



Annual General Meeting

Tuesday March 4 2025



Home Medical Equipment Providers Assoc. Of BC

Agenda

8:00AM

- Breakfast
- Introductions
- Special Guest Presentation (Darrick Boyes)
- Special Guest Q&A (Ingrid Smith-McNeill)

9:25AM - BREAK (Guests to be excused)

9:30AM

- Board of Directors
- Past Minutes
- Executive and Committee Reports
- Round Table Discussion

10:30AM - Adjournment



Welcome & Introductions



Who are you?

Let's get to know each other!



Home Medical Equipment Providers Assoc. Of BC

Welcome Invited Guests



Avid ActionCOACH - Darrick
Boyes, (Owner and Executive
Business Coach)



**Ministry of Social
Development and Poverty
Reduction** - Ingrid Smith-McNeill
(Supervisor, Medical Equipment
Virtual Services Branch)



Home Medical Equipment Providers Assoc. Of BC

Darrick Boyes

CEO, Executive Business Coach



- **Early Entrepreneurial Start:** Darrick Boyes registered his first company at age 13.
- **Rapid Business Growth:** By 19, he had over 50 employees and his businesses had generated millions in revenue.
- **Leadership Experience:** Led large sales teams and instructed courses at Thompson Rivers University.
- **Corporate Consulting:** Provided consulting services for major corporations like Western Star Trucks and Ford Motor Company.
- **Expertise:** Renowned for his skills in business strategy, sales, and negotiation.
- **Global Impact:** Inspired and guided thousands of entrepreneurs worldwide toward success.
- **Coaching Philosophy:** Focuses on helping business owners build sustainable businesses that thrive independently.

Q&A with Ingrid

What is the suggested best practice for terminating client relationships should that be required for the safety and wellbeing of our team members? Dealers are aware that we are responsible for looking after any Coverage Period warranty obligations no matter what happens, but are there other factors to consider? Does SDPR need to be a part of this decision making? Need to be made aware of these decisions? What (if any) documentation is required? Anything else to be aware of?



Ministry of Social Development and Poverty Reduction - Ingrid Smith-McNeill
(Supervisor, Medical Equipment Virtual Services Branch)



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Q&A with Ingrid

A mobility scooter is damaged by a car. ICBC considers this to be simple property replacement and will not assume responsibility for any repair needs. Dealers may have already honoured a full 2 yr Coverage Period and can't be expected to do so again. SDPR won't cover repairs to the new serial number without notification of the replacement. What is the best practice to notify SDPR of the new equipment, and what are the warranty expectations when funded equipment is replaced during its expected lifespan as a result of an accident?



Ministry of Social Development and Poverty Reduction - Ingrid Smith-McNeill
(Supervisor, Medical Equipment Virtual Services Branch)



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Q&A with Ingrid

The equipment that vendors choose to trial with end-users is chosen with prescriber input after discussing functional goals and desired outcomes. Vendors are often asked to write comparison quotes for equipment that has not been trialled. A needs assessment has already been completed, and prescribers don't have time to re-do trials. Should SDPR choose to issue approvals for untested equipment, who takes responsibility for the outcomes and performance in this case?



Ministry of Social Development and Poverty Reduction - Ingrid Smith-McNeill
(Supervisor, Medical Equipment Virtual Services Branch)



Home Medical Equipment Providers Assoc. Of BC

Q&A with Ingrid

There are a number of common funding caps that are expected , but aren't outlined in the MSA (trays, seating systems etc.). It is great to see that these amounts have been reconsidered and adjusted along the way. How are these numbers decided and how often are they reviewed?



Ministry of Social Development and Poverty Reduction - Ingrid Smith-McNeill
(Supervisor, Medical Equipment Virtual Services Branch)



Home Medical Equipment Providers Assoc. Of BC

Q&A with Ingrid

Do you see a world where certain basic and urgent repairs could be automatic? It would be great if something like a flat tire could be replaced on the spot.



Ministry of Social Development and Poverty Reduction - Ingrid Smith-McNeill
(Supervisor, Medical Equipment Virtual Services Branch)



Home Medical Equipment Providers Assoc. Of BC

Q&A with Ingrid

In January of 2024 WorkSafe implemented new guidelines for asbestos testing and certification. How does the Ministry of Social Development and Poverty Reduction address the increased funding required for asbestos testing and abatement, if required?



Ministry of Social Development and Poverty Reduction - Ingrid Smith-McNeill
(Supervisor, Medical Equipment Virtual Services Branch)



Home Medical Equipment Providers Assoc. Of BC

Q&A with Ingrid

Are there common issues or pain points that slow down the approval process for your team? What changes in dealer practice would make the process smoother?



Ministry of Social Development and Poverty Reduction - Ingrid Smith-McNeill
(Supervisor, Medical Equipment Virtual Services Branch)



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Thanks to our Invited Guests!



Home Medical Equipment Providers Assoc. Of BC



Break Time!



Home Medical Equipment Providers Assoc. Of BC

Your 2024 HMEPA Board of Directors

Provider Members

- Island Mediquip – Rob Proracki
- Kootenay Columbia HME - Jocelyn Fast
- *Premium Mobility Products - Jeremy Smith**
- Macdonald's Home Health Care - Evan Kellett

Associate Members

- Ability Members Group – Kelli Vriend
- *Permobil - Shawn Aslani**
- Motion Composites - Justin Gordon
- VGM Group – Steve Cranna



Your **2025** HMEPA Board of Directors

Provider Members

- Island Mediquip – Rob Proracki
- Kootenay Columbia HME - Jocelyn Fast
- Macdonald's Home Health Care - Evan Kellett

Associate Members

- Ability Members Group – Kelli Vriend
- Motion Composites - Justin Gordon
- VGM Group – Steve Cranna
- Sunrise Medical - Kennedy Watchorn



Review Minutes of our 2024 AGM





Annual General Meeting Monday March 4, 2-4pm

Members will attend this meeting in-person or via Teams online meeting event.

1. Approve Agenda

Motion to approve – Rob Proracki

Second – David Stokes

2. Welcome and Introduction – 2pm

Name	Company	
Amanda Dumont	HMEPA	
Bill Swansborough	Davies Home Healthcare	
Brandon Strap	Motion Composites	
Justin Gordon	Motion Composites	Board Member
Brandy Hazen	FNHB	Funder
Evan Kellett	Macdonald's Home Health Care	Board Member
Patrick Zuccaro	Macdonald's Home Health Care	
Jerry Chen	M Power People	Guest Speaker
Jocelyn Fast	Kootenay Columbia Home Medical Equipment	Board Member
David Stokes	Kootenay Columbia Home Medical Equipment	
Ranaye Stanfield	Kootenay Columbia Home Medical Equipment	
Amy Banning	Kootenay Columbia Home Medical Equipment	
Ron Spent	Kootenay Columbia Home Medical Equipment	
Victor Genero	Kootenay Columbia Home Medical Equipment	
Paige Bealac	Kootenay Columbia Home Medical Equipment	
Kim Evans	WorkSafeBC	Funder
Linda Calvert	WorkSafeBC	Funder
Mike Kozlowski	Permobil	
Shawn Aslani	Permobil	Board Member
Richard George	FNHA	Funder
Rob Proracki	Island Mediquip	Board Member
Jeff Ducklow	Ability Healthcare Group	
Jeremy Smith	Premium Mobility	Board Member
Chris Arlidge	Premium Mobility	

3. Updates from Invited Guests

4. Special Guest Presentation - How to Retain Your People: Strategies for Sustainable Success in Managing Employee Retention and Turnover (Jerry Chen)

2:55 - 5 MINUTE BREAK (Guests to be excused)

5. Board of Directors

Thank 2023 Board Members

Introduce 2024 Board Members

6. Past Minutes

Motion to approve - Patrick Zuccaro

Second - Jocelyn Fast

7. Executive and Committee Reports

Motion to approve - Patrick Zuccaro

Second - Jocelyn Fast

8. Bylaw Amendment Vote

Motion to adopt bylaws - Patrick Zuccaro

Motions to approve - Rob Proracki

Motions to set - Mike Kozlowski

9. Round Table Discussion

Suggestion for webinars, presentations, education:

- How can we train our staff? Training Plan, Development plan etc.
- Operations & Systems
- Trends (baby boomers rate, demands on our industry)
- Partner with similar associations (what kinds of problems are they solving?)
- AI

10. Adjournment

Motion to adjourn - Shawn Aslani

Second - Jeremy Smith

March 4, 2024 at 4:24pm

Committee & Director Reports

2024/2025 Addressing Funding Gaps in BC

Our MLA campaign has gone quite well and is building steam.

Positive responses from many and meetings scheduled with a few more.

Met with SDPR - we need your client impact stories!

Reliable Home Medical Equipment leads to *less costs overall*.



The Home Medical Equipment industry plays a strategic role in helping patients improve their health outcomes, while at the same time saving the BC Government money. In 2010, amended Employment and Assistance Regulations brought in medical equipment funding caps for Ministry of Children and Family Development (MCFD) and Ministry of Social Development and Poverty Reduction (SDPR).

Since 2010...

The inflation rate has risen 34.42%.

Consumer Price Index has risen over 39 points.

BC population has grown by 1 million (and is expected to grow another 1 million by 2030).

Equipment costs, such as Patient Lifts and Mobility Scooters, has risen over 45%.



2024 Statistics on Patient Lifts and Mobility Scooters

Total Purchases

\$3.4 MILLION

Total Repairs:

\$700 K



Only 53% of costs for a new Patient Lift is covered



Only 57% of costs for a new Mobility Scooter is covered

A lot has changed since 2010, however, funding caps for SDPR has remained the same.

Inadequate funding leads to...

- Missed appointments due to breakdown and failure
- Increased health complications
- Pressure injuries
- Hospitalization

Reducing quality of life for our patients and increased healthcare costs in BC.

Its time to invest in safer and more reliable home medical equipment for adults.

A re-evaluation of equipment funding caps for SDPR is necessary to ensure comprehensive support for all residents and immediate amendments to BC's Employment and Assistance Regulation, Schedule C, Sections 3.4 and 3.8 are crucial to align with current market pricing and facilitate the provision of the high quality equipment that BC residents deserve.

MCFD received an increased funding of \$10 million in 2022 and is a great improvement to the funding of children's medical equipment. However, there are approximately 30,000 children and youth accessing these services through MCFD, while approximately 100,000 adults are accessing services through SDPR which is more than triple the user base. SDPR is in desperate need of a re-evaluation and funding increase to ensure adults receive the necessary support to stay healthy and enhance their independence where possible.

Committee & Director Reports

FOI Efforts

First efforts to obtain spending info have been successful!

Other useful info to target?

Service Delivery Division Operations Support - Analytics & Business Intelligence

Benefit Code	Product Code	Order Item Amount
Bathing and Toileting Aids	Bath Lift Device	\$ 29,961.69
Bathing and Toileting Aids	Bath Transfer Bench	\$ 72,959.21
Bathing and Toileting Aids	Bath and Toilet Aid Repair	\$ 78,652.22
Bathing and Toileting Aids	Bed Pan or Urinal	\$ 208.73
Bathing and Toileting Aids	Commode	\$ 860,269.59
Bathing and Toileting Aids	Custom commode seating	\$ 88,172.61
Bathing and Toileting Aids	Floor to Ceiling Pole	\$ 24,910.37
Bathing and Toileting Aids	Grab-Bar	\$ 76,939.86
Bathing and Toileting Aids	Handheld Shower	\$ 8,511.32
Bathing and Toileting Aids	Toilet Safety Frame	\$ 5,557.17
Bathing and Toileting Aids	Toilet Seat	\$ 9,329.16
Bathing and Toileting Aids	Tub Slide	\$ 7,317.66
Cane	Cane	\$ 13,023.81
Crutches	Crutches	\$ 10,285.66
Floor or Ceiling Lift Devices	Lift Device	\$ 834,320.27
Floor or Ceiling Lift Devices	Lift Device Accessory	\$ 271,318.49
Floor or Ceiling Lift Devices	Lift Device Repair	\$ 279,164.11
Hospital Beds	Hospital Bed	\$ 1,376,092.00
Hospital Beds	Hospital Bed Accessory	\$ 179,406.47
Hospital Beds	Hospital Bed Repair	\$ 121,947.69
Manual Wheelchair	Manual Wheelchair	\$ 2,830,237.86
Manual Wheelchair	Manual Wheelchair Modification	\$ 119,799.65
Manual Wheelchair	Manual Wheelchair Repair	\$ 382,752.28
Power Wheelchair	Power Wheelchair	\$ 5,369,018.91
Power Wheelchair	Power Wheelchair Modification	\$ 105,244.06
Power Wheelchair	Power Wheelchair Repair	\$ 1,277,177.61
Pressure Relief Mattresses	Mattress	\$ 1,424,651.86
Pressure Relief Mattresses	Mattress Repair	\$ 34,551.89
Scoters	Scoter Rental	\$ 7,412.80
Scoters	Scoter Repair	\$ 420,879.44
Scoters	Scoters	\$ 2,347,108.53
Transfer/Position Aids	Bath Lift	\$ 24,335.62
Transfer/Position Aids	Bath Transfer Bench	\$ 58,088.34
Transfer/Position Aids	Bath or Shower Seat	\$ 116,034.63
Transfer/Position Aids	Commode	\$ 41,365.19
Transfer/Position Aids	Floor to Ceiling Pole	\$ 76,058.24
Transfer/Position Aids	Grab-Bar	\$ 71,751.52
Transfer/Position Aids	Handheld Shower	\$ 2,712.27

Transfer/Position Aids	Positioning Chair	\$ 122,603.30
Transfer/Position Aids	Raised Toilet Seat	\$ 57,408.67
Transfer/Position Aids	Standing Frame	\$ 111,061.25
Transfer/Position Aids	Toilet Safety Frame	\$ 5,749.55
Transfer/Position Aids	Transfer/Position Aids Devices Repair	\$ 9,941.93
Transfer/Position Aids	Tub Slide	\$ 41,111.20
Walker	Walker	\$ 789,631.36
Wheelchair Seating Systems	Custom-made Seating	\$ 1,434,427.51
Wheelchair Seating Systems	Seating Modification	\$ 112,015.85
Wheelchair Seating Systems	Seating System Repair	\$ 77,515.52
Wheelchair Seating Systems	Wheelchair Seating	\$ 2,457,357.01

Committee & Director Reports

Background

This memo is to serve as broad recommendations on how Home Medical Providers in BC might apply GST and BC PST. All members should consult with their tax professionals before applying these suggestions. The rules of applying GST and BC PST are complex and providers must pay close attention to this. This is an area of consistent change.

The following materials were used to create this memo:

- BC PST Bulletin 200
- BC PST Bulletin 207
- BC PST Bulletin 208
- GST/HST Memorandum 4.2
- GST/HST Policy Statement P-256

Overview

The same item can have a different taxable status for GST/HST and BC PST and can have a different status if they are sold with a prescription or not. Please take your time reviewing each item, and if in doubt, contact the relevant GST/HST or BC PST office.

Note that sales taxes are applied the same regardless of whether you are selling or leasing to a customer.

When purchasing items for resale or for lease to customers, they are always BC PST exempt. You must provide your PST number or a completed Certificate of Exemption – General (FIN 490) to be eligible for exempt purchases. If you purchase something as PST exempt and change the use of an item, you are required to self assess on your next BC PST return.

Registered charities are generally exempt from GST/HST. They may qualify for a refund of BC PST paid on purchases of medical equipment when certain conditions exist. For further details, please reference BC Bulletin PST 402.

If goods are being shipped by the seller outside of BC, the documentation of where the shipment was sent is good. This means having the address of the purchaser on the sales invoices as well as saving shipping documentation related to the shipment of goods within the business.

Note: for GST zero rated items they must be designed specifically for an individual with a disability and must be made for the purpose of the protection, maintenance or restoration of the health of a person or for palliative care, otherwise GST/HST would generally apply to these supplies. These are items that have been prescribed and fitted for an individual or are listed as GST zero rated by CRA. General use items, those that can be used by anyone, are usually not GST zero rated.

Medical practitioner, for the purpose of this document, are as follows:

- Physicians registered with the [College of Physicians and Surgeons of British Columbia \(CPSBC\)](#)
- Physician assistants (certified non-registrants of the College of Physicians and Surgeons of BC) as assigned and delegated by a supervising physician, as per 10(3) of the [CPSBC bylaws](#)
- Podiatric surgeons registered with the [College of Physicians and Surgeons of British Columbia](#)
- Midwives, nurse practitioners, registered nurses and registered psychiatric nurses registered with the [British Columbia College of Nurses and Midwives \(BCCNM\)](#)

- Dentists registered with the [British Columbia College of Oral Health Professionals](#)
- Optometrists registered with the [College of Health and Care Professionals of BC](#)
- Pharmacists registered with the [College of Pharmacists of BC](#)
- Naturopathic physicians registered with the [College of Complementary Health Professionals of BC](#)

Note: purchases of many items by doctors, hospitals, and health authorities are BC PST taxable as they are NOT purchased for an individual's own use. Items that fall into this category will have BC PST applied to the purchase.

Note: If you sell taxable and non-taxable goods or services together for a single price, you are making a bundled sale. The general rule for charging BC PST on a bundled sale is that you charge BC PST only on the fair market value of the taxable portion of the sale, unless a specific exemption applies. The fair market value is the retail price a good or service would normally sell for in the open market.

Detailed Item Listing

Item	GST	PST	Notes/Exceptions
Accessories for rollator, walker, wheelchair	Zero Rated	Exempt	
Bathroom safety items	Zero Rated	Taxable	
Blood-Glucose Monitor or Meter	Zero Rated	Taxable	
Cane and crutches	Zero Rated	Exempt	If item cannot be identified as for someone with a disability, it is GST taxable at the full rate
Chair lifts (on stairs)	Zero Rated	Exempt	
Commode chairs	Zero Rated	Exempt	
Compression stockings - with written prescription by medical practitioner	Zero Rated	Exempt	
Compression stockings - no written prescription by medical practitioner	Taxable	Exempt	
Compression stockings - purchased by doctors, hospitals, health authorities	Taxable	Taxable	
Daily living aids	Zero Rated	Exempt	
Diagnostics (ie needles, stethoscopes, sterilization, etc)	Taxable	Taxable	
Disposables (ie latex tubing, swabs, tongue depressors, etc)	Taxable	Taxable	
First Aid Materials	Taxable	Exempt	
Lift chairs	Zero Rated	Exempt	
Lifts and swings	Zero Rated	Exempt	

Light therapy lamps	Zero Rated	Taxable	
Hospital Beds	Zero Rated	Taxable	BC PST Exempt when supplied on the written order of a medical practitioner
Incontinence products	Zero Rated	Taxable	BC PST Exempt when supplied on the written order of a medical practitioner
Mattresses – GST zero rated (does not apply to adjustable mattresses designed primarily for	Zero Rated	Exempt	GST Taxable if mattress is designed primarily for comfort; PST Taxable when purchased by doctors, hospitals, health authorities
Mobility assistance	Zero Rated	Exempt	
Orthopedic supports	Zero Rated	Exempt	GST Zero Rated ONLY if custom-made for and individual (no need for written prescription) OR if supplied on the written order of a medical practitioner
Patient room – accessories and beds	Zero Rated	Exempt	
Power chairs	Zero Rated	Exempt	
Rollators	Zero Rated	Exempt	
Sports therapy / first aid – BC PST exempt	Taxable	Exempt	
Testing Strips	Zero Rated	Exempt	
Transport chairs	Zero Rated	Exempt	
Travel scooters	Zero Rated	Exempt	
Walkers	Zero Rated	Exempt	
Wheelchairs	Zero Rated	Exempt	
Wheelchair lift	Zero Rated	Exempt	
Wheelchair Ramps	Zero Rated	Exempt	

Committee & Director Reports

Join a Subcommittee & Make an Impact!

Government Relations & Funding

Advocates for funding, policy changes, and government support to improve access to medical equipment.

Education, Resources & Training

Connects members with manufacturer webinars, training opportunities, and strategic partnerships.

Membership & Communication

Grows our network, enhances outreach, and strengthens member engagement.



Treasurer's Report



Profit and Loss Comparison

January - December 2024

	TOTAL		
	JAN - DEC. 2024	JAN - DEC. 2023 (PY)	% CHANGE
INCOME			
Direct Public Support			
1014 Corporate Contributions		405.05	-100.00 %
Total Direct Public Support		405.05	-100.00 %
Discounts given	-0.05		
Program Income			
1015 Membership Dues	11,101.00	24,500.00	-54.69 %
Total Program Income	11,101.00	24,500.00	-54.69 %
Services	885.00	0.00	
Total Income	\$11,985.95	\$24,905.05	-51.87 %
GROSS PROFIT	\$11,985.95	\$24,905.05	-51.87 %
EXPENSES			
Contract Services			
1016 Accounting Fees	3,200.00	3,100.00	3.23 %
1017 Legal Fees	295.75	241.50	22.46 %
1018 Management Contract Serv	7,200.00	3,500.00	105.71 %
Special Project Contract	2,270.00		
Total Contract Services	12,965.75	6,841.50	89.52 %
Ministry of Finance (BC) Expense		0.00	
Operations			
1021 Banking fees	270.00	266.59	1.28 %
1022 Books, Subscriptions, Ref	1,528.26	310.33	392.46 %
1023 HME Meetings	2,302.07		
1024 Meals/Entertainment		465.44	-100.00 %
1026 Printing and Copying		46.99	-100.00 %
1028 Telephone, Telecomm	908.90	1,033.64	-12.07 %
Total Operations	5,009.23	2,122.99	135.95 %
Other Types of Expenses			
1030 Insurnce - Liabty, D and O	1,185.00	1,165.74	1.65 %
1032 Website	850.00	1,660.00	-48.80 %
Total Other Types of Expenses	2,035.00	2,825.74	-27.98 %
QuickBooks Payments Fees	235.82		
Total Expenses	\$20,245.80	\$11,790.23	71.72 %
PROFIT	\$ -8,259.85	\$13,114.82	-162.98 %

Balance Sheet
As of December 31, 2024

	TOTAL		
	AS OF DEC. 31, 2024	AS OF DEC. 31, 2023 (PY)	% CHANGE
▼ Assets			
▶ Current Assets	\$19,251.13	\$28,111.47	-31.52 %
▶ Non-current Assets	\$0.00	\$0.00	0.00%
Total Assets	\$19,251.13	\$28,111.47	-31.52 %
▼ Liabilities and Equity			
▶ Liabilities	\$3,609.86	\$4,210.35	-14.26 %
▼ Equity			
1012 Opening Balance Equity	6,808.53	6,808.53	0.00 %
Retained Earnings	17,092.59	3,977.77	329.70 %
Profit for the year	-8,259.85	13,114.82	-162.98 %
Total Equity	\$15,641.27	\$23,901.12	-34.56 %
Total Liabilities and Equity	\$19,251.13	\$28,111.47	-31.52 %



Round Table Discussion

Topic: Speed SWOT on the industry



Home Medical Equipment Providers Assoc. Of BC

Feedback!





Meeting Adjournment



Home Medical Equipment Providers Assoc. Of BC