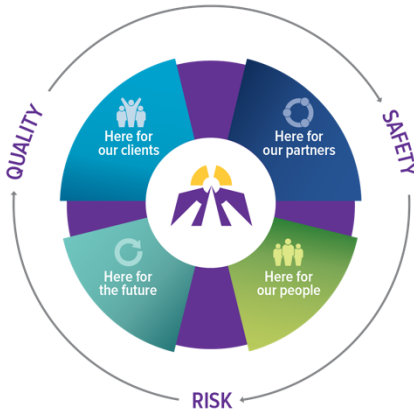


MISSION MOMENT

"Since I started with TeamWerks as part of the Employment Options program, the staff are welcoming, compassionate and have helped me achieve my goals. When I'm ready to discuss the next steps of my journey I know all I have to do is knock on their door and they will be there to help."

Client, Employment Options Program



As we advance our vision of becoming a leader in client-centred care, we plan through the lens of Quality, Safety and Risk. Our **Strategic Plan 2016-2020** will focus on four key Strategic Directions:

Here for Our Clients

We will address unmet needs through our programs and services

Here for Our Partners

We will collaboratively define our role in the provision of care for our communities

Here for Our People

We will work to advance our culture and continue our caring mission with our staff and volunteers

Here for Our Future

We will plan for continued financial sustainability

HERE FOR OUR

Clients

Greenwerks Garden and Spiritual Garden move to Lillie Street

In preparation for the closure of Lakehead Psychiatric Hospital, the Greenwerks Garden was moved from the LPH site to a new location between Sister Margaret Smith Centre and the Sister Leila Greco Apartments. The Greenwerks Program provides employment skills development opportunities for people living with mental health and substance use issues and supplies produce to the Regional Food Distribution Network and other groups/organizations. The sacred plants and medicines were relocated with the assistance of Brenda Mason, Anishnawbec Spiritual Support Worker. The gardens will be available for clients, visitors and staff on that site.

Youth Addiction Programs - High on Life

Education programs for youth are gearing up for the 2017-18 school year. Our 'High on Life' program educates Grade 5 students about the harmful effects of drug and alcohol use. This year, we had additional requests for Grade 7 students. The Sister Margaret Smith Centre, Youth Addiction Program facilitated an entire grade cohort at Pope John Paul School where all Grade 7 students received a 1 hour presentation. This presentation is highly interactive and incorporates stories from youth who have lived through struggles associated with substance use and mental health issues. Presentation also highlights the impact of social media and advertising.

Leadership Team Report

November 2017



Halloween Celebration

A Halloween party took place on October 29, 2017 for all clients and family of High Support Housing. The party was well attended and enjoyed by clients.

HERE FOR OUR

Partners

Palliative Care Rounds

The Regional Palliative Care Program's Palliative Care consultant will start monthly rounds at Bethammi Nursing Home. This will provide direct support to residents and will also create a supportive environment for front-line providers to ask questions and get advice on palliation.

Client Education Sessions

Community partners offered a number of education sessions at PR Cook and Sister Leila Greco Supportive Housing in September, including Norwest Pest Control, the Alzheimer's Society, the Stroke Network; and Janzen's Pharmacy.

Art Therapy

The Toronto Art Therapy program has a student doing placement hours at PR Cook Apartments, offering this innovative therapy to tenants.

BSO Steering Committee

Clinical Manager Alison Denton, with LHIN staff Heli Mehta, reconvened the Behavioural Supports Ontario (BSO) working group. The group had not met for several months and partners were eager to re-engage so that residents throughout Northwestern Ontario, struggling with Responsive Behaviours, as well as those individuals providing care to them, receive the support they require.

Long Term Care

Leadership Team continues work with the LTC Compliance and Inspections Branch as per their recent orders. We are optimistic that the plan for the coming year will lead to improved quality of care for the residents and position HRM for achieving and sustaining compliance with the LTC Homes Act.

Access Point Northwest

Representatives of the Access Point oversight group presented the online centralized referral system to the Primary Care Council at the NWLHIN. This physician group fully supports the initiative which includes a central point of access to mental health outpatient, outreach and supportive housing services. Some good suggestions for improvements were received. Access Point was launched to the public in September and we are starting to get direct referrals. For clients needing help completing the form, a referral facilitator is available two afternoons each week, one afternoon at the Brodie Street Library and one at the Waverley Street Library.

Leadership Team Report

November 2017



Problem Gambling Prevention Week

The Gambling and Behavioural Addictions Program staff participated in Problem Gambling Prevention Week in Thunder Bay, organized and funded in part by the Responsible Gambling Council of Ontario (RGC). The RGC staff came to Thunder Bay to raise awareness of Problem Gambling with its new Provincial Campaign called "Know the Signs". They partnered with SMSC'S Gambling Program by hosting booths at the local casino, Superior Shores Gambling and several SJCG sites, as well as newspaper ads, radio commercials and a feature on the local news during the first week in October. The focus of this event was to support early recognition of the signs of problem gambling for individuals or loved ones, before it becomes significant.

Youth Addiction Programs - P.A.R.T.Y. Program

Youth Addiction Programs continues to support the P.A.R.T.Y. (Prevent Alcohol and Risk Related Trauma in Youth) program. This program was developed by Sunnybrook Health Sciences Centre and is administered locally by Thunder Bay Regional Health Sciences Centre in collaboration with community partners. This year marked the introduction of new content delivery to the region through the Indigenous P.A.R.T.Y. On October 10th, Dan Ventrudo and Ashley Stokkermans were the first providers to deliver the program remotely to Dryden, Ontario via K.O. network. This regional outreach has had a significant impact as we have noted an increase of the number of referrals.

Expedited Services to Frail Seniors

A trial between NW LHIN Rapid Access Program, TBRHSC Emergency Department and the Geriatric Care Facilitator, and Geriatric Assessment Program (GAP), is currently underway in offering expedited services to frail seniors. A Rapid Access Clinic within GAP has been created to provide more immediate geriatric assessment for seniors with complex health needs presenting in the Emergency Department. The goal is to reduce the need to admit to the hospital and access services and care in a timely way. Clients will be assessed by the Geriatric Care Facilitator in the emergency department, be seen by the Rapid Access Nurse in the client's home and then assessed by a Geriatrician in the clinic.

HERE FOR OUR

People

Long Term Care Administrator Leadership Program

Lina Johnson, Vice President, Seniors' Health attended the LTC Leadership Program held by AdvantAge Ontario from October 15 – 20, 2017.

Administrator/Director, Hogarth Riverview Manor

A new Administrator/Director for Hogarth Riverview Manor, Soili Helppi, started on October 2, 2017. She joins us with a lifetime of experience in Long Term Care including administration positions in LTC homes in Ontario, Nova Scotia and Alberta. In addition, she has worked in both inspections and licensing for the government in Nova Scotia. Soili holds a Masters in Nursing from the University of Toronto.

Care
Compassion
Commitment

Leadership Team Report

November 2017



Director of Care/Clinical Manager for Bethammi Nursing Home

A new Director of Care (DOC)/Clinical Manager of Bethammi Nursing Home, Jaimy Kiiskila, started on October 2, 2017. Jaimy is a Registered Nurse (BScN), and is presently working on her Masters in Nursing. She has supervisory experience in Long Term Care and experience in teaching all courses in the Personal Support Worker Program at Confederation College.

Certificate in Vision Rehabilitation for Acquired Brain Injury & Pediatrics

Stephanie Schurr completed the required course work for a certificate in Vision Rehabilitation for Acquired Brain Injury and Pediatrics from Salus University. This represents partial fulfillment of the requirements for the Doctorate of Occupational Therapy degree. Congratulations Stephanie!

iNtranet Redesign

The iNtranet 411 Search has been redesigned in collaboration with the department of Communications, Engagement and Client Relations. The 411 Search now includes:

- A self-service feature allowing those using the system to be able to update their content;
- A code base that can be leveraged in other web development activities;
- A mobile friendly format where, for example, a phone number clicked on within a mobile browser will initiate a call; and,
- A responsive design as it is sized for any screen or mobile device.

HERE FOR OUR

Future

St. Joseph's Health Centre Expansion Underway

St. Joseph's Health Centre will expand into leased space in McKellar/Victoriaville Mall, with an expected occupancy in February 2018. Renovations are underway to accommodate mental health outpatient programs currently located at the LPH as well as members of the new ECHO team.

Take Your Kids to Work Day

On November 1st St. Joseph's Care Group was proud to host 13 grade nine students at various sites for "Take Your Kids to Work Day"; a good investment in our future.

Unit Dose Pharmacy Distribution Model

Nursing and pharmacy project leads visited Kingston Providence Hospital in early October to acquire knowledge regarding the new distribution model.

Leadership Team Report

November 2017



Capital Updates

Hogarth Riverview Manor (HRM) Expansion and Addition

Construction is completed at HRM including The Link. There are a few outstanding issues being managed; the most significant item is the remediation of the balconies on levels 2-7 due to a construction deficiency. Bondfield has commenced work to correct and it is anticipated that the work will be completed by the end of November 2017.

East Wing Project

The East Wing Project at St. Joseph's Hospital commenced in June 2015. The general contractor has issued progress certificates for work to date showing an 85% project completion to the end of August 2017.

October has been a very busy period with a number of areas progressing within the construction plan. The key issue that has progressed well is the receipt of doors and door hardware allowing the finishing carpentry to proceed in many areas. Additional labour has been brought on site to expedite the work and this will continue to the end of the project. Final finishes are underway in the client areas with millwork being installed, as well as bathroom fixtures, electrical finishes and life safety devices. Flooring, painting and ceiling grid is complete with the exception of a small number of areas. Terrazzo flooring installation has also commenced in the client areas and corridors. The clinical office and outpatient service areas have progressed well, however there are a few rooms changing function that require some rework.

The interior renovations for connection to the existing hospital are also in progress, with the focus on the new loading dock and receiving area and freight elevator. The Pharmacy expansion is underway however is behind schedule due to a required asbestos remediation within the ceiling. The area is estimated to be fully remediated by November 3rd and this will allow multiple trades to continue with their work in the area.

External work to the building has progressed well with concrete curbs and sidewalks installed in the Algoma lot. As well the area has been paved. The balance of the exterior work will be completed prior to winter conditions setting in. Exterior finishes to the building are also being finalized and the contractor will complete this work by the end of the calendar year. The signage contract has been awarded and the work is on schedule to be complete prior to occupancy.

A significant design expansion required an addition of a diesel fuel tank to accommodate the fuel requirements of the new generator and meet the Technical Safety Standards Association (TSSA) guidelines. This design was approved in September and requires additional work by Bondfield's subcontractors to implement the change.

Schedule progress is being closely monitored against the milestones to determine actions required to maintain the overall completion date. A schedule review was completed in September with Bondfield, FORM Architecture, Turner Townsend and SJCG staff. The most critical areas impacting the completion deadline are the freight elevator and loading dock redevelopment due to the coordination issues with existing systems and the diesel fuel tank. The new expansion space is progressing well to completion and we are anticipating a calendar year completion if the additional work force is maintained. Schedule reviews are being completed and updated on a biweekly basis. Costs are currently within budget; however, there is concern over the level of change orders to date.

Leadership Team Report

November 2017



Comprehensive Community Treatment Team/Team Werks and Peer Council Relocation

With the planned move from the LPH site, a location for the CCST, Team Werks and Peer Council has been acquired at the McKellar Mall (next to Victoriaville). This is an ideal location due to the adjacency to St. Joseph's Health Centre. The design of our space was completed and construction has commenced October 2, 2017. Demolition work has been completed and the fit up of the space is in progress. It is anticipated this project will be complete in January 2018.

High Support Housing Expansion

This project involves the purchase of a building (Amethyst House) and the retrofit to accommodate 12 high support housing spaces for mental health clients. This proposal requires both LHIN and MOHLTC approval

SJCG's 4(2) business case was approved by the LHIN and has been submitted to the Ministry for approval. A legal agreement has been prepared and has been executed by SJCG and TBRHSC for the purchase of the building conditional upon receiving regulatory approvals.