

# Leadership Team Report

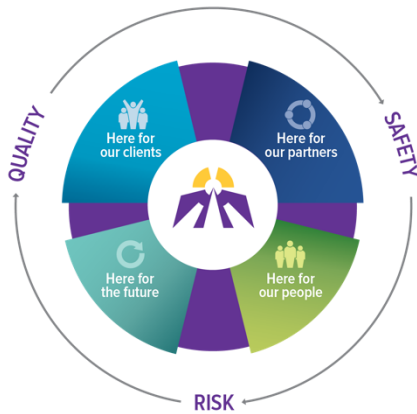
October 2018



## MISSION MOMENT

*"I enjoyed my time in the Seniors Outpatient Program. I felt supported and empowered by the staff. The team was fantastic."*

-Client



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

### Bethammi Nursing Home

Bethammi Nursing Home made significant changes to the provision of care over the last six months, with a focus on areas that were identified in the February 2018 MOHLTC compliance visit. These areas include work related to residents' care plans; implementation of new programs and policies for skin and wound, abuse and neglect, whistleblowing, and falls and restraints; new nutrition and bathing practices and procedures; and ongoing review of documentation.

The Ministry completed a follow up visit in August 2018. Feedback was positive and they suggested that numerous compliance orders may be lifted. The final report is pending. The Home will work toward improved compliance and has put processes in place to maintain progress.

### Mental Health High Support Housing

Clients in high support housing have been busy participating in various activities in the homes and in the community. A number of clients have been involved in completing yard work to ensure that the homes are ready and prepared for winter. In addition, clients have been engaged in decorating the homes for fall as well as preparing for a fall feast using vegetables they grew this summer.

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## **Amethyst House**

On August 28, 2018, Ward Manor high support home closed and all six clients from the home successfully transitioned to a newly renovated 12-bedroom home called Amethyst House on Munro Street. To date, Ward Manor clients and staff have settled in well at Amethyst House and are pleased with their new environment. On September 18, 2018 six clients who have been waiting for supportive housing are scheduled to transfer from the East Wing inpatient mental health program to Amethyst House over a few week timeframe. Amethyst House consists of residential living with 24-hour on site clinical support to meet the needs of clients while living and integrating successfully in the community.

## **Book Club in Mental Health High Support Housing**

A book club has been initiated in high support housing facilitated by Leisure Life Skills and nursing staff. Clients are invited to attend local libraries to select books or poems to read and later discuss as a group. The book club is held once per week at Evergreen high support home. Clients are very engaged and are enjoying the new program.

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# Partners

## **Anishinabek Employment and Training Services Graduation**

St. Joseph's Care Group works collaboratively with Anishinabek Employment and Training Services to provide placement opportunities for their personal support worker program. On July 27<sup>th</sup>, Myrna Holman, Lynda Fares, and Lisa Beckwick joined the staff and students of Anishinabek in celebrating the graduation of their second personal support worker program at Confederation College. SJCG has hired seven of the ten graduates.

## **Recovery Day**

The City of Thunder Bay celebrated the 5<sup>th</sup> annual Recovery Day event at Marina Park on September 5, 2018. Recovery Day is a national event that encourages all people to celebrate individuals who have taken steps toward recovery. New this year, the Thunder Bay Drug Strategy partnered with Fort William First Nation to co-host the event. Throughout the evening, bands, recovery speakers, food vendors, artisans and over 30 community organizations were onsite to support the event. Goals set for attendance and participation were achieved and surpassed. Representatives from both the Adult and Youth Addictions Programs of Sister Margaret Smith Centre participated and clients from the residential programs attended the event. This event is intended to reduce stigma and promote the message that recovery from substance use and addiction is possible.

## **Matawa Learning Centre Partnership**

Sister Margaret Smith Centre welcomes their new neighbors, the Matawa Learning Centre who have moved into the previous Grandview Lodge building. Matawa has partnered with SJCG to provide support and resources to their students. The school will utilize the Sister Margaret Smith Centre gym for classes and recreational needs; and, two youth workers will provide ongoing mental health and addiction support to the students. We look forward to the continuing partnership in the future.

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## People

### **Seniors Outpatient Team**

The Seniors Outpatient Services team welcomed back Dr. Tegan Sacevich who returned from maternity leave. The program would like to thank Dr. Vandenberg, Dr. Adewuyi, Dr. Heapes, Dr. Koo and Dr. Hutchinson who provided coverage during her leave. Dr. Hutchinson continues to support the program. The program also welcomed Dr. Renee Vachon, resident with Dr. Hutchinson and Dr. Sacevich.

### **Regional Specialized Geriatric Services**

Through the further development of Specialized Geriatric Services and partnerships with other HSPs we will provide additional opportunities for capacity building across the North West. We will be working on further development of education and training opportunities, in partnership with the Centre for Education and Research on Aging and Health (CERAH), to enhance skills of staff working with clients with responsive behaviours within Long-Term Care and in Community and Acute Care. The Northwest LHIN has allocated new base funding to the Behavioural Supports Ontario Outreach Team for a Psychogeriatric Resource Consultant to be dedicated full time to HRM.

### **Inpatient Opioid Use Session**

On September 20, Corporate Learning hosted a lunch and learn on "Responding to Inpatient Opioid Use" to sixty staff and students. Nancy Black, Vice-President of Addictions and Mental Health, and Niki Kiepek, Assistant Professor of the School of Occupational Therapy at Dalhousie University, presented on the context of opioid use in Northwestern Ontario and best practices to respond to opioid use in medical and rehabilitative settings.

### **Eye Movement Desensitization and Reprocessing Training**

A two-part training program on Eye Movement Desensitization and Reprocessing (EMDR) was provided for 11 SJCG Addiction and Mental Health staff as well as several people from community agencies in Thunder Bay. The training program was made available through a grant with the Humanitarian Assistance Program situated in the USA, and will enhance the capacity of our programs to respond to the needs of those who have experienced trauma.

### **Sister Margaret Smith Centre Tour**

On Thursday September 20<sup>th</sup>, Sister Margaret Smith Centre welcomed family members of Sister Margaret Smith who were interested in visiting the facility that was named after their Aunt. Traveling through Thunder Bay, her niece and nephew contacted Sister Margaret Smith Centre staff to request a tour. It was our pleasure to speak of her legacy and provide information about the services and supports that are currently provided to the community. The family members were very pleased to see the beautiful building and hear of the good work that continues.

## **Long Term Care Homes - Additional Registered Nurse**

The Ministry of Health and Long Term Care has provided base funding to each long-term care home for one additional Registered Nurse. This will be a front-line position. A job description has been created and recruitment has been initiated.

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## **Future**

### **Regional Palliative Care Program (RPCP)**

The RPCP has been participating in an HQO IDEAS project. The aim of this project has been to improve the transition of end-of-life care patients from hospital to home through better communication and coordination between providers. The IDEAS team identified that communication could be improved between the North West LHIN, Most Responsible Provider (MRP) and palliative care physicians after the physicians have made a referral for home care services. The project will be completed in October and results shared.

### **Capital Updates**

#### **East Wing Project**

The East Wing Project at St. Joseph's Hospital reached substantial completion on August 23, 2018 and the statutory lien period will expire on October 15, 2018. The general contractor has issued progress certificates for work to the end of July 2018 showing a 98% project completion. There are a number of areas still requiring completion and we would anticipate total completion by October 2018.

The areas include:

- Loading dock and freight elevator painting and electrical finishes, elevator cab installation not completed, loading dock levelers – 70% complete
- Locker room area painting and electrical finishes outstanding - 85% complete
- Central Equipment – flooring outstanding - 85% complete
- Mechanical room and corridor – drywall and ceiling finishes, electrical finishes – 30% complete
- Landscaping and exterior work - 90% complete
- Level 0 Pharmacy corridor – ceiling tile replacement and installation of diffusers remaining – 90% complete
- Paving and waterproofing remaining North side - 80% complete
- Canopy finishes at main entrance is outstanding – not started
- Deficiency completion is underway and progressing well.

#### **Home for Good Initiative**

The rezoning application for the Thunder Bay Inn has continued through the approval process and we received Council approval on September 17<sup>th</sup>. The zoning bylaw amendment will be brought to council for approval on October 15<sup>th</sup> and subsequent to that date there will be a 20-day appeal period for anyone who has filed an objection to the amendment. The earliest date to complete the purchase will be early November based on the above time lines.