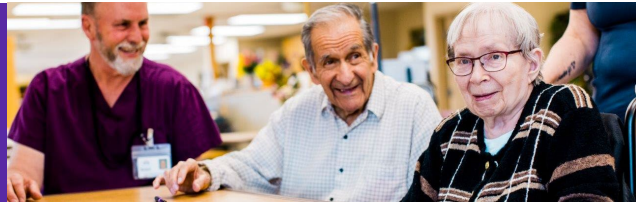




Bethammi Nursing Home



Resident and Family Satisfaction Survey

St. Joseph's Care Group is committed to ensuring that our residents and their family members receive the best possible care and services. Our vision is to be a leader in client-centered care. To improve, we need to hear from you.

Our satisfaction survey will run from **September 9 to November 4, 2024**

If you have any questions, please contact Shayna Cummings at the Centre for Applied Health Research at 343-2431 ext. 2107

Concern Process

If you have a complaint or concern about resident care, or the operation of the home, please let us know.

Concerns and complaints can be shared directly in person with our registered staff and Management.

2nd Floor Team Station- (807) 768-4419

3rd Floor Team Station- (807) 768-4426

Assistant Clinical Manager- (807) 768-4446

If you feel that your concern has not been appropriately addressed you can also notify the Clinical Manager/Director of Care and Administrator in person or by calling:

Clinical Manager/Director of Care (807) 768-4421

Administrator (807) 768-4418

If you feel that your concern has still not been addressed by the home, you can alternatively reach out to the following supports:

Ministry of Long-Term Care Family Support and Action Line: toll-free 1-866-434-0144 between: 8:30am - 7:00pm, 7 days a week or the Patient Ombudsman Action Line: toll-free 1-888-321-0339 between 9:00am to 4:00pm, Monday to Friday.

Following the Fixing Long-Term Care Act, 2021 (FLTCA), Whistle-blowing protections are in place to give anyone (residents, family members, staff or visitors) the confidence to bring forward any concerns about a Long-Term Care Home without fear of retaliation.

Whistle Blowing

Whistle-blowing protection forbids retaliation or threats of retaliation against a person for disclosing anything to an inspector or the Ministry of Health and Long-Term Care Director, or for giving evidence in a proceeding under the LTCHA or during a coroner's inquest. Employees, officers, and directors cannot discourage these disclosures.

Resident Handbook

The Resident Handbook is a great resource for information about the home. Please visit www.sjcg.net or the link http://www.sjcg.net/documents/books/SJCG-LTC_Resident-and-Family_Handbook.pdf to view the Resident Handbook.

St. Joseph's Care Group Website

Bethammi Nursing Home is posting the updates/newsletter information on the St. Joseph's Care Group website, www.sjcg.net

The link to view the website information <http://www.sjcg.net/services/COVID-19/visitor-LTCH.aspx>

Services

The following services are being offered at Bethammi Nursing Home.

Sacha Torkkeli, Foot Nurse

Phone: (807) 472-6042 • Email: info@footnurse.ca • Online booking at: footnurse.ca

Carolyn Weiss, Dental Hygienist

Phone: (807) 631-6000 • Email: cwdhc@tbaytel.net

Jenny Johnston, Hair Dresser

Phone: (807) 767-2004

Family Council

A Family Council in long-term care is a group of family members and persons of importance to residents that meet on a regular basis to provide mutual support, improve quality of life for the residents, express ideas, and work towards positive change.

The Bethammi Family Council will be meeting the 3rd Tuesday of every second month at 2:00pm in the Visual Strategy Room. Any family member or person of importance to residents of the home are welcome to attend.

Upcoming Family Council Meetings

- Tuesday November 19, 2024
- Tuesday January 21, 2025

If you have any questions please contact Jessica Derbyshire, Resident Counsellor, at Jessica.derbyshire@tbh.net or Randy Middleton, Administrator, at middletr@tbh.net.

Bethammi Resident Council

The purpose of the Resident Council is to provide a forum for residents to express themselves and suggest positive changes that will benefit the quality of life for all residents of the home. All residents are welcome to attend!

The Bethammi Residents Council will be meeting the 4th Tuesday of every month at 2:00pm—3:00pm in the Visual Strategy Room.

Upcoming Resident Council Meetings

- Tuesday October 29, 2024
- Tuesday November 26, 2024
- Tuesday January 28, 2025