



MEDIA KIT

Corporate Profile

Susan Hyatt has been a consultant to governments and global technology companies all over the world, and has extensive experience in healthcare. When both her elderly parents took ill at the same time, she had to cancel a consulting contract in the United Kingdom and return home to Canada only to find that she couldn't navigate them out of the healthcare system and into new living quarters due to their dementia and inability to live on their own. This was despite all her knowledge and contacts.

“It was like a maze,” she says. “After 40 years in healthcare I learned that nothing had changed all this time, the acute-sickness system is well funded but once you are discharged you are basically on your own, and seniors are paying the price.”

She put her retirement plans on hold and started Silver Sherpa, a professional services company that delivers crisis management for the elderly, along with advice in estate planning and life planning. With its highly qualified team Silver Sherpa helps the elderly prepare and manage lifestyle crises caused by health issues, the loss of a partner, social isolation, and other issues. It also refers clients to a professional network of estate lawyers, financial advisors, and healthcare specialists. There is no other organization in Canada offering this array of services.

Based in Oavkille, Ontario and serving the Greater Toronto Area and southern Ontario, Silver Sherpa deals with these challenges in three simple steps – Plan, Navigate, and Connect. A Client Director will help develop a comprehensive Personalized Living Plan™, a Smart Ageing Audit, or a Crisis Assistance Plan. Silver Sherpa's growing list of clients includes the elderly, boomers and seniors, and families who are squeezed between meeting the needs of elderly parents and the needs of their own children.

Silver Sherpa's management team is well versed in the highs and lows of elder care; all of them have been through the experience with their own parents and families. They have years of senior-level experience in the private sector and in healthcare. Urve Tamberg, Vice President of Client Solutions, launched the Research Administration Department at Credit Valley Hospital and the Spine Institute at Trillium Health Centre in Mississauga. She was also a Board Member for the Canadian Physiotherapy Association, Peel CCAC, and a local cooperative school. She has an M.B.A. from Schulich School of Business – York University, and a post-graduate diploma in Health Administration and an undergraduate degree in Physical Therapy, both from the University of Toronto.

Janice Milne, Vice President of Client Delivery, has managed senior consulting engagements in hospitals and in Academic Medical Centres in Canada and the U.S., including The Cleveland Clinic, The Washington University School of Medicine, and the Clinical Practices of the University of Pennsylvania.

In addition, Silver Sherpa has a highly professional group of staff and advisors. This includes the organization's own Client Services staff and a Business Advisory Team. Also included are experts in financial and estate planning for families with special needs and with acquired brain injuries, and experts in long-term care planning and education.

Susan Hyatt

Susan Hyatt is the CEO and Co-founder of Silver Sherpa Inc., which was formed in 2012. She is also President and CEO of global strategy company HYATTDIO Inc., established in 1999. She has been a corporate strategist and trusted advisor to governments and global technology companies, and has worked all over the world. Ms. Hyatt held such senior positions as Interim President and CEO of Canada Health Infoway Inc. The organization was instrumental in starting up Canada's Electronic Health Records (EHR) efforts to help the federal, provincial and territorial governments implement EHR. This involved an initial investment of \$1.2 billion from the Government of Canada.

She served on the Board of St. Michael's Hospital in Toronto, and in the United States was appointed as a founding member of the HIMSS (Healthcare Information and Management Systems Society) Global Enterprise Task Force studying global EHR initiatives. This is a global, not-for profit organization focused on better health through IT. She is also a member of the Canadian College of Health Service Executives and of the International Federation on Ageing. Ms. Hyatt is currently a member of the Older Adult Advisory Committee for the Council of the Regional Municipality of Halton. She is President of the Estate Planning Council of Halton, a member of the Oakville Chamber of Commerce and Verity Club in Toronto, and recently completed four years of service as a founding Director of Citizens for Clean Air, a coalition of 100,000 concerned citizens committed to improving air quality.

Ms. Hyatt was a Partner with management consulting company Johnston Smith International, and Manager of Health Systems for the Premier's Council on Health Strategy for the Province of Ontario.

Ms. Hyatt holds post-graduate certification in Negotiations from Harvard Law School/MIT, a Masters in Business Administration with a specialty in international business from Griffith University in Australia, and a Bachelor of Science degree in Physical Therapy specializing in critical care/trauma from the University of Toronto. She also taught in the Faculty of Medicine at the UofT.

Fact Sheet

Website: www.SilverSherpa.net

Address: 2275 Upper Middle Road
Suite 101
Oakville, ON L6H 0C3

Phone: Local: (905) 491-6972

Email: firststep@silversherpa.net

Blog: <https://silversherpa.net/blog/>

Executive Team: Susan Hyatt – President and Co-Founder
Urve Tamberg – Vice President, Client Solutions

Janice Milne – Vice President, Client Delivery

Services:

Immediate Elder Crisis Help

Planning and Support Services

Personalized Living Plan

Sherpas for Life

Smart Ageing Audit

Clients:

Elderly who have family

Elderly who have no family

Adults with elderly parents

Mid Lifers