

Mission Moment

Staff Bringing Great People to St. Joseph's Care Group

Our people know our culture best, and they are helping us grow. Through St. Joseph's Care Group's Employee Referral Program, 21 new staff joined our team in 2025 in a variety of roles including nursing, therapy, social work, food services, and community support.

Launched in 2023, the program encourages staff to recommend talented individuals who reflect our Mission and Values for roles within our organization. When a referred candidate is successfully hired through the job posting process and completes their probationary period, the referring staff member receives a \$250 award.

"I decided to participate because I've worked with some great people in the past and knew they'd be a strong fit for the culture and the quality of work here," says Carly McInrue, Executive Assistant to the Chief of Staff. "Bringing in talented people you trust is a win for everyone."

Submitted by People & Mission

Drive High-Quality People-Centred Care

Expanding and Embedding Our Quality Program

Quality is enduring and collaborative, always evolving in the pursuit of safer, better care. St. Joseph's Care Group's Quality Program is guided by the voices of our clients and staff and is intentionally co-designed through a Two-Eyed Seeing approach. Our commitment is not solely to improve care for clients, but to ensure the program itself reflects shared learning, cultural humility, and an ongoing relationship in how quality is defined and lived throughout the organization.

Building on the strong foundation established within our two long-term care homes, the focus of the past year has been on strengthening and expanding our Quality Program. This work follows a thoughtful, phased approach to support meaningful and sustainable adoption. Initial pilot areas at St. Joseph's Hospital (Inpatient 2nd Floor and Outpatient Wound Care) have successfully launched the program. Beginning in March, the initiative extended to the remaining inpatient hospital areas, with further spread planned over the next 12 months.

Through their leadership, managers help bring the Quality Program to life. In January, a training session shared a report on progress, introduced the new Quality & Safety Framework, and culminated in an exercise and dialogue about how quality improvement is experienced within teams.

As the program continues to expand, tailored engagement and education will help departments integrate these practices into their daily work. This evolving program reinforces that quality is not a separate initiative, but a shared responsibility guided by relationships, learning, and our enduring commitment to the people we serve.

Nurture Our People

Growing Our Own

St. Joseph's Care Group is investing in the growth and retention of our workforce through a new Registered Practical Nurse (RPN) Career Pathway Program developed in partnership with Confederation College.

Designed for Personal Support Workers and Internationally Educated Nurses working in our long-term care homes, the program creates a clear career ladder for staff who wish to advance their clinical practice while remaining within our organization. Participants will complete their RPN diploma while continuing to work, with tuition fully funded by St. Joseph's Care Group.

This initiative responds to an identified need for additional RPNs while supporting staff to build meaningful, long-term careers with us. By developing talent from within, the program also aims to strengthen workforce stability and reduce reliance on agency staffing.

Applications for the first cohort opened March 2 and close March 31, 2026, with 20 staff to be selected. Classes will be delivered onsite at Hogarth Riverview Manor, making the program accessible and closely connected to the care environment.

Interest has already been strong, with more than 30 staff attending the first information session. This early enthusiasm reflects the value our people place on opportunities for growth, learning, and continued contribution to the care of the residents and families we serve.

Strengthening Culture Through the Launch of the Values in Action Awards



St. Joseph's Care Group has launched the Values in Action Awards, a new peer-nominated recognition program designed to celebrate the people and teams that are advancing our Mission, Vision and Values across the organization. The Awards recognize staff and contractors who demonstrate people-centred care, compassion, collaboration, and a commitment to equity and excellence in their daily work.

By enabling colleagues to nominate one another, the program encourages staff to celebrate the everyday actions that shape a supportive and inclusive workplace. Highlighting these examples helps strengthen organizational culture while supporting broader priorities related to staff engagement, belonging, and retention.

Nominations are open to all staff, Elders, Agency, shared services, and contracted services. Recipients will be selected by a multidisciplinary review committee that includes representatives from Clinical and Corporate Divisions, an Elder or Indigenous Client & Family Partner, a Client & Family Partner, and a member of the Equity, Diversity, & Inclusion Council. The committee will review nominations in March, with award recipients announced in June.

Four awards will recognize individuals and teams whose actions reflect our core values: Mission (healing with purpose), Compassion (presence, dignity and respect), Care (whole-person care in safe and welcoming environments), and Commitment (pursuing justice, equity, and excellence).

By recognizing and amplifying values-based leadership and care, the Values in Action Awards help embed our Mission and Values into everyday practice, strengthening a culture where people feel valued, supported, and inspired to deliver exceptional care across Northwestern Ontario.

Lead and Enhance Regional Specialized Care

Advancing Our Approach to Equitable Access to Regional Specialized Care By Design

Work to coordinate specialized services across Northwestern Ontario is accelerating, with a focus on equitable access and system-wide collaboration.

Recently, leaders with regional program responsibilities came together for a focused planning day to help shape a framework that will support regional leadership and improve coordination of specialized services. The session focused on three key areas: reflecting on strengths to preserve; identifying gaps or duplication across programs; and beginning to clarify governance roles, accountabilities, and what defines a regional program in Northwestern Ontario.

Discussions highlighted established models of care, strong regional credibility, and St. Joseph's Care Group's trusted convening role across priority populations. Participants also identified opportunities to better coordinate programs across the care continuum, ensuring specialized services are delivered more equitably across the region while reducing duplication.

Work is now underway to consolidate insights from the planning day and translate them into a project charter to guide next steps. This includes refining a proposed definition and criteria for regional programs, clarifying governance and decision-making pathways, and developing a draft framework to validate with funders and system partners.

This work represents an important step in evolving our regional leadership role in a structured, transparent, and sustainable way.