



# COMMUNITY Report 2006/2007



## 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 & Holistic Care
- Excellence
- Dignity & Respect
- Faith-Based Care
- Inclusiveness
- Truthfulness & Trust

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## Strategic Priorities

Determining St. Joseph's Care Group's (SJCG) strategic direction for the next three years was a priority for our Board of Directors this past year.

"The time was right to review our priorities and to ensure that we provided direction to the Leadership Team," explains Lil Bergamo, Chair, Board of Directors. "We recognized that with the significant expansion of programs delivered by SJCG in recent years and the appointment of a new President & CEO, we needed to look at how we would continue to meet the needs of our clients, our community and our region."

The Board knew they could not complete this important task in isolation. Outside consultants were retained to facilitate the intensive process.

Input was obtained from more than 1100 stakeholders through interviews and focus groups. Their very candid thoughts and suggestions were significant in the Board's deliberations.

In addition, a staff survey yielded a response rate of more than 60%, affirming that staff were engaged and wanted to have a say in the process.

The seven Core Values for SJCG were a direct result of this collaborative effort, and were critical to the Board's development of our five Strategic Priorities.

Tracy Buckler, President & CEO, committed to personally present these priorities, as well as the Mission, Vision and Core Values of SJCG to all programs, teams and departments. "Communicating directly with the staff on these issues is important," says Tracy. "Their feedback has been very positive and it is clear that they are committed to the strategic direction provided by our Board." Since January, Tracy has conducted more than 40 staff sessions.

Action plans to put these priorities into practice are the next step. These client-centred plans are already part of a Strategy Map, with specific activities outlined and responsibilities assigned.

A second tool – a Balanced Scorecard – is also being developed. The Balanced Scorecard will measure how we are doing in meeting client needs, staff needs, community needs and in terms of fiscal responsibility.

The Scorecard will be used to report back to the Board and will also be shared with the community.

Tracy reminds us that there is good value in the journey, not just the destination. As she puts it, "These discussions have been invaluable in making us think in a different way about what we are doing. Keeping our Core Values in mind supports our commitment to our clients, our partners and each other and can only yield a positive outcome."

Client-Centred Care  
Our People  
Collaboration  
Communication & Advocacy  
Teaching & Research Identities



## Message from the Chair and President & CEO



On behalf of the Board of Directors and the Leadership Team, thanks to our clients, staff and volunteers, and community partners and friends for their support and dedication to St. Joseph's Care Group.

There are many words to describe the year 2006/2007 at St. Joseph's Care Group from both the client care and corporate perspectives – challenging, productive, a whirlwind of activity! This Report outlines many of the highlights of our year: the Strategic Planning process, our Accreditation results, the purchase of a new building (St. Joseph's Health Centre) for the delivery of outpatient mental health services, and our new Employee Recognition Program.

Project management has been put in place for our two major capital development projects, the Sister Margaret Smith Centre and the Mental Health Rehabilitation Program. Approval from the Ministry of Health and Long-Term Care to begin construction is imminent.

We look forward to working in partnership with the new North West Local Health Integration Network and continuing to meet the needs of the clients we serve throughout Thunder Bay and Northwestern Ontario.



**Lil Bergamo**  
*Chair, Board of Directors*



**Tracy Buckler**  
*President & Chief Executive Officer*

We are fortunate in retaining Dr. Geoff Davis as our Chief of Staff. Largely through his efforts and commitment, we have a dedicated group of medical staff caring for our clients at all of our sites.

Financially, we are pleased to report that our Audit reveals an operating surplus for the year ending March 31, 2007, demonstrating continued effective fiscal management.

On behalf of the Board of Directors and the Leadership Team, thanks to our clients, staff and

volunteers, and community partners and friends for their support and dedication to St. Joseph's Care Group. Particular thanks to the Catholic Health Corporation of Ontario for their continued leadership.

In closing, it is our pleasure to welcome Robert Chambers as incoming Board Chair. We look forward to another fruitful and exciting year for St. Joseph's Care Group.



## Did You know?

The main hallway of St. Joseph's Hospital doubles as an art gallery, hosting an ever-changing display of original art and photography by local artists.

## St. Joseph's Care Group Officers & Directors 2006-2007

### Chair

Lil Bergamo

### First Vice Chair

Robert Chambers

### Second Vice Chair

Suzan Labine

### Past Chair

Dick O'Donnell

### President & CEO

Tracy Buckler

### Chief of Staff

Dr. Geoff Davis

### President of Medical Staff

Dr. Gabriel Mapeso

### City Council Representative

Brian McKinnon

### Auxiliary Representative

Susan Tennier

### Representatives of the Sisters of St. Joseph

Sister Shirley Grexton

Sister Dolores Turgeon

### Representative of the CHCO

Sister Bonnie MacLellan

### Representative of the Bishop

Lil Bergamo

### Representative of St. Joseph's Foundation of Thunder Bay

Don Caron

### Members:

Alice Bellavance

Brian Collins

John Filipovic

Marcel Gagnon

Susan Geschwender

Les Hanbury

Myrna Letourneau

Grace Martineau

Sharon Pitawanakwat

Doris Rossi

### Honourary Members:

Ruth Callon

Guy O'Brien



Hard at work, the Board of Directors of St. Joseph's Care Group focuses on providing strategic direction to our Leadership Team.



## Arthritis: Improving Response Times

St. Joseph’s Care Group’s emphasis on client-centred services leads to on-going examination and analysis of areas of concern by every professional discipline in the organization. It was that kind of analysis and search for solutions that ultimately led to an important initiative – one that is expected to make a significant difference in the lives of clients waiting to see Northwestern Ontario’s only resident rheumatologist, Dr. Wesley Fidler.

With a population of approximately 300,000 in Northwestern Ontario, it became readily apparent that, even with assistance from out of town, Dr. Fidler’s wait list was growing and becoming an increasing concern.

In fact, in 2006 the number of clients on the wait list prompted the establishment of a consultation process to try to meet the needs of non-inflammatory arthritis clients in a more timely manner. Key partners in its development were Drs. Wesley Fidler, Tulio Scocchia, Bryan MacLeod and Sally Prystanski of the Arthritis Society, as well as members of the Ambulatory Rheumatic Diseases Program at St. Joseph’s Hospital. With the medical leadership of Dr. Bryan MacLeod, the consultation team was able to offer quicker access to many clients.

But it was not enough. Something more had to be done – something innovative that would move clients through the system more efficiently, take a significant load off an overextended resource, and improve client outcomes and satisfaction. Of particular concern was the group of clients in the ‘unknown’ category – was their condition inflammatory or non-inflammatory? This determination had to be made quickly.

With the generous participation and support of the Arthritis Society and the Rheumatic Disease Unit (RDU), a new clinic has been created – the Non-Inflammatory Arthritis Clinic (NIAC). The Clinic was welcomed by both clients and staff of the Unit. Client, Doris Rossi, has been an inpatient and outpatient of the RDU many times. She states, “I think it’s a wonderful thing. I know this will be helpful in decreasing the wait times facing many rheumatology clients. My experience tells me it will be a very dynamic program that assesses, treats, educates and supports rheumatology clients in Northwestern Ontario.” Her viewpoint is shared by many.

NIAC is comprised of a family physician, registered nurses with advanced skills and training in rheumatological assessment, occupational therapists, physiotherapists, and rehabilitation specialists. NIAC looks forward to the inclusion of medical, nursing and rehab students participating in the Clinic and learning the many advantages of inter-professional practice.

The process is straightforward. Clients undergo a comprehensive clinical assessment in NIAC. If necessary, blood work or even x-rays can be ordered at this time, and they will be booked to see the NIAC physician within two weeks. In the meantime, the team reviews the case from each perspective to determine what the client is most likely to need – medication, physiotherapy, pain management, community resources, etc.

The NIAC team’s goal is to develop a plan and an approach to management of the client’s condition. They will work with clients on their treatment plan and medications, and will provide follow up.



From left to right: Dr. Bryan MacLeod, Shawnee Bailey (PT - SJCG), Sally Prystanski (PT - Arthritis Society), Dr. Wes Fidler



A clearly articulated and detailed report will be provided to the referring physician. Recognizing that regional clients face both physical and financial difficulties in travelling, clients from the region will only be required to come to the Clinic in Thunder Bay for their actual assessment. Follow up with the physician will be done by telemedicine, eliminating the need for additional travel.

SJCG is pleased to be part of the creation of this unique clinic, which addresses client concerns and health issues while increasing capacity in a comprehensive and multifaceted manner.

Dr. MacLeod sums it up. “We have to look at delivering health care differently from traditional models. We need to take the strengths from each member of the team and enable each other. Collaborating and working together – it’s what needs to happen in healthcare.”

**1 in 5 Canadians**  
will have a **mental health problem** at  
some point in their lives.

Let's **think** about  
**mental illness**

with an **OPEN**  
mind

  
ST. JOSEPH'S CARE GROUP

[www.withanopenmind.com](http://www.withanopenmind.com)

# St. Joseph's Health Centre: Into the Community

Recently, a significant move toward the closure of Lakehead Psychiatric Hospital (LPH) took place. St. Joseph's Care Group (SJCG) purchased a building at 710 East Victoria Avenue, in the Victoriaville Centre, which will house the outpatient mental health services and programs currently located at LPH.

When asked what clients wanted in a new site, most indicated a wish for services to be located in a place that supported personal privacy with no public 'stigma' attached. A place connected to businesses and services that anyone would use was considered ideal.

To be known as St. Joseph's Health Centre (SJHC), this new site meets that criteria perfectly and is an excellent location for outpatient mental health services and programs.

Dr. Mary Ann Mountain, Program Manager, Community Mental Health Services, and Dr. Paul Mulzer, Psychiatrist, are enthusiastic about the change of location. They acknowledge that provincial hospitals served a useful purpose in their day, but it is now time for outpatient mental health services to move into the community. Initial resistance by some clients has largely dissipated and they are now looking forward to the move.

The advantages of the new SJHC are many. Bus service is convenient and ample parking is available. Retail outlets, banks, restaurants, a grocery store and a laundromat are all easily accessible. These services make daily activity easier, and are invaluable in moving client care with a recovery focus into the community.

"This move will enhance our ability to help our clients develop their life skills in many areas," says Dr. Mulzer. "We can help them achieve their best level of independence and interact with people and the community in a positive way."

With more than 100 staff relocating to the new site and approximately 1200 clients receiving services, the downtown merchants and South Core BIA are also looking forward to the move. The increased traffic is expected to positively impact the redevelopment of the south core.

Visitors to Victoriaville will have noticed the flurry

of activity taking place at the new site as the building was gutted in preparation for renovation. The opportunity to provide services from a location

that has been designed specifically to meet the needs of the population being served is exciting and keenly anticipated.

Having had an opportunity to make suggestions, review and comment on plans as they developed, staff involvement has been high. Staff has direct input in the final selection of their office furnishings and set up. They look forward to the convenience of work spaces organized for their needs and in close

proximity to their colleagues.

Efficiency, effectiveness and economy are all addressed in the new site. Shared resources such as administration, reception services, meeting rooms, and conference rooms are among the advantages.

The teaching area is particularly anticipated. The central pod design allows for flexibility in monitoring individual or group sessions, as well as providing excellent classroom training facilities.

The facility will offer a work room for students and interns who are at SJHC for practical experience. "Part of the mandate of SJCG is to continue medical and professional education, and to promote and advance skill sets and collaboration among professional groups," says Dr. Mountain. Eight work stations will be available for students, providing a private work place while allowing interaction and dialogue with other professions.

The quality of the facility for clients and staff is indisputable. To allay any apprehension in the community, Dr. Mulzer and Dr. Mountain have a final comment.

"It's important to remind people that these are outpatients, clients already living in the community and not identifiable from you or your neighbour,"

notes Dr. Mulzer. "Most work and pay taxes, just as you do. They are productive citizens."

"These clients are already part of the community. This outpatient health centre is just where they are receiving some of their treatment."

Dr. Mary Ann Mountain

The programs relocating include Community Mental Health Services, Consumer Support Services and Community Outreach Services. The move is expected to take place in mid September, with an official opening celebration being planned for the fall. The Board of Directors and staff of St. Joseph's Care Group look forward to community participation in this celebration.



St. Joseph's Health Centre - opening fall of 2007

**Hope is essential  
for recovery.**

Let's **think** about  
**mental illness**

with an **OPEN**  
m i n d

**www.withanopenmind.com**



Did You  
know?

For more than 110 years, the Auxiliary to St. Joseph's Care Group has provided hands-on and fundraising support to St. Joseph's Care Group and the community of Thunder Bay.



## Employee Recognition: Honouring “Our People”

2007 was a really BIG year for Employee Recognition at St. Joseph’s Care Group! Employees were honoured at a “Special Recognition Evening” in February 2007 – a gala evening of celebration for 260 long term employees (20+ years), as well as 28 retirees and guests. This was the launch of the Care Group’s new Employee Recognition Program.

“It took a tremendous amount of work by many people to plan and organize events that would allow us to recognize all the long service milestones of the past nine years, as well as our 2006 retirees.”



*Celebrating the gala evening of 'Employee Recognition' at the Thunder Bay Community Auditorium*

Over the years, Health Care Reform brought together four separate organizations (St. Joseph’s General Hospital, St. Joseph’s Heritage, Hogarth-Westmount and Lakehead Psychiatric Hospital) to form St. Joseph’s Care Group (SJCG). Each organization had its own employee recognition practices and traditions.

Bringing these traditions into one that was consistent across the Care Group became a priority when the results of a Staff Satisfaction Survey were examined. The findings were very clear. “Staff indicated more should be done in the way of recognition,” says Doug Demeo, Vice President, Human Resources. “Most important to them was recognition of long term service and retirement”.

An environment of recognition and appreciation of staff contributes to the provision of quality service to clients – making this project a priority. A Working Group of staff and management representatives was charged with the responsibility of developing ideas and recommendations for the Employee Recognition Program and for the inaugural event in February.

First of all, a way had to be found to acknowledge the more than 960 employees of SJCG with more than five years of service. It was decided that all staff celebrating a long service milestone would be given the opportunity to choose from a selection of gift items, which were presented at smaller events at the individual work sites.

“We started calling it a ‘catch-up year’,” stated Allison Hill, Coordinator, Recruitment and Retention. “It took a tremendous amount of work by many people to plan and organize events that

would allow us to recognize all the long service milestones of the past nine years, as well as our 2006 retirees.”

Barb MacKinnon, an RPN with more than 33 years of service at St. Joseph’s Hospital, was pleased to be part of the Working Group. “I know staff

recognition is really important to people,” she states. “Everyone’s input was considered and I think the planning went very well.”

The result exceeded expectations. A night of celebration and appreciation, the Special Recognition Evening was held at the Thunder Bay Community Auditorium, a venue large enough to accommodate the honorees and their guests. Entertainment was provided by the versatile and talented



*Tracy Buckler - President & CEO with Dick O'Donnell - Past Chair*

Thunder Bay Symphony Orchestra and a catered reception followed.

Feedback from those who attended was excellent. “It was wonderful, a really enjoyable evening!” stated honoree, Geri Cosgrove, who retired as a Counsellor at the Behavioural Sciences Centre in 2006. “It felt very good to have my employer say ‘thank you’ and to recognize that the staff appreciates being honoured.”

Barb echoes her statement. “It was fabulous!” she says. “I know people were pleased. Congratulations to the Symphony – they were awesome – and to the planning committee for a wonderful evening.”

With the successful completion of “the catch-up year” celebration, SJCG looks forward to an annual event to celebrate and recognize retirees and long term employees. The recommendations of the Working Group form the basis of our new Employee Recognition Program – a program that helps demonstrate the inestimable value of our staff.



## Did You know?

The clients of St. Joseph’s Care Group benefit from the incredible contributions of time and effort of more than 400 active volunteers.

# Let's **think** about mental illness



## Targeting Youth 'with an OPEN mind'

Educating the public and raising awareness about mental health and mental illness continues to be the goal of St. Joseph's Care Group's (SJCG) public education program, 'with an OPEN mind'. This long term program started throughout Northwestern Ontario more than a year ago with billboards, posters, brochures, and newspaper ads, as well as consumer presentations to various groups – primarily community leaders. A web site has also been developed at [www.YouthWithAnOpenMind.com](http://www.YouthWithAnOpenMind.com).

This year the focus is on youth. Anxiety, stress, eating disorders, depression – all these conditions and more can be factors in the lives of our young people.

The development of materials and information that 'speak' to youth in a meaningful way was the challenge for Brook Latimer, SJCG's Public Education Coordinator, Mental Health. "There is a lot of information in the schools about drugs and alcohol, but very little on mental illness," says Brook. "It's vitally important to reduce myths and misconceptions about mental illness in this population as well."

Tapping into the Natural Helpers Program in local high schools was the key. Natural Helpers are students who have been identified by their peers as persons they would instinctively go to for help and support.

Working with Natural Helpers led to the formation of a youth focus group – a group of ten students who have helped answer the question: "What is the best way to connect with youth?"

The focus group has been wonderfully forthcoming about what would catch their attention and what they would search for on the web. Their photos have been used in the ad campaign, adding a local and very personal feeling.

Their input has been invaluable in the development of posters, brochures and billboards that are relevant to youth. They are also working with Eleanor Albanese, well-known local playwright and actor,

who is preparing a dramatic presentation for use in the schools. The performance will be part of an interactive experience for larger groups of students and is intended to encourage discussion.

Brook is thrilled with their enthusiasm and participation. "This is a great group of students," she states.

Speaking with one of the focus group members, Raija Begall, you can easily appreciate Brook's remarks. Raija is a grade 12 student who explains her participation very simply. "I really wanted to do something to help kids who have eating disorders, because I have gone through it. You just remember it was so hard at the time, that you don't want anyone else to have to go through it, too."

Raija feels strongly that the stigma

surrounding mental illness needs to be attacked. "It felt like people treated me as if I was 'broken'," she explains. "I want to help people understand that you are normal, even though you deal with mental health issues." She credits her parents with being "amazing" and extremely supportive throughout her illness and recovery.

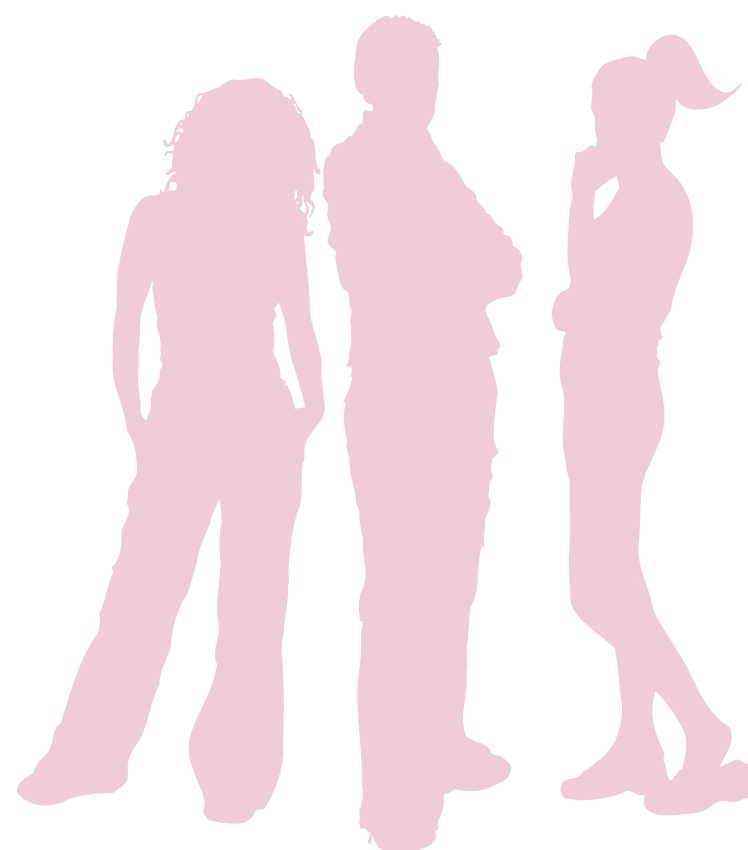
Taking her conviction to another level, Raija applied for and was granted funding from "Dare to Dream", a provincial program supporting the development of mental health awareness activities by and for students. She is writing a book geared to students in grades 6, 7 and 8 about her eating

disorder and chronicling her experiences. The book will be an important part of the 'with an OPEN mind' program in the schools.

With one in five young people diagnosed with some form of mental illness and youth suicide at an alarming rate, Brook emphasizes the importance of early detection and early treatment. "There is a real need in the schools for a program like this. Young people need to know where to go for help. The average person waits ten years before starting to talk about mental health concerns. The sooner you speak up, the better your outcome."

With a goal of opening dialogue and reducing the stigma associated with mental illness, the emphasis now is on the high schools. Plans are to expand the program to reach students in grades 7 and 8 (middle school) as soon as possible and eventually elementary school students will also be included in an age appropriate manner.

Your comments and feedback are welcomed. Visit [www.YouthWithAnOpenMind.com](http://www.YouthWithAnOpenMind.com) or call Brook Latimer at (807) 346-5226 or email at [latimerb@tbh.net](mailto:latimerb@tbh.net)





# St. Joseph's Care Group: Strategic Priorities

## Client-Centred Care

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

## Our People

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

## Collaboration

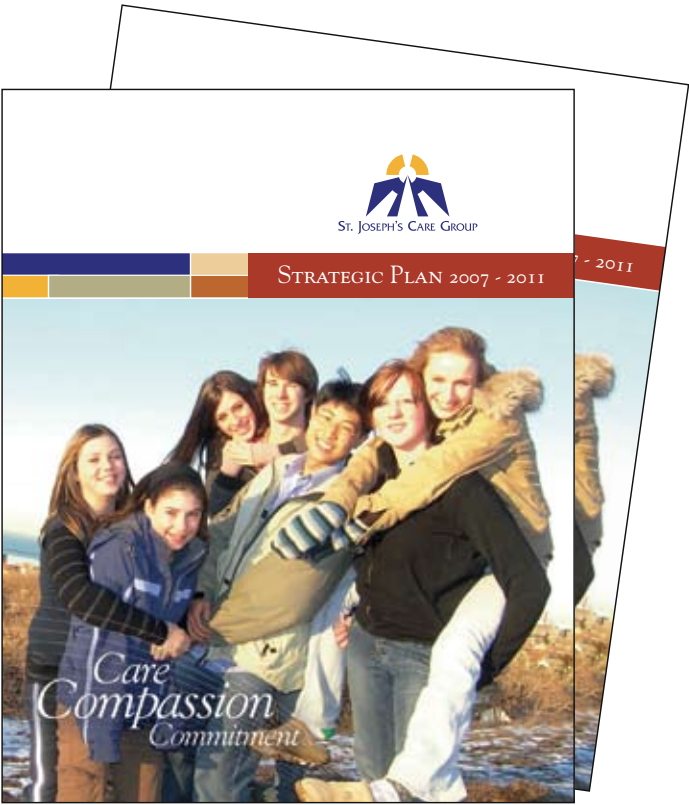
St. Joseph’s Care Group will collaborate with partners on best practices, advocacy, and integration opportunities to enhance access, quality and the continuum of health services for the citizens of Northwestern Ontario.

## 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.

## 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.



St. Joseph’s Care Group Strategic Plan 2007-2011 Brochure



# Did You know?

With 1700 employees and an operating budget of \$115 million, SJCG is the fifth largest employer in Thunder Bay.

# Accreditation: Celebrating ‘Quality’

Surveyors from the Canadian Council on Health Services Accreditation (CCHSA) were on site for a week in February to evaluate the quality of health care and services provided at St. Joseph’s Care Group (SJCG). The accreditation process assessed the performance of all areas of SJCG against national standards and criteria set by CCHSA.

Temperatures hovering around -30 C did not cool the intensity of scrutiny by the visiting surveyors as they reviewed self-assessments completed by teams of Care Group management and staff in preparation for the accreditation process. In addition, focus groups were held with staff, community and regional partners and with clients of SJCG.

The final report of the CCHSA team was excellent – St. Joseph’s Care Group was awarded a three year accreditation, the highest possible awarded by CCHSA. This is particularly noteworthy in that this accreditation is SJCG’s first since assuming governance and management of Lakehead Psychiatric Hospital. Progress with Mental Health Reform, integration within the organization and collaboration and partnership development in the community were closely examined by the surveyors.

Penny Anguish, Manager, Decision Support, is especially pleased with another highlight of the

report. Required Organizational Requirements (ROPs) were recently incorporated into the accreditation process. The 21 ROPs centre on client safety and must be fully implemented to be considered compliant. Subject to rigid evaluation, all ROPs relating to safety and infection control were considered compliant by the surveyors. “We take the safety role very seriously,” says Penny. “We specifically devote resources to safety issues and are delighted that the surveyors recognized this.”

The surveyors were very impressed with the extent to which SJCG has embraced technology, from electronic health records to on-line education and the inclusion of other organizational functions. Several successful strategies have been implemented to encourage and familiarize staff with computers. They noted that staff in all programs and departments – including housekeeping, laundry and food services – have access to computers and are

able to use them with ease.

Being accountable for resources and demonstrating outcomes are high priorities in the accreditation process, and fortunately SJCG was able to demonstrate that this work is already well underway and will be fully implemented in the near future. In all, only six recommendations for review were contained in the report. “It is gratifying that our efforts are recognized by the CCHSA team,” says Penny.

The accreditation process is complete for the time being, but the work continues at SJCG. “We now focus on monitoring, measuring outcomes and quality for the next two years,” explains Penny. “Then we begin to re-assess and re-evaluate for the next review of quality service and accountability.

“We are very pleased to have this affirmation that we are moving in the right direction.”

# Did You know?

An amazing 57% of St. Joseph's Care Group's staff of 1700 employees has reached over five years of service – and some have exceeded 33 years.

SJCG is formally affiliated with the Northern Ontario School of Medicine, and provides clinical training and residency opportunities for medical students from NOSM and other universities.

## YES, I would like to Support St. Joseph's Foundation of Thunder Bay

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Phone Number: (       ) \_\_\_\_\_

Email: \_\_\_\_\_

Donation Amount \$ \_\_\_\_\_

Method of Payment:

☐ Cheque    ☐ VISA    ☐ Mastercard    ☐ Amex

Credit Card #: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

Signature: \_\_\_\_\_

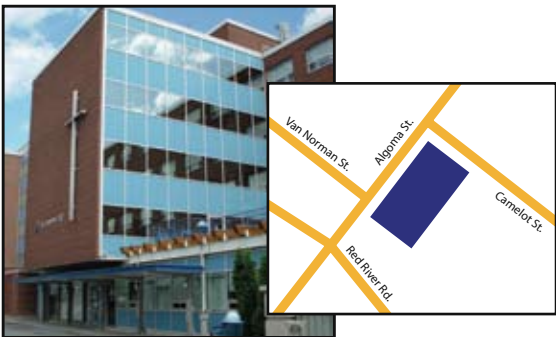
☐ Please send me information on St. Joseph's Foundation Planned Giving Program

For more information, call (807) 768-4411 or visit [www.sjftb.net](http://www.sjftb.net)

Please make cheque payable to:  
**St. Joseph's Foundation of Thunder Bay**  
63 Carrie St., Thunder Bay, ON P7A 4J2

All donations are eligible for income tax receipts.  
Please include this form with your gift.  
Our charitable registration # 11918 3267 RR0001

## St. Joseph Care Group Facilities



**St. Joseph's Hospital**  
35 N. Algoma St., Thunder Bay (807) 343-2431  
• Complex Care  
• Physical Rehabilitation



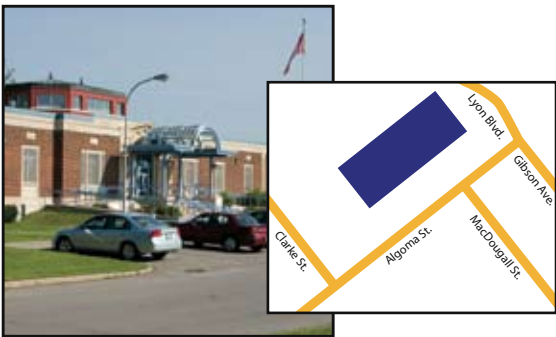
**Behavioural Sciences Centre**  
300 N. Lillie St. Thunder Bay (807) 623-7677  
• Employee Assistance Programs



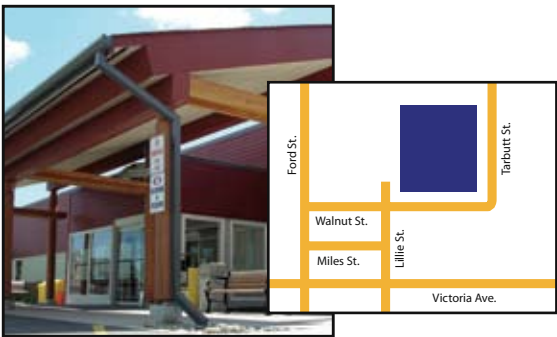
**St. Joseph's Heritage**  
63 Carrie St., Thunder Bay (807) 768-4400  
• Alzheimer Day Program  
• Bethammi Nursing Home  
• Frank Murphy Community Centre  
• P. R. Cook Apartments



**Balmoral Centre**  
667 Sibley Drive, Thunder Bay (807) 623-6515  
• Withdrawal Management Services



**Lakehead Psychiatric Hospital**  
580 N. Algoma Street, Thunder Bay (807) 343-4300  
• Mental Health Services



**Hogarth Riverview Manor**  
300 N. Lillie St. Thunder Bay (807) 625-1110  
• Long Term Care



**Diabetes Health Thunder Bay**  
285-A Memorial Avenue, Thunder Bay (807) 344-3505  
• Diabetes Information and Education



**Sister Margaret Smith Centre**  
35 N. Algoma Street, Thunder Bay (807) 343-2425  
• Mental Health and Addictions



Community Report 2006/2007 has been produced by the Community Relations Department. Forward questions or comments to:  
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Commitment