



Dylan Durham



1. What professional designations do you have and what school and city did you attend for your lab education? I have a BSc. in Biology from Trent University in Peterborough, Ontario and a certificate as an MLA/T from Centennial College in Toronto, Ontario in which I am certified with CSMLS, MLPAO and BCSLS.
2. After you graduated and started working, what surprised you most about your profession and/or those things that continue to surprise you? The most surprising aspect I have of my profession is that MLAs are not regulated. We deal with patients directly just as much as other regulated health professions and yet the standards across Canada are different for MLAs in each province. I am also surprised that there is no bridging program for MLAs willing to pursue an MLT career.
3. Tell us what you are most looking forward to about being in the BCSLS Board of Directors. I am most looking forward to being able to possibly change the way MLAs are perceived in the lab by mainly advocating for MLAs and to push for regulating the profession. I am also looking forward to broadening my network as well as to combat the staffing crisis we face currently.
4. Describe what your current work role is and what a typical day looks like for you? I am currently managing the outpatient lab call centre for Interior Health as well as working as an MLA at Kelowna General Hospital. At the call centre a typical day includes managing/supporting staff, triaging patient concerns with the appropriate lab and lab leaders, adjusting and optimizing workflows in the appointment booking system with changes from lab operations and obtaining data for statistical purposes and composing this data in a measurable way. As an MLA prior to the call centre, I was working on the send out bench creating batches to Vancouver, Alberta, Toronto, Finland etc. I was also helping in the streamline of the BCOOP program with Kelowna General Hospital. I was also working in the Micro PCR department heavily dealing with Covid samples.
5. What do you like most about your position? I like the uncertainty and challenges of what each day brings. I am not much of a routine structured worker, and I work the best under pressure. I also like being able to teach and coach others and to see them understand the importance of what they do and how much value they bring to a team.
6. Which career accomplishments are you most proud of? I have had a lot of career accomplishments in many different job fields, but my proudest moment was becoming a department manager at the age of 19 for a large grocery retail chain. This experience is what made me who I am today and has provided me with skills I am grateful to have learned so early in my life. My proudest lab career accomplishment

would have to be being offered to manage the lab call centre as this enables me to utilize everything I have accomplished over my entire working career and being only an MLA since 2018.

7. What do you like to do in your spare time? Spare time? What is spare time in a health care career?
Haha! When I am not working, I like to relax at home (Covid times) and binge watch anything I haven't already watched on Netflix, Crave, Amazon Prime, Disney + etc. or find different food options Kelowna has to offer and try the local restaurants take-out food 😊.
8. If you could go back 20 years to visit yourself, what advice would you give? I'd probably not listen to the advice, but I would tell myself to be a little freer and to trust myself more. Also, not to be afraid of who I am as I get older and to also take risks, but I am a Libra after all.
9. If you could live anywhere, where would that be? I have visited several countries and they were all magnificent in their own way; however, I am happy where I am now. Toronto has been my home for 27 years, but Kelowna has become a place where I would like to see myself for a long time.
10. What is the funniest thing that has happened to you at work? Locking the entire LIS system for the whole health authority. Lasted for approximately 30 minutes as I had a computer technical error and had a bunch of lab staff messaging me, whom I have never spoken to before asking why I am updating the LIS system... I was quickly on the phone with the service desk to ask for help to fix the issue, so my name wasn't plastered all over the system. Sorry!
11. What is your favourite holiday/time of year and why? My favourite holiday would have to be Halloween! I like this holiday because this is where people can become something different for a day, show off my creative side and to watch the cool ideas others come up with. It's also a bit of nostalgia. I also like the fall and October as the weather is not too hot/cold the leaves on trees change colour and it's also my birth month and anniversary, gifts are welcomed!