

## Mission Moment

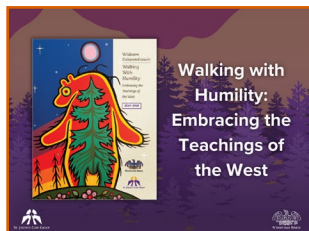
The City of Thunder Bay recently recognized five outstanding volunteers from Hogarth Riverview Manor (HRM). Erin Black, Yvette DeGagne, Caroline Kauzlarich, Heidi Kruger, and Carolyn Milne received the Citizens of Exceptional Achievement Award at City Hall on Monday, September 23, 2024, for their remarkable dedication to our residents.

While these volunteers assist residents with hair appointments at HRM, their contributions extend far beyond that. They provide invaluable companionship, warm compliments, and genuine kindness, profoundly impacting HRM residents and the community. Always smiling and ready to lend a hand, Erin, Yvette, Caroline, Heidi, and Carolyn exemplify the values of St. Joseph's Care Group through their unwavering commitment to caring for others and fostering a supportive environment.



## Drive High-Quality People-Centred Care

### Continuing Our Journey of Reconciliation



St. Joseph's Care Group (SJCG)'s commitment to reconciliation and relationship-building with Indigenous Peoples continues with the launch of the third *Wiidosem Dabasendizowin | Walking with Humility* plan.

On September 27, 2024, SJCG launched *Embracing the Teachings of the West* in Thunder Bay, Ontario, marking a significant milestone in its reconciliation journey. Paul Francis Jr., Vice President, N'doo'owe Binesi, explained the significance of the West direction in Anishinaabemowin, known as "Ningaabii'anang" as being symbolic of adulthood and a time for reflection. He highlighted the remarkable growth of the N'doo'owe Binesi division over the past six years, drawing inspiration from Anishinaabek teachings, particularly the lessons of strength, introspection, and protection from Makwa, the Bear.

The new plan focuses on four key areas:

- Providing culturally safe care for Indigenous Peoples
- Advancing Truth and Reconciliation
- Amplifying Indigenous cultural safety in the region
- Nurturing N'doo'owe Binesi

Janine Black, President & CEO, shared that this plan will guide efforts to create respectful and equitable healthcare for Indigenous Peoples.

Since launching the first Walking with Humility plan in 2018, SJCG has consistently reaffirmed its commitment to reconciliation through various initiatives. Chair Roberta Simpson emphasized this dedication with the Board of Directors' commitment statement: "We acknowledge that the current health disparities faced by the Anishinaabek are a result of the oppressive legacy of colonialism and systemic racism. We commit to addressing systemic racism and discrimination to ensure Anishinaabek people and communities can access culturally safe healthcare services."

The release of the plan was supported by an opening prayer from Elder Nelly Mesenegeeshik, setting a respectful tone for this important occasion.

## Enhancing the Continuum of Care for Addiction Services



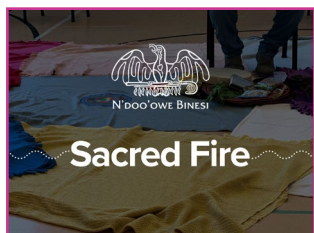
On September 19, St. Joseph's Care Group (SJCG) hosted Associate Minister of Mental Health and Addictions Michael Tibollo and MPP Kevin Holland to St. Joseph's Hospital, where they announced funding for 15 safe sobering beds here in Thunder Bay.

Valued at just over \$2.9 million, this funding will be provided to SJCG to provide people with culturally appropriate and trauma informed addictions treatment, reducing unnecessary visits to emergency departments and police involvement.

Safe sobering beds are a voluntary service that provides a safe place for individuals under the influence of substances, such as drugs or alcohol, for up to 24 hours. While there, individuals are able to connect to other community resources and health care and treatment supports including withdrawal management services and the Rapid Access to Addiction Medicine (RAAM) clinic.

## Nurture our People

### Igniting Cultural Awareness and Healing



The Indigenous Health Education Committee hosted a four-day Sacred Fire from September 24-27 at the Sister Margaret Smith Centre. This year's attendance was more than double that of previous years, drawing close to 1000 participants who made offerings to honour the children lost to Residential Schools and the survivors and families still affected today. The fire served as a powerful symbol of healing and remembrance in the lead up to National Day for Truth and Reconciliation on September 30.

As part of the Sacred Fire events, Jerri-Lynn Orr and Anna Chief from Kairos Canada facilitated a Kairos Blanket Exercise for staff from SJCG and Thunder Bay Regional Health Sciences Centre (TBRHSC) on September 25th. The Kairos Blanket Exercise, rooted in Indigenous methodologies, is an experiential exercise that aims to build understanding of the shared history between Indigenous and non-Indigenous peoples in Canada that takes participants through key historical moments including pre-contact, treaty-making, colonization, and resistance.

More than 40 staff from SJCG and TBRHSC attended the event. One participant shared, "The Kairos Blanket Exercise is a one-of-a-kind opportunity that everyone should experience at least once. The hands-on approach to educating participants about the history of the Anishinaabek People in Canada is deeply moving and incredibly impactful." Another attendee added, "As a visual learner, I knew some of the history, but this experiential exercise helped me truly understand it. I would respectfully suggest offering this training annually." SJCG expresses gratitude to all who participated in the Sacred Fire events and who continue to support these essential conversations.

### Client & Family Partner Retreat 2024



With 2025 just around the corner, SJCG leadership and teams reflect on the invaluable contributions of Client & Family Partners (CFPs). Their shared experiences and insights have become a cornerstone of the organization, driving meaningful changes in care delivery that resonate deeply with clients and their families.

On September 26, 2024, the Client and Family Council co-chairs hosted the annual CFP Retreat, themed "People-Centred Care, Are We Listening?" This year's event featured a blend of restorative activities, including a smudging ceremony and a visit from two therapy dogs, Peter and Berlin. SJCG Leadership Team also engaged with CFPs, answering questions about the new Strategic Plan and efforts to enhance the care experience. In turn, Leadership Team members asked questions of the CFPs, leading to a dynamic, productive discussion.

The Client and Family Council ensures that retreats are not only reflective of past experiences but also forward-thinking, focusing on the themes that matter most to SJCG clients and their families. As one CFP put it, "I'm already looking forward to the retreat next year!"

## Lead and Enhance Regional Specialized Care

### Connecting with Eabametoong First Nation Health Team



At the beginning of September, Denise Taylor, Manager of the North West Regional Rehabilitative Care Program, and Carolyn Freitag, Vice President, Clinical and Chief Nursing Executive, were hosted by Melanie Waswa, Director of Health and Social Services in Eabametoong First Nation. The meeting allowed SJCG to continue learning from Eabametoong First Nation and building strong relationships together.

Carolyn and Denise met with Eabametoong First Nation's Chief and Council, the Home and Community Care Program team, and the Band Manager to understand their current rehabilitation services. Eabametoong continues to provide rehabilitation support from two of its first Community Rehab Workers. This month, they plan to start an Elder Exercise class and are seeking an accessible space for Elders to use the exercise equipment. SJCG was honoured to be hosted by Eabametoong First Nation and learn about the innovative programming being delivered within the community.

## Strategic Enablers

### Accreditation Ready – New Pumps Enhance Client Safety



SJCG Pharmacy Services, in partnership with dedicated internal teams and TBRHSC, has successfully upgraded the organization's infusion pump fleet. On September 18, new Baxter Novum IQ wireless pumps were introduced across all SJCG sites, bringing a host of benefits to clients and staff.

Infusion pumps play a crucial role in delivering medications and fluids to clients. The previous fleet was past its estimated useful life and did not meet current accreditation standards. These new, technologically advanced pumps enhance client safety by reducing risks, such as air in the lines, and are compliant with current Accreditation Canada standards and industry best practices. With wireless capabilities, SJCG teams can manage data more efficiently by performing real-time updates without interrupting access to equipment. This means nurses can focus more on client care, while Pharmacy and Clinical Managers gain valuable insights to enhance practices from downloadable reports.

This successful project was made possible by the collaborative efforts of everyone involved - Pharmacy, Building Services, Collaborative Practice, Information Technology, Inpatient Management, TBRHSC, Baxter Medical, and frontline nurses. A special shout out to the two Project Leads, Marianna Khabad and Tanis Banovsky, for their leadership throughout this 8-month journey. Great job, team!