

Medal in Classical Literature - St. Patrick's College, 1966 - 1967

Numerous school and military athletic awards including Athletic Letter from Carleton University and Honours Award for Intramural Sports Participation (Medical Faculty Teams) from the University of Alberta.

Honours student throughout primary and secondary grades with top public speaking award in high school.

### **OTHER DOCUMENTATION**

A more detailed resume, a speaker's profile and references are available upon request. Please visit my web site at: [www.chilcana.com](http://www.chilcana.com)

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