

Happy New Year!

## Strategic Priorities

*"The focus of our work"*

Client-Centred Care ♦ Mental Health & Addictions ♦ Seniors' Care ♦ Chronic Disease

### Falls Prevention, Training and Collaboration

Cindy Backen, the Psychogeriatric Resource Consultant, provided education on Falls Prevention and Management to four senior's apartment complexes. Cindy also provided training for long-term care homes staff in the Gentle Persuasion Approach held mid-December. In addition, Cindy has also been working with the geriatric telemedicine nurses and the RNAO Best Practice Coordinator to provide assistance to some difficult client situations in the district. Cindy has also partnered with Community Care Access Centre (CCAC) to provide education to 14 Canadian Mental Health Association staff on supporting older adults with enduring mental illness.

### Geriatric Assessment and Rehabilitative Care Program

The Geriatric Assessment and Rehabilitative Care program admitted 16 and discharged 13 clients back to the community in November, with a marked improvement in Functional Improvement Measures. Two objectives of the program are: to provide service to clients whose intent is to return to the community; and, to support clients who are living in the community and are at risk of hospitalization due to deconditioning.

### Program Reviews

Lakeview Clinic and Outreach to Recovery have both engaged in program reviews. This information, as well as information gathered from the program review of Northwestern Ontario Concurrent Disorders Program, will assist in developing a plan to increase accessibility and flow across the continuum of services and supports for clients requiring concurrent services.

### Lakehead Psychiatric Hospital Bed Reduction Plan Progress

The closure date for the Dementia Care Program has been extended to March 31, 2013. Family members have been notified of the new closure date. Dementia Care currently has 11 clients; 14 beds have been closed to date. Bed reduction information sessions for staff were held at Lakehead Psychiatric Hospital on December 12, 2012.

### Christmas Donations

Thanks goes out to Alpha Court, Getting Appropriate Personal and Professional Supports (GAPPS), Dilico, AIDS Thunder Bay and Balmoral Centre staff, all of whom made Christmas a little brighter this year for clients who attend 'Back to Basics Group' at Balmoral Centre. Staff from these organizations donated items to fill stockings for clients. Included in every stocking was a list of crisis services available over the holidays.

### Christmas Celebrations

Christmas parties for clients and family members of all three inpatient programs at Lakehead Psychiatric Hospital (Older Adult Rehabilitation, Dementia Care Program and Mental Health Rehabilitation) were well attended by clients, families and volunteers.

## Corporate Principles

*"Guide posts for how we work"*

Quality & Safety ♦ Collaboration ♦ Innovation ♦ Accountability

### **Cognitive and Speech Retraining**

The Neurology Day program is awaiting the availability of two iPads which have been ordered to be used for treatment with clients in the program for cognitive and speech retraining. Application programs for cognitive retraining, memory reminders and speech-language therapy will be installed.

### **After Hours Therapy**

The Special Rehabilitation Team has implemented the evening and weekend 'homework project'. Volunteers have been successfully recruited to oversee this project Monday-Thursday evenings and Saturday and Sunday. The volunteers supervise independent clients doing the Graded Repetitive Arm Supplementary Program (GRASP), sit to stand exercises, mirror box hand exercises, puzzles and card games, arm bike exercises and paper and pencil problem solving activities. A special thank-you to the following volunteers: Henry To, Adrian Agostino, Kalvin Febel, Victoria Ross, Kelsey Copp and Kailee Jodoin who will be starting in the new year.

### **Personal Support Worker Curriculum – Everest College**

Lisa Petersen, Team Leader at Manor House, met with Lisa Pedri, Educator at Everest College. Manor House will be part of the Personal Support Worker (PSW) curriculum at Everest as a community placement option for the students. A PSW student began placement mid-December.

### **Youth Suicide Prevention Task Force**

On Wednesday, December 12 the Youth Suicide Prevention Task Force Committee met with community partners to unveil a new three year strategic plan. Education, Policy, Prevention and Evaluation will be the focus over the coming years. There are now approximately 30 community partners involved with the Task Force. The Youth Addiction Program at the Sister Margaret Smith Centre is a member of the Task Force and serves on the Executive Committee.

### **Dental Hygienist Annual Meeting**

Lakeview Clinic staff presented to the Dental Hygienist's at their annual meeting. The presentation about Methadone/Healthy Teeth was well received.

### **Ethics Rounds**

Thanks to Michelle Allain and Vicki Polischuk who generously gave their time and expertise for the first 'Ethics Round' for Crisis and Outreach programs. A well rounded, thoughtful discussion ensued around supporting clients with housing searches. The session provided thoughtful discussions and generated some helpful solutions to meet the needs of clients and to address ethical issues.

## Strategic Enablers

*"Functions that support our success"*

Our People ♦ Infrastructure ♦ Communication

### **United Way Employee Campaign**

For the tenth consecutive year, St. Joseph's Care Group (SJCG) was proud to partner with the United Way and St. Joseph's Foundation for our Employee Campaign. Thank you to everyone who supported the Campaign. Together, we raised **\$29,054.14**. Since the partnership began in 2003, SJCG employees have donated over \$275,000!

### **Smoking Cessation Conference**

Shelley Prevost, RT and Lorella Piirik RT attended a one-day workshop "Smoking Cessation Conference". The goal of the conference was to build capacity among community partners and health care professionals who have an interest in tobacco cessation and to provide an opportunity to network and learn about tobacco control issues and initiatives throughout the northwest region.

### **Grant Application Funding**

The Speech Language Pathologist Quality Practice Council was successful in its grant application to the Thunder Bay Regional Health Sciences Foundation and has been approved for funding to purchase new video fluoroscopic swallow study (VFSS) equipment at Thunder Bay Regional Health Sciences Centre. This will provide accuracy of assessment findings to provide the best possible client care.

### **International Volunteer Day**

International Volunteer Day - December 5, 2012 is officially recognized by the United Nations as a day to recognize and celebrate the amazing work of volunteers around the world. St. Joseph's Care Group (SJCG) Volunteers contribute by assisting staff in meeting our mission and purpose. To acknowledge and celebrate this special day, Volunteer Services mailed out a special gift, which included a letter of appreciation and a 2013 Inspirational Calendar.

### **Canadian Code for Volunteer Involvement**

Volunteer Services utilizes the Canadian Code for Volunteer Involvement to ensure volunteers are included as integral members of our organization who assist staff in supporting the delivery of services and the achievement of our mission and purpose. The Code was revised to add two new standards - Risk Management and Quality Assurance and Technology. SJCG's Board of Directors adopted the revised Code on December 12, 2012.

### **Volunteer Services Audit**

The Volunteer Services Advisory Committee assisted Volunteer Services with the completion of the Canadian Code for Volunteer Involvement Audit. Results from the Audit will assist to develop goals to improve areas needing change and celebrate areas of success. The results of the Audit will be posted on the intranet.

### **Staff Recruitment**

Over the Christmas period, St. Joseph's Care Group (SJCG) participated in two recruitment events. On Friday December 21, we joined the City of Thunder Bay and other local health facilities at the annual healthcare student reception "Home for the Holidays" event at the new Superior North Emergency Medical Services (EMS) headquarters. On Thursday December 27, we participated in the 2012 Holiday Career Festival organized by SHIFT – Thunder Bay's Young Professional Network. This event was located at the Da Vinci Centre and was open to all members of the public to attend.

### **Collaborative Change Leadership**

Linda Belcamino, Manager - Learning and Professional Practice and Michelle Addison, Practice Leader - Physiotherapy have been invited to participate as guest faculty in the upcoming Collaborative Change Leadership (CCL) program in Toronto. Both Michelle and Linda are graduates of the CCL program and facilitated a collaborative change leadership project in St. Joseph's Care Group.

### **Hogarth Riverview Manor – Behavioural Support Unit**

Minor renovations were completed on Willow Grove in preparation for the opening of the Behavioural Support Unit once specialized unit designation is received from the Ministry of Health and Long Term Care.

### **Sister Leila Greco Apartments**

Training and orientation were provided in December for all staff hired for our new supportive housing building. The team has been busy getting ready to receive new clients as of January 2, 2013.

### **Hospice Palliative Care Mock Room**

Members of St. Joseph's Care Group (SJCG) Board of Directors, Foundation Board and *Adding Life to Days* Campaign Committee previewed the mock room and provided feedback to FORM Architecture. Staff, volunteers and clients/families also had the opportunity to preview the mock room and offer feedback on a number of variables regarding form and functionality.