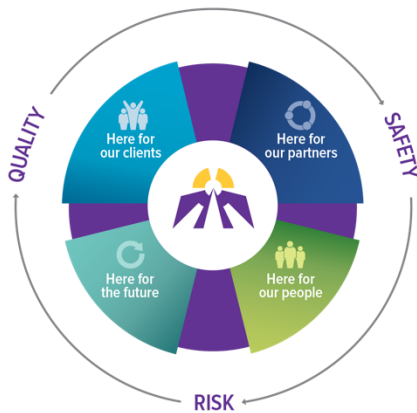


MISSION MOMENT

An individual struggling with chronic alcohol use disorder sent SJCG an email asking for help. The Communications Team immediately contacted the Clinical Manager, Crisis and Outreach Services, who ensured the staff at Rapid Access to Addictions Medicine Clinics contacted the individual to offer next day services. Quick and efficient responses from all teams ensured the client avoided having to access emergency services and provided care to support his recovery.

Staff,
Rapid Access to Addiction Medicine (RAAM) Clinics



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

Client & Family Partner Involvement

On November 27, SJCG's Client & Family Council welcomed Jack Christy, Client & Family Partner into a newly developed Co-Chair position. Over the past six years, Jack has been involved in initiatives at all levels of the organization, including involvement with the Client & Family Council. Jack will co-chair the Council with Jessica Saunders, Client & Community Relations Coordinator.

COVID-19 Second Wave Precautions

The practices within long term care and seniors' supportive housing have adjusted fluidly in response to the pandemic's second wave and the introduction of the province's COVID-19 Response Framework. The most significant recent changes have included the temporary ceasing of resident leaves of absence and general visitors; reduction to one essential caregiver for residents and tenants; a return to delivered meal service in supportive housing; and weekly testing of all long-term care staff.

Leadership Team Report

December 2020



A second entrance was opened at P.R. Cook Apartments to support our tenants. The lower basement entrance is now open to tenants who park in the back or side parking lot. The front desk is able to complete the COVID-19 screening process through the intercom/video surveillance. A mask and hand sanitization station has been set up at this entrance.

A process has been set up to allow access through The Link for tenants of Sister Leila Greco Apartments who are also essential visitors in Hogarth Riverview Manor. This allows tenants to remain inside when going to visit their loved ones.

COVID-19 Adapted Remembrance Day Service

Ensuring Public Health restrictions on social gatherings were in place, tenants of PR Cook and Sister Leila Greco Apartments, as well as residents of Hogarth Riverview Manor, were offered multiple sessions of viewing a Remembrance Day presentation in smaller groups. Clients were grateful for the opportunity to celebrate this important day in a safe manner.

Outpatients - Camelot Entrance

On November 26th, the Camelot Street entrance was opened to provide easier access for outpatients. Many clients struggled with the distance from the main entrance to get to Ambulatory Care, and they were often too fatigued to then engage in the program. Mandy Byerley-Vita, Manager of Outpatient Services and Kris Nisula, Project Supervisor, worked with staff to ensure clients are screened and the entrance is secure.

The Lodge on Dawson

One client successfully transitioned into independent living in November and another two moved into housing on December 1. The Traditional Healing Coordinator has been coming weekly to The Lodge to provide traditional healing approaches and sharing circles with the clients, which have been very effective and much appreciated.

Best Practice Guideline Implementation

The 2nd floor rolled out the best practice guideline "Engaging Clients Who Use Substances", previously piloted on the 3rd floor. The pilot screened 30% of clients for substance use, found 8% at risk with 4% referred to a Social Worker and 1 client received formal treatment.

Transitions Home for Indigenous Clients

The Leads from Regional Palliative and Rehabilitative Care Programs, Indigenous Relations, and Mental Health and Addictions, collaborated to develop a funding proposal for an Indigenous Transitions Facilitator through the First Nations and Inuit Home and Community Care. This new role will support planned transitions in care for First Nations patients discharged to their First Nation home. The role will bridge understanding between western and traditional methods and approaches to treatment and care with a focus on quality, equitable access and culturally safe care. St. Joseph's Care Group was one of two hospitals successful with their proposal and is now recruiting.

HERE FOR OUR

Partners

SMSC Donation

We are grateful to the Thunder Bay Quilters Guild who made and donated 20 full size quilts for the residential clients at Sister Margaret Smith Centre (SMSC). They have also graciously provided handmade quilts for our clients at The Lodge on Dawson. These quilts are a beautiful addition to the rooms that lets clients know that they are welcome and that the community cares.

Age Friendly Thunder Bay

The "Isolated Adults Working Group", an ad-hoc working group of Age Friendly Thunder Bay met to continue to discuss the impact of isolation and consider the impact COVID-19 has had on isolated seniors in the community. Opportunities for programs and services that would help remedy this were discussed.

"Age-Friendly Snow Angels" is being offered in the community for lower income seniors who need assistance with shoveling. Registration is completed through calling 211 and more information can be found on the Age Friendly Thunder Bay website. TELUS has announced the launch of their **Mobility for Good for Seniors** program. This program provides low income seniors receiving income assistance with access to a free smart phone and a subsidized data plan.

HERE FOR OUR

People

COVID-19 Testing Clinics

Bethammi Nursing Home and Hogarth Riverview Manor continue to use the Emergency Medical Services (EMS) to complete weekly testing of approximately 750 long-term care staff members and essential support workers. EMS has significant demands and we are grateful for their ongoing support. EMS will keep St. Joseph's Care Group informed if they are unable to maintain this support and we will need to develop an internal process.

It is anticipated that the COVID-19 vaccine distribution will start imminently and that our long-term care direct care staff may be the first recipients.

REDCap Screening

More than 1.2 million St. Joseph's Care Group COVID-19 self-screens of employees, clients, residents, and visitors, have been completed. The Centre for Applied Health Research also supports nearly 20 custom screening tools for health care organizations throughout Ontario.

Leadership Team Report

December 2020



Wound Care Training

Seven wound care champions were trained from the Mental Health Rehabilitation program. The 2-hour education session reviewed basic wound care, pressure injuries and dressings, as well as documentation and practice lab identification. Thank you to Danielle Cotter, Corey Margarit, Tobi Malcolm, Gerylyn Anderson, Christa Prenger, Leah Ezack, and Kiley Piccolo for completing this education.

Virtual Volunteering

Volunteers for St. Joseph's Care Group have found innovative and virtual ways to stay connected with residents and clients, committing over 1244 hours since September. For example, horticultural therapy and gardening volunteers have offered 48 virtual hours to making holiday crafts. Additionally, 276 high school students have created 693 personal gifts for 312 long-term care residents and 40 hospital clients. Thank you to all of our valued volunteers.

HERE FOR OUR

Future

P.R. Cook Repairs

Building Services continues work on remedying plumbing issues related to pinhole leaks that have occurred through the building at PR Cook Apartments. Plumbing is being upgraded in various risers throughout the building to prevent future occurrences of these leaks.

As this is the final Leadership Team Report for the year we will never forget, we want to wish everyone a very Merry Christmas and all the best in 2021. Please continue to be safe and stay healthy.