

Committee: **Accessibility Advisory Committee**

Organization/Sector represented: **Health Care**

Name: **Kendra Ramer**

Address:

**797 Longworth Road
London, ON
N6K 0B6**

Occupation: **Manager, Risk Management**

Work experience: • **A health care manager with ten years of work experience related to risk management, policy development, injury prevention and disaster management. • Over five years of experience in a leadership role in a healthcare environment. • Education based on, healthcare quality improvement, risk management, healthcare administration, occupational health and safety management, and project management. • Extensive knowledge of the healthcare system and healthcare legislation.**

Education: **Master of Science in Healthcare Quality Queen's University Kingston, Ontario 2013 - 2015 • Focus on quality improvement, risk management and patient safety in healthcare to systematically examine, evaluate and measure current tools and approaches for system improvements. Occupational Health and Safety Management Diploma Program The University of Western Ontario London, Ontario 2008 – 2009 • Focus on Occupational Health and Safety legislation, Workplace Safety and Insurance Act, accident prevention and investigation, risk assessment and analysis, occupational hygiene, toxicology, and ergonomics. Bachelor of Health Sciences (Honours Specialization) The University of Western Ontario London, Ontario 2002 – 2006 • Focus on healthcare management, healthcare delivery, health promotion, health policy, biomedical ethics, research methods, critical appraisal of research, and statistical analysis.**

Skills: **Professional Certificate in Project Management The University of Western Ontario London, Ontario 2012 • Focus on project management skills of analysis, critical thinking and evaluation. Courses are consistent with the Project Management Body of Knowledge developed by the Project Management Institute. Canadian Risk Management (CRM) Designation Global Risk Management Institute London, Ontario 2010 • Focus on risk assessment, risk control, and risk finance. Disaster Management Certificate Canadian Red Cross London, Ontario 2006 • Focus on key concepts in disaster risk reduction and preparing to respond to specific types of disasters and conflict situations.**

Interest reason: **As a mother of a young child I want to be more involved in the community. I am currently a member of the Westmount Family Advisory Committee at the Westmount Family Centre and would like to broaden my participation to the City of London Accessibility Advisory Committee.**

Contributions: **I was a Policy Development Consultant for the hospital for 3 years where facilitated the development of clinical and administrative hospital policies at the corporate and department level. This included engaging internal and external stakeholder groups in extensive consultation during the development and review of hospital policies related to accessibility. I was responsible for identifying policy gaps and bringing forward recommendations for change management. In addition I have 10 years of experience working in risk management where I've been responsible for identifying potential risk exposures and assessing likelihood and impact of occurrence. I have a demonstrated knowledge of risk management principles and have experience selecting and implementing appropriate risk control strategies by forming strong collaborative partnerships, strategic alliances and joint ventures.**

Past contributions: **Served as a member of the Community Development Council at the Canadian Hearing Society for over 12 years as well as on the United Way Committee of the Hospital for the past 3 years.**

Interpersonal: **In my current role I am accountable for aligning risk management practices with the corporate vision and collaborating extensively with stakeholders. I am responsible for leading a team of professionals to support the strategic and operational needs of the organization. As a leader I've undergone Emotional Intelligence training to enhance my ability to recognize and understand my own emotions and the emotions of others, and to use this awareness to effectively manage relationships with others.**

Interview interest: **Yes**