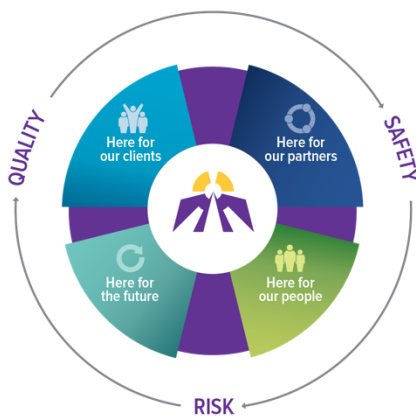


## Mission Moment

“During this time when volunteers are not permitted to be on site, many of us are eager to get back to our roles that we experience so much joy and satisfaction from our contributions. We look forward to returning to volunteering when it is possible and continuing to impact the lives of our clients.”

Volunteer



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

### Chronic Pain Management Transition Group

The Goal Orientated Group (GO Group) was created to assist clients in applying the skills acquired as they transition out of services. Supported by members of the team, participants focus on re-engaging in the community, and preparing for challenges that may resurface with respect to their pain. The inaugural group ran in August and September with great success and favorable feedback from clients.

### Resident and Family Councils

At Hogarth Riverview Manor, Family Council meetings increased in frequency during the pandemic, as directives changed quickly and this was a forum for families to receive new information and ask questions. The questions raised in these meetings, and the corresponding answers were included in the Family Newsletter sent out. Resident Council will resume in October. At Bethammi Nursing Home, Resident and Family Council meetings have both resumed.

## Long-Term Care Homes Act Compliance

Both homes continue to address compliance issues arising from the Ministry of Long-Term Care inspections completed over the past four months. As these issues are addressed and plans put in place to sustain the changes, the quality of resident care improves which, in turn, leads to fewer complaints and critical incidents.

## Client Flow – Rehabilitative Care

Client flow approaches normal admission and discharge patterns with slightly lower than normal referrals from acute care; while alternate level of care (ALC) numbers are decreasing from the initial influx of acute care earlier in the pandemic. The Assessment Bed model of care has resumed this month within the Geriatric Assessment & Rehabilitative Care (GARC) Unit. Working with acute care, the enhanced interprofessional model receives frail seniors and aims to recondition clients within a two-week period to improve functional ability and transition home successfully.

HERE FOR OUR

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# Partners

## Recovery Month

St. Joseph's Care Group is a gold sponsor for Thunder Bay's virtual Rockin' Recovery event, which aired live via the Thunder Bay Drug Strategy Facebook page on September 28. Sister Margaret Smith Centre is involved in supporting and organizing this annual event, which celebrates people who are in recovery and provides an opportunity for our community to talk about substance use, break down stigma, and focus on what we can do to support family, friends, neighbours and colleagues living with substance use and mental health concerns.

## Regional Programs

Through successful partnership building, the Regional Rehabilitative Care Program was awarded funding from the Canadian Frailty Network to support a Community Rehabilitation Facilitator role. This position will enhance access to rehabilitative care for remote First Nation communities.

The integrated palliative clinical care program, a new service delivery model, is a result of the Regional Palliative Care Program work. The program, now branded as 'Palliative Carelink', recently launched, and serves to connect clients and families with community partners and resources promoting care and effective transitions throughout their palliative care journey.

## Supporting Providers in the Region

Patricia Gardens in Dryden, Ontario, is a fellow Seniors' Supportive Housing provider in the region. The management reached out looking for guidance and input on our dining programs, recreation programs and Tenant Advisory Committees during the pandemic. Tenant communication, staffing, and COVID adaptations that are offered at PR Cook and Sister Leila Greco Apartments were shared, and the Patricia Gardens team is eager to tour St. Joseph's Care Group's facilities when able to come to Thunder Bay.

HERE FOR OUR

# People

## Video for Mental Health Rehabilitation Program

In collaboration with Breanne O'Neill, Coordinator for Clinical Practice and Learning, a new LMS video on "Pinel Restraints" was developed for the Mental Health Rehabilitation Program. The module reviews best practice restraint application as a strategy to safely and effectively manage responsive behaviours, which pose an imminent risk of harm to self or others. The module will be completed by all staff on an annual basis.

## Rural & Northern Immigration Pilot

On August 26, the Thunder Bay Community Economic Development Commission celebrated the success of 32 foreign skilled workers who have received a community recommendation through the Rural and Northern Immigration Pilot (RNIP) and can now apply for permanent residency. Six of these candidates are employees of St. Joseph's Care Group. The program brings many benefits for both employers and our community.

## Building Resources through Community Partnerships

Over the past few years, St. Joseph's Care Group has been a proud partner in innovative learning initiatives with the Anishnabek Employment and Training Services and Confederation College. On September 9, we celebrated the graduation of six students who completed their Personal Support Worker studies through this partnership. Three have joined our organization.

## Leadership Training

Tracy Swartz started as the new Assistant Clinical Manager at Bethammi Nursing Home in September, replacing Ashlee Murphy, who moved to a Clinical Manager position at Hogarth Riverview Manor. Tracy brings clinical experience of working at Bethammi for over ten years and more recent clinical leadership experience working at the Manor House Day Program. At Hogarth Riverview Manor, Tuula Graham moved into a temporary Director of Care position. Clinical Managers continue to be recruited at HRM.

## Changes to Social Work Scope of Practice

A review of the Social Work scope of practice and role within the Rehabilitative Care teams is complete. The model of care consists of both MSW and BSW Social Workers to optimize the clients' psychosocial well-being and transitions to home. The updated Social Work roles include the additional requirement for specialized training and cultural knowledge to provide culturally sensitive care for Indigenous clients. Integrating this expertise in the Social Work role contributes to the journey of 'Walking with Humility'.

HERE FOR OUR

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## Future

### Northern Ontario Regional Psychology Internship Consortium (NORPIC)

We welcome five new NORPIC interns this year: Emily Boughner, Nichole Faller, Eric Karaoylas, Chantal Labonte and Kirsti Toivonen. We are proud to support the ongoing education and development of psychology services for Northwestern Ontario.

### Long-Term Care Home Occupancy

Bethammi Nursing Home continues to reduce the overall bed count by not admitting/re- admitting to rooms with more than one person. This is due to the infection control concerns related to COVID-19. The census is 98 - as of the end of September. There are six remaining three-bed wards that must be converted to semi-private spaces (with 2 residents each), the census will be 92, and the home can resume admissions.

During the height of the initial wave of the pandemic, the Ministry did not permit admissions into Long-Term Care. As a result, Hogarth Riverview Manor's vacancy rate exceeded 40 beds. The Home has been admitting six residents per week since early September and the occupancy rate is gradually increasing. Homes are not required to achieve 97% occupancy for base funding up until the end of December 2020, however it is not clear if this is to continue into 2021.

### Renovation Updates – St. Joseph's Hospital

The renovations are complete for the Activities of Daily Living (ADL) suite on the 5<sup>th</sup> floor, along with esthetic improvements to the community space on the Hospice Unit. The ADL suite supports the team in helping our geriatric population prepare for safe discharges home, and the Hospice community space provides a comforting space for families. Some of the capital investment in our physical building enhancements is the result of generous contributions from donors through the St. Joseph's Foundation.