

Mission Moment

“Yesterday, my husband and I toured Hogarth Riverview Manor. From the time we drove in, toured the facility, until the time we drove out.....we were so impressed with the environment, the cleanliness, the culture, the size, facilities, services, I could go on and on. Inside and out it is beautiful and meets all his needs. That is the place my husband needs to be, to be safe, secure, comfortable, happy, and be surrounded by his culture and roots.”

Drive High-Quality People-Centred Care

Clients Embrace the Open Road (to Recovery)

Crossroads Centre is continually evolving approaches to support recovery and build meaningful connections for clients. One approach is staff-supported outings that meet unique needs through a variety of activities to promote physical, emotional, and spiritual wellbeing while fostering connection to the broader community. Some examples are:

- A visit to Wild Sage Farm in Slate River, where clients, guided by an Elder, participated in sage harvesting;
- Day trips to Chippewa Sandy Beach, focused on relaxation and healthy recreation;
- Nature walks at Centennial Park, encouraging mindfulness and a deeper connection with the environment;
- Bowling outings, promoting healthy social engagement and enjoyment; and
- Tubing at Mount Baldy, offering outdoor recreation and fun.



Being able to attend these outings, as well as community gatherings, events, and recovery meetings, enriches clients' lives and leads to the discovery of new skills and interests that extend beyond their time with Crossroads Centre.

Nanaandawe'ewin: To Seek Healing

The Nanaandawe'ewin Traditional Healing Program's Traditional Healing Clinic provides clients with a safe space for wholistic healing. Led by a Traditional Healer, a gifted person with years of mentored training, and supported by Cultural Practitioners and other staff, the clinic incorporates sacred medicines, prayers, and spiritual guidance to restore balance and wellness. In Anishinaabemowin, the term “Nanaandawe'ewin” means “to seek healing,” describing a spiritual journey that requires careful preparation, respect for protocols, and compliance with the Healer's guidance.

The clinic is impactful in many different ways. One client shared how reconnecting with traditional practices gave them strength through illness, while another found peace in accepting their life's final chapter. The Traditional Healer provided clients in need, including one who lost multiple family members, with cultural protocols that they could complete to foster healing. It is common that family members are present to help carry out the offering, but in this case, a Cultural Practitioner stepped in to support the client by completing the offering on their family's behalf.

Nurture Our People

All-Staff Training Update to Support Equitable Care

St. Joseph's Care Group's core values call for care that is culturally safe, person-centred, and actively addresses systemic racism and discrimination. Everyone brings a unique set of experiences, culture, and beliefs to the workplace, and all are united in striving towards a healthcare environment that is safe and welcoming for everyone.

An innovative new approach to education will empower staff to choose Equity, Diversity, Inclusion (EDI) and Anti-Racism courses that resonate most with their personal learning journey. Each year, staff will select one session focused on Indigenous Health and one focused on EDI from a large suite of options.

Offering choice and self-direction leads to an experience that is more meaningful for each person and hopefully translates into a workplace that is more inclusive and equitable for all.

Lead and Enhanced Regional Specialized Care

Northern Ontario Home and Community Care Gathering 2025



Representatives from St. Joseph's Care Group's Regional Rehabilitative Care Program and Community Stroke Outreach Team joined the Northern Ontario Home and Community Care Gathering from January 21-23, 2025, where 150 nurses, Home Care Coordinators and Home Care front-line workers from First Nations across Northwestern Ontario connected and learned about regional initiatives.

The SJCG team presented information about the new Stroke Outreach Team and provided updates on the role of First Nation Community Rehabilitation Workers. The program also delivered a hands-on workshop on safe bed mobility and transfer techniques, where more than 50 participants gained practical skills to enhance client and provider safety.

Expanding Partnerships to Support Seniors Care

The Remote Care Monitoring Program, operated by St. Joseph's Hospital's Geriatric Assessment and Rehabilitative Care Unit, follows clients for 30 days after discharge from St. Joseph's Hospital through the use of both medical and non-medical monitoring technologies like automated medication dispensers and fall detection devices. With new funding from Ontario Health, the program is expanding and will now be able to accept referrals from external partners including Thunder Bay Regional Health Sciences Centre's Geriatric Emergency Management Program and Superior North Emergency Medical Services. The goal is to monitor discharged clients in the same way as those from St. Joseph's Hospital, with geriatric nurses providing care for up to 30 days. The expansion will be trialed and evaluated until March 31, 2025.

Strategic Enablers

New Records, Better Care

St. Joseph's Care Group is collaborating with regional partners on the implementation of a new regional electronic health record system. The project will improve client experience and health outcomes by providing a more accurate and accessible digital view of client health. Benefits of the new system, called Meditech Expanse, include reducing errors from hard-to-read handwriting and incomplete records while improving communication and coordination among healthcare providers.

On January 10, 2025, St. Joseph's Care Group participated in a Leadership Kickoff event with over 80 regional leaders consisting of physicians, clinical, and administrative staff from 12 hospitals and additional community providers. The event focused on updates, project timelines, and providing leaders with the tools needed to support their organizations through this transformational change. The session marked the start of several engagement opportunities between January and March 2025, where St. Joseph's Care Group's management team will be able to ask questions and share feedback to better understand the project. Dedicated change leads will also be supporting the local deployment of the sessions.

The official launch of the two-year implementation phase is set for April 2025, and there is building excitement for the positive impact this change will have on both client care and the healthcare teams working together to deliver it.