



Balmoral Centre



St. Joseph's Heritage



Behavioural Sciences Centre



Hogarth Riverview Manor



Diabetes Health Thunder Bay



ST. JOSEPH'S CARE GROUP

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Lakehead Psychiatric Hospital



St. Joseph's Health Centre



St. Joseph's Hospital



Sister Margaret Smith Centre

Care
Compassion
Commitment



ST. JOSEPH'S CARE GROUP

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***St. Joseph's Care Group is a Catholic organization
committed to provide compassionate and holistic care and services
to the people of Northwestern Ontario***

***Care
Compassion
Commitment***

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Annual Report
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Mission

*St. Joseph's Care Group is a Catholic organization committed to provide
compassionate and holistic care and services
to the people of Northwestern Ontario.*

Vision

*St. Joseph's Care Group will identify and respond to the unmet needs of our region
as a way of continuing the healing mission of Jesus
in the tradition of the Sisters of St. Joseph of Sault Ste. Marie.*

Core Values

Commitment

Compassionate and Holistic Care

Dignity and Respect

Excellence

Faith-Based Care

Inclusiveness

Truthfulness and Trust

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**BOARD OF DIRECTORS
OFFICERS AND DIRECTORS**

Chair
Vice Chair
Past Chair
President and CEO

Robert Chambers
Myrna Letourneau
Lil Bergamo
Tracy Buckler

Chief of Staff
President of Medical Staff
City Council Representative
Hospital Auxiliary Representative
Representatives of the Sisters of
 St. Joseph
Representative of the CHCO
Representative of the Bishop
Representative of St. Joseph's Foundation
 of Thunder Bay

Dr. Geoff Davis
Dr. Gabriel Mapeso
Brian McKinnon
Susan Tennier
Sister Shirley Grexton
Sister Dolores Turgeon
Lil Bergamo
Lil Bergamo

Greg Fayrik

Members:

Alice Bellavance
Brian Collins
John Filipovic
Ray Halverson
Suzan Labine
Grace Martineau
Jason Ozbolt
Doris Rossi
Linda Trevisanutto
Tamara Wylie

Honourary Members:

Ruth Callon
Don Caron
Guy O'Brien

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ANNUAL MEETING

A G E N D A

Wednesday, June 24, 2009
7:00 p.m.
Georgian Room - St. Joseph's Heritage

1. Call to Order
2. Approval of Minutes of June 25, 2008
3. Message from the Catholic Health Corporation of Ontario
4. Report of the Chair
5. Report of the President and Chief Executive Officer
6. Report of the Chief of Staff
7. Report of the Auxiliary to St. Joseph's Care Group
8. Report of the Auditor
9. Committee Reports
 - (a) Community Relations Committee
 - (b) Continuous Quality Improvement Committee
 - (c) Ethics Committee
 - (d) Finance and Audit Committee
 - (e) Governance Committee
10. Appointment of Officers
11. Adjournment

A reception will follow

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ANNUAL MEETING
BOARD OF DIRECTORS

June 25, 2008

The Annual Meeting of the Board of Directors of St. Joseph's Care Group was held on Wednesday, June 25, 2008, at 1900 hours in the Georgian Room at St. Joseph's Heritage. The meeting was chaired by Robert Chambers.

ATTENDANCE

Board: Alice Bellavance, Lil Bergamo, Tracy Buckler, Robert Chambers, Dr. Geoff Davis, Greg Fayrik, Sister Shirley Grexton, Ray Halverson, Suzan Labine, Myrna Letourneau, Grace Martineau, Jason Ozbolt, Doris Rossi, Susan Tennier, Linda Trevisanutto, Sister Dolores Turgeon, Tamara Wylie,

Regrets: Brian Collins, John Filipovic, Brian McKinnon, Dr. Gabriel Mapeso

Invited Guests: Sister Shirley Anderson, Sister Linda MacIsaac, Sister Phyllis O'Connor, Doug Vanderwey, Joe Riccio, Board Committee members, Advisory Committee members, St. Joseph's Foundation of Thunder Bay members, Leadership Team, Managers, staff and members of the public.

CALL TO ORDER

The meeting was called to order by Robert Chambers at 1900 hours. He welcomed the Sisters who had traveled from North Bay to attend, members of the Board of Directors, tenants, residents and staff of St. Joseph's Care Group.

Lil Bergamo, Bishop's Representative on the Board of Directors, brought greetings from the Bishop and opened the meeting with a prayer.

APPROVAL OF MINUTES

It was moved by D. Turgeon, seconded by J. Ozbolt, **THAT THE BOARD APPROVE THE MINUTES OF THE ANNUAL MEETING OF JUNE 27, 2007. CARRIED.**

MESSAGE FROM CATHOLIC HEALTH CORPORATION OF ONTARIO

Sister Shirley Anderson brought greetings on behalf of Sister Bonnie MacLellan, Chairperson of the Catholic Health Corporation of Ontario. Her written report is found on Page 8 of the Annual Report. St. Joseph's Care Group was thanked for continuing its ministry and administering to the people of Thunder Bay.

REPORT OF THE CHAIRPERSON

The written report is found on Page 9 of the Annual Report. R. Chambers thanked fellow Board Members, Vice Chairs, staff, volunteers and members of the Auxiliary for their continued assistance and support of St. Joseph's Care Group.

It was moved by R. Chambers, seconded by D. Rossi, **THAT THE BOARD APPROVE THE REPORT OF THE CHAIRPERSON. CARRIED.**

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REPORT OF THE PRESIDENT AND CHIEF EXECUTIVE OFFICER

T. Buckler highlighted her report as found on Page 10 of the Annual Report.

T. Buckler noted that St. Joseph's Care Group has had another extraordinary year of activity and accomplishments and thanked the Board, the Leadership Team, and all those associated with St. Joseph's Care Group: clients, families, staff, physicians, and the community for their ongoing support.

It was moved by T. Buckler, seconded by A. Bellavance ***THAT THE BOARD APPROVE THE REPORT OF THE PRESIDENT AND CHIEF EXECUTIVE OFFICER. CARRIED.***

REPORT OF THE CHIEF OF STAFF

The report of the Chief of Staff is found on Pages 12 and 13 of the Annual Report. Dr. Davis expressed his thanks and appreciation to the clients, families, staff, Leadership Team and Board members for their continued dedication to the work of St. Joseph's Care Group.

It was moved by Dr. G. Davis, seconded by S. Labine ***THAT THE BOARD APPROVE THE REPORT OF THE CHIEF OF STAFF. CARRIED.***

REPORT OF THE AUXILIARY TO ST. JOSEPH'S CARE GROUP

S. Tennier presented her report found on Page 14 of the Annual Report, noting the Auxiliary had a busy and productive year and donated \$60,200 to St. Joseph's Care Group. She thanked all who participate in ongoing activities and special events of the Auxiliary.

It was moved by S. Tennier, seconded by R. Halverson ***THAT THE BOARD APPROVE THE REPORT OF THE HOSPITAL AUXILIARY TO ST. JOSEPH'S CARE GROUP. CARRIED.***

REPORT OF THE AUDITOR

Doug Vanderwey, CA, Partner, Grant Thornton LLP, reviewed the Auditors' report for St. Joseph's Care Group. He noted that Joe Riccio, CA, Senior Manager, Grant Thornton, LLP, worked closely with the staff at St. Joseph's Care Group during the auditing process.

It was moved by G. Fayrik, seconded by S. Labine, ***THAT THE BOARD RECEIVE THE REPORT OF THE AUDITOR FOR ST. JOSEPH'S CARE GROUP FOR THE PERIOD ENDING MARCH 31, 2008. CARRIED.***

COMMITTEE REPORTS

Community Relations Committee

J. Ozbolt presented and highlighted the report as found on Page 17 of the Annual Report, on behalf of the Committee Chair, Brian Collins. He expressed his pleasure and appreciation to serve as a Committee member.

Continuous Quality Improvement Committee

D. Rossi presented and highlighted the report as found on Page 18 of the Annual Report. Appreciation was extended to all Committee members, staff and volunteers.

Ethics Committee

Dr. G. Davis presented the report of the Ethics Committee as found on Page 19 of the Annual Report.

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Finance and Audit Committee

S. Labine presented the report of the Finance and Audit Committee, as found on Page 20 of the Annual Report. She thanked Committee members for their hard work, commitment and assistance over the past year.

Governance Committee

Lil Bergamo reviewed the report of the Governance Committee, as found on Page 22 of the Annual Report. She noted that this year has been the inaugural year of the newly constituted Governance Committee, which replaces the former Nominating Committee.

It was moved by S. Tennier, seconded by M. Letourneau ***THAT THE BOARD APPROVE THE REPORTS FROM THE STANDING COMMITTEES OF THE BOARD. CARRIED.***

APPOINTMENT OF OFFICERS

Be it noted that the Board of Directors, have recommended the ***MEMBERS*** of the corporation of St. Joseph's Care Group approve the appointment of officers of the Board of Directors of St. Joseph's Care Group for 2008 – 2009, at its meeting scheduled for June 26, 2008, as follows:

Robert Chambers, Chair
Myrna Letourneau, Vice Chair
Tracy Buckler, Secretary Treasurer, and President & CEO
Lil Bergamo, Past Chair

PRESENTATIONS – Honourary Life Members

R. Chambers informed the meeting that currently, there are two Honourary Life Members appointed to the Board of Directors, St. Joseph's Care Group: *Ruth Callon and Guy O'Brien*.

At this meeting, it is proposed that two additional members will be recognized for their contribution to St. Joseph's Care Group and inducted as Honourary Life Members: *Don Caron and Carole Faulkner*.

Presentation to Carole Faulkner

L. Bergamo spoke on the contribution, service and leadership of Carole Faulkner noting her many years of service from 1995 to 2003 on the Board of Directors of St. Joseph's Care Group and more recently as a member of various Advisory Committees to the Board.

C. Faulkner accepted the honour and expressed her thanks and appreciation for this recognition, noting that it has always been her pleasure to be associated with such dedicated Board and Committee members, staff, employees and Volunteers of St. Joseph's Care Group.

Presentation to Don Caron

R. Chambers spoke on the contribution, community involvement and leadership of Don Caron, noting a long history with St. Joseph's Care Group dating back to his appointment to the Board of Trustees for St. Joseph's Hospital in 1986 and that he currently serves as the Chair of the Board for St. Joseph's Foundation of Thunder Bay.

D. Caron accepted the honour and expressed his appreciation for the recognition. He noted he truly enjoyed his many years of involvement with St. Joseph's Care Group and with St. Joseph's Hospital, when it was an acute care facility.

ADJOURNMENT

On a motion by D. Rossi, seconded by T. Wylie, the meeting adjourned at 1945 hours.

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A MESSAGE FROM THE CATHOLIC HEALTH CORPORATION OF ONTARIO

***"Vision is having an acute sense of the possible. It is seeing what others don't see. And when those with similar vision are drawn together; something extraordinary happens."
Shearson/Lehman***

Greetings on behalf of the Board of Directors of the Catholic Health Corporation of Ontario. At this time of annual meetings and reports, we join you in celebrating the many accomplishments of your organization during the past year.

We are grateful for your ongoing fidelity to the mission of Catholic health care in your area. You are committed to a Mission which continues to be relevant in today's world.

The forces of change have fostered new ideas, new attitudes and a new determination to not just preserve, but to enhance your mission of caring with compassion and completeness for each other and for those to whom we minister.

Challenge is always met most effectively with creativity rather than reformulation. The creative processes have been evident as you have planned and worked together to overcome obstacles and move forward towards your objectives.

Your sponsors, the Board of the Catholic Health Corporation of Ontario, thank you for keeping vibrant and alive a spirit of hope, a sense of joy, and a certainty of purpose.

***Sister Sheila Langton
Chair, Board of Directors
Catholic Health Corporation of Ontario***

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REPORT FROM THE CHAIR OF THE BOARD OF DIRECTORS

The year 2008-09 has been a very successful year for St. Joseph's Care Group (SJCG). Our five Strategic Priorities, coupled with our Core Values, have been strengthened and advanced for the benefit of our stakeholders. On behalf of the Board, I would like to extend our sincere thanks and congratulations to our President and Chief Executive Officer, Tracy Buckler, her Leadership Team, our employees and volunteers for their commitment and service to St. Joseph's Care Group.

From a financial perspective, St. Joseph's Care Group continues to demonstrate effective fiscal stewardship. Although we had deficits in our Long-Term Care programs, overall our year end of March 31, 2009 shows an operating surplus. I am pleased to report that SJCG was able to successfully negotiate a new Multi-Sectoral Service Accountability Agreement (M-SAA) with the North West LHIN, covering finances and operations for our Community Programs for the next two fiscal years ending March 31, 2011.

I would like to highlight three of the projects that will be delivering enhanced client care upon their completion:

- The new Sister Margaret Smith Centre is on time and on budget. The special features of this new building are now evident and we can look forward to the official dedication and opening this fall.
- The planning and design stage for the Centre of Excellence for Integrated Seniors' Services (CEISS) moved forward during this year. This project was announced in August 2007 by the Minister of Health, George Smitherman, to replace the two D-listed City homes and is to include 336 long-term care beds (with 64 of those for specialized behavioural long-term care) and 132 supportive housing apartments. However, the detailed cost estimates for the project are considerably above the \$56.6 million determined by the Ministry. We remain committed to this project and continue to discuss several options with the Ministry. It would appear, however, the planned 2011 completion date is in jeopardy.
- The Mental Health Rehabilitation Program (MHRP) has been delayed by the Ministry's request for development of an overall Master Plan and Master Program for the corporation. This work is currently underway, and we are hopeful that the planned time frame will not be impacted significantly.

As I complete my term as Board Chair, there are many individuals and groups to thank for their guidance and support. I thank the Catholic Health Corporation of Ontario for their continued leadership as our Sponsor. I thank the Board members, clients, staff and Auxiliary to St. Joseph's Care Group for your support and help during the past two years. I especially thank Vice Chair, Myrna Letourneau and Past Chair, Lil Bergamo for their valued wisdom and counsel.

Finally, I thank the Sisters of St. Joseph of Sault Ste. Marie, as founders in 1884, for providing me the honour and privilege of having been the Board Chair of a proud and vibrant organization, about to celebrate its 125th year Anniversary.

Robert E. Chambers
Chair, Board of Directors

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REPORT FROM THE PRESIDENT AND CHIEF EXECUTIVE OFFICER

The *Report from the President & Chief Executive Officer* is truly an organization-wide effort from the entire Leadership Team, Managers and staff. We are pleased to present corporate highlights from all of our sites, teams and departments as we collectively work toward achievement of our five strategic priorities within the constantly changing external environment in which we work.

Client Centred Care

St. Joseph's Care Group will continue our commitment to providing compassionate, holistic, safe and client-centred care to our clients.

ALIGNING PROGRAMS WITH COMMUNITY NEEDS, IMPROVING ACCESS TO CARE

St. Joseph's Hospital Site Inpatient Admissions – Wait Times

In partnership with Thunder Bay Regional Health Sciences Centre and North West Community Care Access Centre, wait time from referral to admission at St. Joseph's Hospital site was reduced. Average wait times for Complex Care are one to two days and Physical Rehabilitation is two to four days.

Centralized Intake - Mental Health Case Management Services

Four mental health organizations, St. Joseph's Care Group (SJCG), Thunder Bay Regional Health Sciences Centre, Alpha Court and Canadian Mental Health Association, worked collaboratively to establish a single point of entry to the nine mental health case management programs in Thunder Bay using a central referral and intake process. Outcomes included a reduction in duplicate referrals and a significant reduction in total wait time from referral to service from 55 days to 25 days.

Alternate Level of Care (ALC)

ALC is a designation given to clients who are not in the health care service that most appropriately meets their needs while they wait for the service they require. The term "ALC" was historically used only in acute care; however, St. Joseph's Care Group has been a provincial leader in standardizing ALC data collection in non-acute care inpatient settings. Properly collected ALC data is valuable for determining the extent to which current services meet client needs and for planning services to meet future needs.

We have reduced the average number of ALC clients occupying our inpatient Complex Care beds from 60 to 40. The number of ALC clients at Lakehead Psychiatric Hospital has remained relatively constant over the past year. However, the availability of this data has provided valuable information to clearly identify the needs of the people we serve and to determine the most appropriate settings for their care and support, including Long-Term Care and Supportive Housing.

SUPPORTING AGING AT HOME

Supporting Independent Living

The Moving on After Stroke (MOST) Program for stroke survivors is provided locally and regionally by telehealth and allows people to safely stay in their own homes, in their own communities, yet still receive the vital education and support required to maximize a stroke survivor's independence.

A Community Based Exercise Program designed for people with chronic disease, is provided in collaboration with The City of Thunder Bay (Canada Games Complex), Lakehead University and the Communities in Action Fund.

The Support Services Program at P.R. Cook Apartments received funding of \$105,933 from the North West LHIN to provide enhanced services that will support clients in their homes for as long as possible.

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Discharging Clients Home

Complex Care and Physical Rehabilitation programs care for people with complex and life altering chronic diseases/conditions. Maximizing a person's independence is always a priority, and the goal is often to integrate the person back into their community and into their home. Approximately 60% of the 130-135 people discharged monthly from our inpatient programs return to their homes with the necessary supports from our day/outpatient programs and/or the Community Care Access Centre.

Physical Rehabilitation Services - North West Region

As the regional resource for specialized physical rehabilitation, St. Joseph's Hospital site supports our partners across the North West LHIN. This is demonstrated by the following: 25% of clients in Special Rehabilitation are from outside of Thunder Bay and immediate area and in General Rehabilitation, an average of 15% of clients are from the region.

CHANGING PRACTICE

Interprofessional Care

St. Joseph's Care Group worked to develop internal expertise and external collaborations to facilitate the provision of comprehensive health services to clients by multiple health caregivers who work collaboratively to deliver quality care within and across settings; in other words, an interprofessional care model.

Initiatives have included sessions in partnership with the Northern Ontario School of Medicine, research projects for advance practice physiotherapy and internal leader education geared to applying this theory to practice settings. Two projects were specifically aimed at improving interprofessional care and education: "Facilitating Leadership in Interprofessional Care (FLIC)" and "Students Partnering in Collaborative Education (SPICE)".

Bethammi Nursing Home and Hogarth Riverview Manor, in collaboration with Lakehead University, Janzen's, Active Health Management, and Confederation College, received three-year funding support, totaling \$450,000, from HealthForce Ontario, for a proposal entitled *Creating and Implementing an Accountability Framework for Regulated and Unregulated Health Care Providers in Long-Term Care*. This project will allow the homes to develop interprofessional roles around the client-centred care model.

Senior Friendly Care

Senior friendly health care organizations take into consideration all aspects of the lives of the people we serve and their families, for example, physical, social, mental, spiritual and emotional elements. Managers and staff have started a plan to ensure processes of care and the environment meet "senior friendly" standards.

Our People

St. Joseph's Care Group will be recognized as an employer of choice through our efforts to demonstrate care for the health, well-being and development of our people.

Appreciation/Recognition

In order to value and acknowledge our staff and volunteers, many appreciation and recognition events were held. National Volunteer Week was celebrated, as well as various Staff Appreciation Lunches, Health Care Professional Appreciation Weeks, Annual Christmas Teas, multiple Employee Recognition Celebrations and finally our Annual Dinner/Dance for all of our employees with a special tribute to recent retirees. A great deal of positive feedback was received from our staff and our volunteers.

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Health and Wellness

The Wellness Committee was extremely active in pursuing the continuous promotion of health and wellness initiatives through the Wellness Committee. Activities included:

- Recipient of the OHA's "*Healthy Hospital Innovator's Award*" and Working Well Magazine's "*Who's Who in Workplace Health Award*";
- Multiple community partnerships for health promotion and education;
- Recreational activities/events;
- Ongoing funding approved for the Wellness Incentive Program;
- Don't "Bear" the Flu Campaign.

Leadership Development/Succession Planning

Ongoing leadership development is a critical component of being an "employer of choice", and it is also an important consideration in terms of succession planning. We were pleased to be selected as a Pilot Site for the OHA Talent Management Initiative and to participate on the OHA's Leadership Development Institute Steering Committee. These opportunities enabled our input into the development of an extremely useful "toolkit" which will guide and support our continuing efforts in this area.

We were pleased to again be able to select and support two staff members to participate in *Leadership Thunder Bay*, a local community development initiative that is not only beneficial for our community, but for the Care Group and particularly, for the individuals participating.

Respect, Safety and Security

In response to a heightened awareness to workplace safety, a program for respect and safety in the workplace was developed, as well as training related to harassment and bullying. In addition, an environmental assessment for security was conducted, resulting in a number of recommendations, including increased security and the installation of no dial security phones and a staff identification/swipe card system.

Recruitment Activities

Considering the external environment and the nature of our work, successful staff recruitment is critical within SJCG. Recruitment activities included:

- Hosting of spring and fall student receptions;
- Participation in Professional Association of Interns and Residents of Ontario (PAIRO) tour, Career Fairs at Northern Ontario School of Medicine (NOSM), Lakehead University and Confederation College;
- Sponsor for the Ontario conference of the Canadian Nursing Student Association; and,
- Participation in the annual "Home for the Holidays" reception for Students in Health Care.

Collaboration

St. Joseph's Care Group will collaborate with partners on best practices, advocacy, and integration opportunities to enhance access, quality and the continuum of health services for the citizens of Northwestern Ontario.

North West LHIN-Wide Fall Injury Prevention Program

Bethammi Nursing Home and Hogarth Riverview Manor, in collaboration with other community health care sector partners in the North West, submitted a proposal, *Seniors Community-Wide Fall Injury Prevention Program in Northwestern Ontario* to the North West LHIN. The proposal was successful in receiving three year funding support totaling \$600,000 to improve falls prevention in seniors.

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Getting Appropriate Personal and Professional Supports – GAPPS Project

GAPPS is a 30 month project funded by the North West LHIN with a primary objective to have program staff engage with people who require, but do not appropriately access health, mental health and social services and to assist them in connecting with the formal care system. It is anticipated overall health and well being of the target group will improve and clients will be less reliant on crisis and emergency services to meeting non-urgent health care needs.

The program, a partnership between SJCG, Alpha Court and Canadian Mental Health Association, was officially funded in December 2008. Since that time, 40 people have been referred to the program from 13 different referral sources. It is anticipated that between 300-500 people will access GAPPS by the end of the project.

Collaborative Management with TBRHSC

St. Joseph's Care Group and Thunder Bay Regional Health Sciences Centre embarked on a collaborative initiative to improve the coordination of and access to the mental health and addiction programs offered by both organizations. The Care Group's Vice President of Mental Health and Addiction Services will oversee the current mental health and addiction programs of the Care Group as well as the inpatient and outpatient mental health programs of TBRHSC. This partnership has demonstrated improvements in service coordination and communication.

Streamlining Referral Processes for Inpatient and Long-Term Care

St. Joseph's Care Group is working with Thunder Bay Regional Health Sciences Centre, the North West Community Care Access Centre and all the Long-Term Care Homes in the city to implement an electronic referral system (StrataPathways) that will streamline referral processes with a view to further reducing wait times for all inpatient and residential health care services.

Information Services

Significant progress was made over 2008-09 on plans to replace the existing payroll, human resources and finance systems. Contract negotiations with the preferred vendor, Ormed, are finalized and implementation has begun. This project is a collaborative effort between Thunder Bay Regional Health Sciences Centre, Nipigon District Memorial Hospital, and Manitouwadge General Hospital.

An assessment of the electronic clinical documentation system in use at the Lakehead Psychiatric Hospital (LPH) and the St. Joseph's Hospital sites was completed by Healthtech. The assessment was positive and recognized the North West and SJCG in particular, as a leader in advancing the development of an electronic health record.

The North West Health Alliance, the shared services corporation whose members are twelve of the thirteen hospitals in the region, has moved into the operationalizing phase and will assume responsibility for the shared Meditech and PACS systems shortly. Tracy Buckler is Chair of the North West Health Alliance Board.

New Tenants

St. Joseph's Care Group was pleased to welcome Hospice Northwest to the St. Joseph's Heritage site. Renovations to the main floor area were completed with a March move-in date.

Nishnawbe Aski Nation signed a five year extension to their lease of the third floor of St. Joseph's Health Centre.

Research Ethics Services

SJCG entered into an agreement with Thunder Bay Regional Health Sciences Centre to collaborate on the administration of research ethics services.

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Communication & Advocacy

St. Joseph's Care Group will be a client advocate and will communicate with the public, our partners, staff and volunteers, particularly in relation to our programs and services.

Catholic Health Association of Ontario (CHAO) Brand Articulation Project

The *CHAO Brand Articulation Project* was launched across the province by all member facilities to acknowledge and recognize the unique blend of care and caring in Catholic Health Care. SJCG was pleased to participate in this initiative, and all staff, physicians and volunteers received a lapel pin with the message, "**We Care for You - Body, Mind and Spirit**", acknowledging the holistic care provided in Catholic Health Care facilities. Certificates were hung at each of our nine sites in recognition of our contribution to Catholic Health Care.

"Greening" Accomplishments

In conjunction with International Earth Day, SJCG kicked off a "*Greening Health Care*" Program, with Benny Birch introduced as the mascot. Many initiatives occurred throughout the year with a very active committee leading the way. Highlights include:

- Spring Clean Up of the area surrounding St. Joseph's Hospital;
- A Commuter Challenge was held for SJCG employees;
- Reusable mugs went on sale in SJCG cafeterias;
- Nutrition & Food Services initiated changes in their department to incorporate more efficient recycling and waste management;
- Tag Line was implemented for SJCG email messages **"'Caring for Our Environment'Thank You for not printing this message";**
- "Don't Litter" posters featuring Benny Birch and corporate slogan;
- Greening Communication Bulletin Boards installed at all sites;
- Communications Department goes paperless with Touch Newsletter;
- Presentation by Thunder Bay District Health Unit on "Playing It Safer With Plastics";
- Launch of corporate iNtranet site for greening information.

Teaching & Research Identities

St. Joseph's Care Group will define and foster progressive, innovative teaching and research identities in our particular areas of clinical strength and expertise.

Research Showcase

The Research Department hosted the fourth annual "Making a Difference: Showcase of Applied Health Research" in February 2009, at the Best Western Nor'Wester Resort Hotel.

Stroke Research

The "*Reduction in Stroke*" Research Project funded by the Ministry of Health Promotion and Ontario Stroke Strategy, in partnership with Sandy Lake First Nations, SJCG, and Baycrest, aims to reduce the incidence of stroke by increasing stroke awareness and providing self management strategies and support to change modifiable risk factors.

Research Ethics Board

The Research Ethics Board (REB) successfully recruited members to ensure a duly constituted committee, as per the Tri-Council Policy Guidelines. From September 2008 to March 2009, ten new research project applications, nine amendments and four reapprovals were reviewed and approved by the REB; as well there were seven study closures reported.

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Learner Opportunities

Continued collaboration with our partners in health care education, (NOSM, Lakehead University, Confederation College to name a few), resulted in many student learner opportunities throughout our organization. From groups of nursing students, to preceptored placements or clinical learning sessions, our staff and physicians were extremely willing to support their future peers. Our unique environments and comprehensive practical training offers a valuable learning experience for individuals preparing for a career in health care.

Capital Projects

Sister Margaret Smith Centre (SMSC)

Construction continues on our new Sister Margaret Smith Centre, with a target date for completion of summer 2009. The building is being constructed to meet gold certification requirements for the "Leadership in Environmental and Energy Efficient Design (LEED) Program".

Mental Health Rehabilitation Program (MHRP)

A Master Programming/Master Plan for SJCG is underway, at the request of the Ministry of Health and Long-Term Care. This planning exercise will forecast needs over the next 20 years across all sites of our corporation, and will assist us with full integration of the MHRP project into the St. Joseph's Hospital site.

Centre of Excellence for Integrated Seniors' Services (CEISS)

Discussions continue with the Ministry of Health and Long-Term Care with respect to the overall project costs of the CEISS. In anticipation of readiness to build, the site is being prepared and we expect to begin demolition of existing buildings in the spring.

Honeywell Energy Retrofit Project

We were pleased to embark upon a \$4.6 M energy saving and facility renewal program with Honeywell, for St. Joseph's Hospital, Hogarth Riverview Manor and Balmoral Centre. The program will lower utility consumption and costs, reduce environmental emissions and will improve both the indoor environment and overall facility infrastructure. This project has progressed well throughout the year.



On behalf of the entire Leadership Team, our sincere gratitude to the staff, managers, physicians, and volunteers who support the ongoing efforts to achieve the strategic priorities for St. Joseph's Care Group, in support of the people we collectively serve.

On a personal note, I wish to thank Bob Chambers, Chair, Board of Directors, as he completes his two-year term. His support, wisdom and guidance has been invaluable and sincerely appreciated.

Tracy Buckler, RN, BScN, MHS, CHE
President and Chief Executive Officer

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LEADERSHIP TEAM

Tracy Buckler	President and Chief Executive Officer
Penny Anguish	Vice President, Complex Care & Physical Rehabilitation and Chief Nursing Officer
Paulina Chow	Vice President, Long-Term Care Services
Doug Demeo	Vice President, Human Resources
Barry Potter	Vice President, Finance and Corporate Services
Janet Sillman	Vice President, Mental Health and Addiction Services
Bruce Sutton	Chief Information Officer

MANAGEMENT STAFF

Walter Martin	Behavioural Sciences Centre
Sharron Owen	Communications
Shelby Poletti	Decision Support
Vicki Polischuk	Health Records and Central Registration
Jerry Tichy	Capital Planning and Development
Rev. Hugh Walker	Spiritual Care

Complex Care and Physical Rehabilitation

Maggie Bellefountaine	Diabetes Health Thunder Bay
Susan Colosimo	Outpatient Physical Rehabilitation & Contract Services
Deborah Emery	Pharmacy Services
Terri Gurney	Medically Complex Care & Ambulatory Programs
Marianne Larson/Jane Hodges (A)	Palliative Care Programs
Scott Munro	Specialized Services
Trish Nelson	Physical Rehabilitation Programs
Gail O'Quinn	Specialized Seniors' Programs
Nicole Tittley	Infection, Risk and Safety

Finance and Corporate Services

Glenn Berst	Building Services
John Corcoran	Environmental Services
Mary Ann Porter	Nutrition and Food Services
Allan Hensel	Materiel Management
Dan Humar	Financial Services
Lisa Lamore	Financial Services
Shelby Poletti	Finance and Support Services
David Vaccher	Building Services

Human Resources

Mark Brassard	Employee Relations
Gary Duguid	Security and Parking
Allison Hill	Recruitment and Retention
Michelle Knudson	Occupational Health and Wellness Services
Tom Shortreed	Employee Relations
Geri Vainionpaa	Learning, Research and Professional Practice

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Information Services

John Barro
Dan Beaudry
Dawn Bubar
Trina Di Stefano
Andrew Wehrstedt

Network Operations
Information Technology
Information Systems/Application Support
User Support
Project Management

Long-Term Care Services

Bruce Brown
Vickie Scholtens
Meaghan Sharp
Nadia Thatcher
Heidi West

Frank Murphy Community Centre
P.R. Cook Apartments/Housing
Long-Term Care Homes
Long-Term Care Homes
Long-Term Care Community Support Programs

Mental Health and Addiction Services

Nancy Black
David Engberg
Cathy Goodman
Dr. Lois Hutchinson
Mary Ann Mountain
Pat Paradis
Mary Perkovic

Mental Health, Addiction & Problem Gambling Programs
Mental Health & Addiction Outreach Programs
Mental Health Housing & Employment Programs
Physician Advisor, Mental Health & Addiction Services
Mental Health Outpatient Programs
Mental Health Rehabilitation Programs
Seniors' Mental Health Programs

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REPORT OF THE CHIEF OF STAFF

Meeting the health care needs of the people of Northwestern Ontario in providing timely, accessible and effective interventions continues to be a goal for which we strive for on a daily basis. We continue to identify and respond to the unmet needs of our region and provide compassionate and holistic care to the people of Northwestern Ontario. To meet this challenge, the members of the professional medical staff have continued to work tirelessly and innovatively in providing much needed services to their clients. While we are constantly challenged by the medical needs of our patients, we are in awe of the resilience that individuals show and the support that family members continue to provide them.

The Medical Advisory Committee (MAC) has met on a regular basis throughout the year and reported to the Board and Professional Staff at their regular meetings. The MAC is indebted to their physician advisors: Dr. John Hargadon, Physician Advisor, Physical Rehabilitation, Dr. Trevor Bon, Physician Advisor, Complex Care, Dr. Lois Hutchinson, Physician Advisor for Mental Health and Addictions, Dr. David Johnson, Physician Advisor, Hogarth Riverview Manor and Dr. Norman Bone, Physician Advisor, Bethammi Nursing Home. These leaders continue to play key and important roles as we move forward with our challenges. The Medical Advisory Committee will continue to meet on a regular basis to help make these a reality.

As we move forward with the integration of the Northern Ontario School of Medicine into our community, the professional staff at St. Joseph's Care Group has worked to provide comprehensive electives as well as regular student programs throughout the Care Group.

With our aging population and the increase in complexity of the delivery of health care, we are indeed challenged in providing this in a timely fashion. The physicians and nurse practitioners working at St. Joseph's Care Group are indebted to the support that they have received from Administration and the Board with the vision and guidance that they continue to provide.

The Medical Advisory Committee would also wish to acknowledge and thank Arlene Currie for her secretarial support to the Medical Advisory Committee meetings.

Geoffrey Davis, M.D.
Chief of Staff

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MEDICAL ADVISORY COMMITTEE

CHIEF OF STAFF

President
Vice President
Secretary/Treasurer

Dr. G. Davis

Dr. G. Mapeso
Dr. S. French
Dr. W. Harris

PHYSICIAN ADVISORS

Complex Care
Long-Term Care (Bethammi Nursing Home)
Long-Term Care (Hogarth Riverview Manor)
Mental Health and Addictions
Physical Rehabilitation

Dr. T. Bon
Dr. N. Bone
Dr. D. Johnson
Dr. L. Hutchinson
Dr. J. Hargadon

SERVICE MEDICAL COORDINATORS

Complex Care
General and Family Practice
Mental Health and Addictions
Physical Rehabilitation

Dr. J. T. Colquhoun
Dr. G. Milne
Dr. F. Denson/Dr. S. Allain
Dr. W. Fidler

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REPORT OF THE AUXILIARY TO ST. JOSEPH'S CARE GROUP

The Auxiliary had a busy year with our 100 members actively engaged in a variety of activities. In addition to our monthly meetings, our educational events included a June luncheon with guest speaker Marilyn Dorota, Landscape Designer, and our Fall Awards Luncheon with Paulina Chow, Vice President, Long-Term Care Services, speaking on the Centre of Excellence for Integrated Seniors' Services (CEISS). Also, 10 of our members attended the Hospital Auxiliaries Association of Ontario (HAAO) Region 12 East – West Spring Conference in Fort Frances and three members attended the HAAO Conference in Toronto November 3 – 5, 2008.

In 2008, the Auxiliary donated \$60,516 to St. Joseph's Foundation of Thunder Bay. Since our first recorded donation in 1992, the Auxiliary has donated \$688,185 to the end of 2008. We are proud of this accomplishment and service to St. Joseph's Care Group.

The following is a list of the many events we held in order to raise our 2008 contribution.

- Valentine Card Party
- Trip for Two to Hinckley
- Bake Sales and Jewelry Sales
- Balcony Sales for the Thunder Bay Symphony Orchestra POPS Concert
- Draw for BBQ, patio set and fire pit
- Benny Birch's Birthday Party
- Spaghetti Dinner at the Italian Hall
- Two Bit Auction
- Partnership with the Thunder Bay Chapter of the Friends of Schizophrenia on a Two Bit Auction
- Christmas Bazaar
- Partnership with the Scandinavia House Society on Pancake Breakfasts
- Nevada sales
- Gift Shops in St. Joseph's Hospital and Hogarth Riverview Manor
- Cookbook Sales

Our Craft Committee, consisting of approximately six people, makes about 425 hospital tray favours and cards for the six major holidays. These favours are distributed on the trays at St. Joseph's Hospital, Bethammi Nursing Home and Hogarth Riverview Manor. The knitters knit for the Gift Shops, the many bakers bake for the bake sales, volunteers work in the Nevada Booth, others work in the two Gift Shops, and many others sell tickets and run our fundraising events.

The Executive and members of the Auxiliary thank the Board of Directors and President and CEO, Tracy Buckler, for their continued support of our activities and projects.

Susan Tennier
Auxiliary Board Representative

BOARD OF DIRECTORS

***COMMITTEE MEMBERSHIP
AND
REPORTS***

- ✿ Community Relations Committee***
- ✿ Continuous Quality Improvement Committee***
- ✿ Ethics Committee***
- ✿ Finance and Audit Committee***
- ✿ Governance Committee***

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**BOARD OF DIRECTORS
STANDING COMMITTEES
2008 – 2009**

<p>COMMUNITY RELATIONS COMMITTEE</p> <p><i>Brian Collins, Chair</i> Tracy Buckler Robert Chambers John Filipovic Dick O'Donnell Susan Tennier</p> <p>Staff Resource: <i>Sharron Owen</i></p>	<p>CONTINUOUS QUALITY IMPROVEMENT (CQI) COMMITTEE</p> <p><i>Doris Rossi, Chair</i> Alice Bellavance Dr. Trevor Bon Robert Chambers Tracy Buckler Dr. Geoff Davis Ray Halverson Grace Martineau</p> <p>Staff Resource: <i>Paulina Chow</i></p>
<p>ETHICS COMMITTEE</p> <p><i>Ray Halverson, Chair</i> Lil Bergamo Tracy Buckler Robert Chambers John Filipovic Dr. Geoff Davis Sister Shirley Grexton</p> <p>Staff Resource: <i>Janet Sillman</i></p>	<p>EXECUTIVE/STRATEGIC PLANNING COMMITTEE</p> <p><i>Robert Chambers, Chair</i> Lil Bergamo Tracy Buckler Brian Collins Dr. Geoff Davis Ray Halverson Myrna Letourneau Doris Rossi Sister Dolores Turgeon Tamara Wylie</p> <p>Staff Resource: <i>Doug Demeo</i></p>
<p>FINANCE AND AUDIT COMMITTEE</p> <p><i>Tamara Wylie, Chair</i> Tracy Buckler Robert Chambers Dr. John Hargadon Suzan Labine Jason Ozbolt Myrna Letourneau Linda Trevisanutto</p> <p>Staff Resource: <i>Barry Potter</i></p>	<p>GOVERNANCE COMMITTEE</p> <p><i>Lil Bergamo, Chair</i> Tracy Buckler Robert Chambers Dr. Geoff Davis Myrna Letourneau Grace Martineau Doris Rossi</p>

**ST. JOSEPH'S CARE GROUP
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COMMUNITY RELATIONS COMMITTEE

As stated in the Administrative Bylaws of St. Joseph's Care Group (SJCG), the role of the Community Relations Committee is to develop communication and public relation policies for recommendation to the Board of Directors.

Again this year the Committee scheduled four meetings, October 2008, December 2008, February 2009 and April 2009.

The Community Report was published in June 2008 and distributed to approximately 83,000 homes in Thunder Bay and area. It was also included as an insert in all the local papers in the Northwest Region. This Report is one of the most important communication tools for SJCG.

Topics and programs that were highlighted in the 2008 report were:

- Sister Margaret Smith Centre sod turning
- Seeking Bimaadiziwin
- Greening Health Care Program
- With an "OPEN" mind
- Employee Recognition Night

As part of the implementation at SJCG, over 2000 pins were given to staff members, physicians, volunteers, and Board Committees members. These pins state: *"We Care For You – Body, Mind & Spirit"*, clearly identifying the essence of the care provided in Catholic Health Care organizations. Staff received their pin with their pay stub on March 19th, which appropriately is also St. Joseph's Day. Employees were encouraged to wear their pin at work to communicate their commitment to the holistic care of clients. The pins will be given to new staff, volunteers, and Board members on an ongoing basis. Framed CHAO certificates were also posted at each of the nine sites of SJCG.

St. Joseph's Care Group is proud to be a member of the Catholic Health Association of Ontario's (CHAO) Brand Articulation Project, developed to provide a clear articulation of the role, identity and "value-addedness" of Catholic Health Care in the province of Ontario.

The work of the Community Relations Committee is made much easier by the efforts of our Communications Manager, Sharron Owen, and her staff. Their constant attention to detail and commitment to increasing public awareness of our excellent programs and facilities are second to none.

I would like to thank all the members of our Committee for their work and support over the past year: Robert Chambers, Dick O'Donnell, Susan Tennier, John Filipovic and Tracy Buckler.

In closing, I suggest again this year that although we were the Board of Directors' "Community Relations Committee", the actual community relations happen every day with each and every interaction between our clients and our staff at all levels in our organization.

**Brian Collins
Chair, Community Relations Committee**

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CONTINUOUS QUALITY IMPROVEMENT COMMITTEE

St. Joseph's Care Group Continuous Quality Improvement Committee (CQI) is comprised of health care professionals, administrative staff, physicians and Board members. The mandate of this Committee, is to ensure that continuous quality improvement is an integral component of the management process of St. Joseph's Care Group (SJCG). The Continuous Quality Improvement Committee held four regularly scheduled meetings during this fiscal year 2008-09. During these meetings the Committee received reports, listened to presentations from various programs, services, departments and committees, and reviewed progress in continuous quality improvements.

The 2008-09 fiscal year, saw the Continuous Quality Improvement Committee receive the following presentations:

- Client Safety – A Safer System
- Annual Health and Safety Report – 2009
- Public reporting of Patient Safety Indicators (Effective September 20, 2008 all Ontario hospitals are publicly required to report their rates of *Clostridium Difficile (C Difficile)*)
- Clinical Practice Policy – 2008

Other issues and reports included:

- Ministry of Labour inspections
- Review of Terms of Reference
- Risk Management issues
- Board Assessment Summary
- Board Self Assessment Summary
- Clinical Practice Policy
- Sample satisfaction surveys i.e. P.R. Cook Apartments, Geriatric Psychiatry Program, Nutrition and Food Services

Sub-committee minutes received included:

- Human Resource Services Committee
- Environmental Services Committee
- Information Management Services Committee
- Clinical Services Committee

I would like to take this opportunity to thank the members of the CQI Committee, as well as St. Joseph's Care Group's administration and support staff for their dedicated and enthusiastic commitment to the Continuous Quality Improvement Committee. The collective efforts continue to assist St. Joseph's Care Group to fulfill its Mission.

Doris Rossi
Chair, Continuous Quality Improvement Committee

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ETHICS COMMITTEE

The Ethics Committee of St. Joseph's Care Group met on a regular basis through 2008-09. The Committee reviewed proposed research projects and made recommendations to the Board until June 2008 when the newly constituted Research Ethics Board assumed this responsibility.

The Terms of Reference were reviewed and revised with respect to the changes in membership and duties of the Committee. The Ethics Committee continues to discuss its future role and mandate, and has conducted an analysis of the following documents:

- "First Principles: Substantive Ethics for Health Care Organizations", 2005
- "Business Ethics Committees", 2005
- "Starting an Organizational Ethics Committee", 2006
- "Ethics Committees in Catholic Hospitals", 2006
- "Guide to Health Care Ethics" (CHAC)
- "Principles for Integration" (CHCO)

The Committee will continue to work on its current mandate, including: faith-based care; educating the St. Joseph's Care Group community regarding medical moral and ethical issues; ensuring the spiritual needs of its clients are addressed; and, the moral and ethical implications of federal and provincial legislation as it relates to health care.

The Committee is indebted to the guidance it has received from the Board and the support from the Leadership Team. The Committee also extends its thanks to Ingrid Britt for her administrative assistance.

Ray Halverson
Chair, Ethics Committee

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FINANCE AND AUDIT COMMITTEE

Overall, St. Josephs Care Group is in a positive financial position as at March 31, 2009. We remain at or above budget forecasts for most divisions, however our long-term care funding is still a source of focus and we remain in a deficit position in this area at the end of the year. The issue of long-term care funding has become more prevalent with the government, community and stewards in the past year and many of the stakeholders are looking for and presenting creative solutions to address the issue. The Finance and Audit Committee is anticipating working in collaboration with the collective groups.

The Finance and Audit Committee has met regularly throughout the year with the following responsibilities:

- Review the Annual Financial Statements and Audit Report
- Audit Planning
- Review and recommend the Annual and Monthly Financial Budgets
- Review and recommend capital budgets
- Review of the Investment Portfolio
- Review insurance coverage
- Review Ministry Reporting

St. Joseph's Care Group has, as in the prior years, undertaken several capital projects which will continue on throughout the coming years. The Finance and Audit Committee is looking forward to the interesting work ahead.

It has been my pleasure working with all the members of the Committee and thank them for all their effort and dedication throughout the year and a special thank you to Administration and the Finance Team.

Tamara Wylie
Chair, Finance and Audit Committee

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GOVERNANCE COMMITTEE

The Governance Committee has experienced a busy and challenging year discharging its duties relative to its mandate, which includes: Board Evaluation, Evaluation Tools and Assessment; Board Education, Professional Development and Retreat Planning; Nominations and Board Succession Planning; Bylaw Review and Board Committee Membership/Chairs.

This year the Governance Committee concentrated on two new areas:

- With the establishment of the Research Ethics Board, the Committee reviewed the list of nominees to fill the specialized roles and made recommendations to St. Joseph's Care Group Board for their appointment for a three year term to the Research Ethics Board;
- With the establishment of an Ad Hoc Board Professional Development Planning Committee, a Work Plan was developed, vetted and approved by the Board. The proposed plan includes four major building blocks in advancing and enhancing our continued education, professional growth and leadership in the stewardship of Catholic Health Care. Two sessions have been successfully completed. The remaining two will be undertaken in the fall of 2009.

Other functions and focal areas, particularly around Nominations and Succession planning include:

- the recommendation to Catholic Health Corporation of Ontario (CHCO) for filling Board vacancies, for Board member reappointment and the Slate of Officers for 2009-10;
- the recommendation to Catholic Health Corporation of Ontario for Bylaw revisions and change.

It has been a privilege to serve as Chair of the Governance Committee and I extend my sincere appreciation and thanks to my fellow Committee members for their dedication and cooperative participation and diligence.

Lil Bergamo
Chair, Governance Committee

ADVISORY COMMITTEES

MEMBERSHIP AND COMMITTEE REPORTS

- ✿ ***Advisory Committee For
Alzheimer Services***

- ✿ ***Advisory Committee For
Mental Health and Addiction Services***

- ✿ ***Advisory Committee For
Nursing Home Services***

- ✿ ***Advisory Committee For
Physical Rehabilitation Services***

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COMMUNITY ADVISORY COMMITTEES

<p>ADVISORY COMMITTEE FOR ALZHEIMER SERVICES</p> <p><i>Eva Jones, Chair</i> Richard Baxter Caroline Cameron-Fikis Michele Davis Sandra Dewsberry Carol Gibbon Kristie Skunta Leslie Wilson</p> <p>Board Representative: Sister Dolores Turgeon Staff Resource: Paulina Chow Heidi West</p>	<p>ADVISORY COMMITTEE FOR MENTAL HEALTH AND ADDICTION SERVICES</p> <p><i>Lisa Hadland, Co-Chair</i> <i>Susan Jones, Co-Chair</i> Alice Bellavance Debbie Baldwin Carol Grieve Gary Cooper Jack Christy Laurie Knutson Karen Marano Shannon Muller Shiela Shaw Dr. Brian Ross Wendy Talbot Vic Toppozini Paul Tsekouras Laurie Vaudrin Keith Zehr Sharon Pitawanakwat Cheryl Green</p> <p>Board Representative: Susan Tennier Staff Resource: Dr. Paul Mulzer Nancy Chamberlain Janet Sillman Abi Sprakes Diane Walker Tom Walters</p>
<p>ADVISORY COMMITTEE FOR NURSING HOME SERVICES</p> <p><i>Linda Trevisanutto, Chair</i> Doris Arnold Dr. Norman Bone Larry Iwachewski Margaret Wittich President, Bethammi Residents Council President, HRM Residents Council</p> <p>Board Representative: Linda Trevisanutto, Chair Staff Resource: Paulina Chow Meaghan Sharp Nadia Thatcher Jessica Venasky</p>	<p>ADVISORY COMMITTEE FOR PHYSICAL REHABILITATION SERVICES</p> <p><i>Betty Romu, Chair</i> Dot Allen David Clark Cathy Farrell Esmé French Dr. John Hargadon Ken Lees Maria Lassonde Steven Mangoff Louise Marcil Judy Mostow Lucy Venne-Fecho</p> <p>Board Representative: Linda Trevisanutto Staff Resource: Penny Anguish Susan Colosimo Trish Nelson</p>

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ADVISORY COMMITTEE FOR ALZHEIMER SERVICES

It was my pleasure to serve as Chair of the Advisory Committee for Alzheimer Services over the past year. The Committee meets four times per year with the mandate of advising and supporting those providing services to the clients and making recommendations to the Board of Directors of St. Joseph's Care Group.

We are pleased to note that students from the Northern Ontario School of Medicine spent time with the program again this year, as well as other students from a variety of disciplines.

This was the first year that the program was known as the Manor House Adult Day Program. A marketing campaign introduced the new name to our community partners and, at the same time, encouraged referrals to the program.

In addition to being a member of the Advisory Committee for the past eight years, I volunteer with the Program each week, and see first hand the dedication of the staff and the compassionate care they provide to clients afflicted with Alzheimer Disease and related dementias. The Program also provides much needed respite to the caregivers of our clients.

The Advisory Committee for Alzheimer Services has been an integral part of the program, and Committee members are to be commended for their contributions to the ongoing development of the program.

Eva Jones
Chair, Advisory Committee for Alzheimer Services

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ADVISORY COMMITTEE FOR MENTAL HEALTH AND ADDICTION SERVICES

The Advisory Committee for Mental Health and Addiction Services met on the following dates:

- October 9, 2008
- November 17, 2008 (Special Meeting to Review DSSAB Report)
- December 11, 2008
- February 23, 2009
- April 17, 2009 (Special Meeting to Develop Submission to Mental Health Commission of Canada)

The Committee focused its attention on gaps in service delivery for people of all ages with mental health and/or addiction issues and, in doing so, identified the following pressures and concerns within or related to the health care system:

- the Thunder Bay District Social Service Administration Board's (DSSAB) "Report on Effects of Mental Health;
- System Reform on Social Services";
- the negative impact of stigma and discrimination on the lives of the people we serve, their families and care providers;
- the rise in the use/abuse of opiates and the impact on the health, mental health, addiction, human justice and social service systems;
- the lack of funding for the Thunder Bay Counselling Centre (TBCC) Pregnancy and Health Program and Joint Initiative.

The Advisory Committee addressed these issues and concerns as follows:

- developed a draft response to the DSSAB regarding their report for consideration of the Boards of the Care Group, Children's Centre Thunder Bay (CCTB) and TBCC. The Advisory Committee recommended the Boards ask the DSSAB to work with our three organizations to forge strong partnerships and develop more effective strategies to work with people with mental illness and/or addiction issues. The Boards forwarded a letter to the DSSAB requesting an opportunity to meet;
- recommended the OHA Video "Spotlight on Mental Health and Addictions" be used in focus groups and other public forums with the goal to increase awareness and understanding of mental illness;
- reviewed the recent report "Toward Recovery & Well-Being – A Framework for a Mental Health Strategy for Canada" of the Mental Health Commission of Canada and provided comprehensive feedback to the Commission regarding the eight goals;
- highlighted the importance of addressing gaps in service delivery, including the Pregnancy and Health Program (TBCC) and opiate management services.

The Advisory Committee members had an opportunity to hear about the innovative "Kids'n Cops" initiative presented by Constable Shannon Muller, who is a member of the Advisory Committee and one of the constables who created this website.

We would like to thank the Committee members for their commitment to work together to identify issues regarding the mental health and addiction service system and their willingness to make recommendations to the Boards of Directors which will help address the issues and gaps.

***Lisa Hadland, Co-Chair
Susan Jones, Co-Chair
Advisory Committee for Addictions Services***

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ADVISORY COMMITTEE FOR NURSING HOME SERVICES

During 2008–09, the Advisory Committee met four times, alternating between the Heritage and Hogarth Riverview Manor sites. The Committee was established by the Board of Directors to provide advice to the Board regarding the long-term care programs within St. Joseph's Care Group.

As well as an educational component to the meetings, the committee receives reports from Management, Life Enrichment, Residents Councils and Family Councils.

This year's education sessions included an overview of 'Resident-Centred Care' and the CEISS Project.

Management reports included an explanation of research projects being undertaken in the homes, funding for special projects (Community-Wide Fall Injury Prevention Program, Long-Term Care Interprofessional Accountability Framework, etc.), the new *Long-Term Care Homes Act, 2007*, and various initiatives that were implemented to enhance the quality of care for our residents.

Life Enrichment reported that calendars were full of programming. The Fall Festival held at Hogarth Riverview Manor was so innovative that it was nominated for the Ontario Association for Non-Profit Homes and Services for Seniors (OANHSS) Innovations & Excellence Award. A new passenger van which included four wheelchair spaces went into service. A Snoezelen room at each site provides sensory stimulation for clients with dementia, and a Wii gaming system is being enjoyed by residents.

Family Councils are in place at both Bethammi and Hogarth Riverview Manor, and education is provided at each meeting (*Safe Way Home Program*, Security, Pharmacy billing guidelines, etc.)

Residents Councils at both homes received education similar to that provided to Family Councils.

It is very evident that the staff of both homes is committed to continuously upgrading their skills and providing a best practice environment at all times. Residents' Council reports reflect a high level of satisfaction with the care and the activities provided by Life Enrichment.

The Committee would like to thank Paulina Chow, Vice President of Long-Term Care Services, and her staff at both sites for their continued efforts to provide an optimal level of care to the residents and for their valued contributions to the Advisory Committee meetings.

Linda Trevisanutto,
Chair, Advisory Committee
for Nursing Home Services

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ADVISORY COMMITTEE FOR PHYSICAL REHABILITATION SERVICES

The Advisory Committee for Physical Rehabilitation Services continues to involve a dynamic and committed group of community representatives and health care professionals from both the community and the region who serve in an advisory capacity to the St. Joseph's Care Group Board of Directors. The Committee meets four times a year to review the activities of neurology and locomotor services at the Hospital site, as well as ambulatory, outpatient and contracted rehabilitation services.

Highlights of this past year's activities included:

- Three new Committee members were recruited. The Committee is now at full capacity;
- Ongoing monitoring of recruitment and retention of core staff including physiotherapists, occupational therapists, speech language pathologists and audiologist positions continues to be provided at every meeting;
- Orientation session provided of the services offered by St. Joseph's Care Group, including the admissions criteria, referral process and wait times for each program. Community and regional partners were included in this orientation via videoconferencing;
- A congratulatory letter was sent to the St. Joseph's Care Group employees who published the *"How Are Transfemoral Amputees Using Their Prosthetics in Northwestern Ontario"* article;
- The Complex Care and Rehabilitation Chart was reviewed and a summary of changes provided delineating between the programs offered in long-term care and mental health;
- Information was provided regarding the *Mindfulness Cognitive Therapy project Phase 1 and 2*;
- The Committee was updated on the proposal by *Health Force Ontario* regarding *Advance Practice Physiotherapy (APP)*, which was accepted for one year;
- Information on the new regional transfer form for all transfers to other facilities was shared;
- Information related to the *Aboriginal Advisory Committee of the Northwestern Ontario Regional Stroke Network* provided regarding interpretive services;
- Information presented on the *Community Exercise Programmes for Chronic Neurological Conditions*.

The Committee recommended to the Board of Directors to continue to support innovative programs and sustainable partnerships between health care organizations and the community, which address the unmet needs of people living with chronic conditions.

The Committee's Terms of Reference were reviewed and a recommendation made to change the "term of service" to align with the Board of Directors, which will increase the service to three consecutive three-year terms.

The focus of the Committee for the next year will be to coordinate focus groups in the region to receive feedback regarding their needs.

**Betty Romu
Chair, Advisory Committee
for Physical Rehabilitation Services**

*We Care For You
Body, Mind & Spirit*



*St. Joseph's Care Group is a Catholic organization
committed to provide compassionate and holistic care and services
to the people of Northwestern Ontario*

*We Care For You
Body, Mind & Spirit*

*Care
Compassion
Commitment*

