



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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125 Years of Care, Compassion & Commitment

Strength, courage and tenacity are words that spring to mind when we speak of the five Sisters of St. Joseph who came to Prince Arthur's Landing in 1881. They were recruited to teach at 'the Landing' and to provide spiritual support in the parish.

Soon it became apparent to the Sisters that there was another critical need in the growing frontier town – a facility to care for the sick and the injured. It quickly became known in the community that when help was needed, the Sisters would respond...and respond they did!

In 1884, space that was initially designated for additional classrooms in the Convent became the first hospital at 'the Landing' and the foundation of what has evolved into St. Joseph's Care Group.

It is a long, proud history and we begin this Community Report with our sincerest thanks to those amazing women and all who have followed them.

On their arrival in Prince Arthur's Landing, the Sisters responded to unmet needs. We celebrate the

fact that we are part of an organization 125 years later, that follows that same vision for the people of Northwestern Ontario.

As needs in the community change, St. Joseph's Care Group has also changed and evolved dramatically through the years. It is further testament to the depth of the Sisters' commitment that although most things in our world are very different now, their vision continues to guide us as we strive to meet the unmet needs of our community with Care, Compassion and Commitment.

That is our past. That is our present. That is our future.

St. Joseph's Care Group will be hosting several celebrations this fall to mark their 125th Anniversary of care and service in Northwestern Ontario.



A Monument Dedication took place in June 2007 to honour Mother Monica, Foundress of St. Joseph's Hospital. Sisters of St. Joseph of Sault Ste. Marie from Thunder Bay and North Bay gathered for a photo beside the monument placed near the final resting place of Mother Monica in St. Andrew's Catholic Cemetery.

Message from Board Chair and President & CEO



Bob Chambers
Chair, Board of Directors

As we celebrate this 125th Anniversary of Care, Compassion and Commitment, we are pleased to report another year of progress for St. Joseph’s Care Group.

It is exciting to see the new Sister Margaret Smith Centre (SMSC) nearing completion – on time and on budget. It is evident that all the



Tracy Buckler
President & Chief Executive Officer

planning by staff, clients and construction professionals has resulted in a wonderful facility, designed to further enhance our service delivery to this client population.

Planning continues for the Mental Health Rehabilitation Program (MHRP) to be fully integrated into St. Joseph’s Hospital. Demolition of the present SMSC will occur in the fall to make room for construction of a 38-bed addition to house the MHRP.

The Centre of Excellence for Integrated Seniors’ Services, with its planned 336 long-term care beds (64 of which will be dedicated to regional specialized behavioural care) and 132 supportive housing apartments, remains an exciting initiative on our horizon. All aspects of planning and design continue, including our discussion and negotiation with the Ministry of

Health and Long Term Care to achieve the appropriate funding for this major project.

On behalf of the Board of Directors and the Leadership Team, we extend sincere gratitude to our staff, physicians, volunteers, Auxiliary and community partners for their unfailing commitment to the Mission, Vision and Core Values of St. Joseph’s Care Group. In this anniversary year, it is particularly gratifying to once again thank the Sisters of St. Joseph of Sault Ste. Marie for setting our path so firmly 125 years ago and the Catholic Health Corporation of Ontario for their support these many years later.

We welcome, with pleasure, Myrna Letourneau as incoming Board Chair, and look forward to continued service to Northwestern Ontario under her capable leadership.

Did You know?

With 1700 staff, 400 volunteers and an operating budget of \$125 million, SJCG is the fifth largest employer in Thunder Bay.



Sister Margaret Smith Centre: *Bringing the Spirit With Us*

Leaving a home you have known for many years is never easy – no less so when that home and the spirit within it has touched the lives of so many.

At the same time, it’s impossible not to feel the excitement when Janet Sillman, Vice President, Mental Health and Addiction Services and Nancy Black, Manager, Mental Health Addiction and Problem Gambling Programs, speak of the new Sister Margaret Smith Centre (SMSC), almost completed adjacent to Hogarth Riverview Manor on Lillie and Walnut Streets.

There was no model to follow in arriving at a functional design for this new facility and they speak with pride of the invaluable input from staff and clients. “The creativity of the design came from the hearts and minds of the staff who know their clients so well, and from the clients themselves,” says Nancy. “As you walk

through this building, you are always heading toward light. I can’t think of a single more important element than light in a place of hope and healing.”

Maintaining the dignity, privacy and safety of clients were key principles that guided the process. They are grateful to have worked with local architects, Kuch Stephenson Gibson Malo, and the Toronto firm, Montgomery Sisam, who were tireless in ensuring that their ideas and requirements would be incorporated into the final design. It is through their efforts, as well, that SMSC hopes to become the first Northwestern Ontario facility to achieve Leadership in Energy and Environmental Design (LEED) Gold Designation for energy and environmental efficiency and care.

“Everybody was committed to the same thing...creating the best possible place for

courageous people who just want an opportunity to heal and change their lives,” says Janet. “We will finally be providing addictions

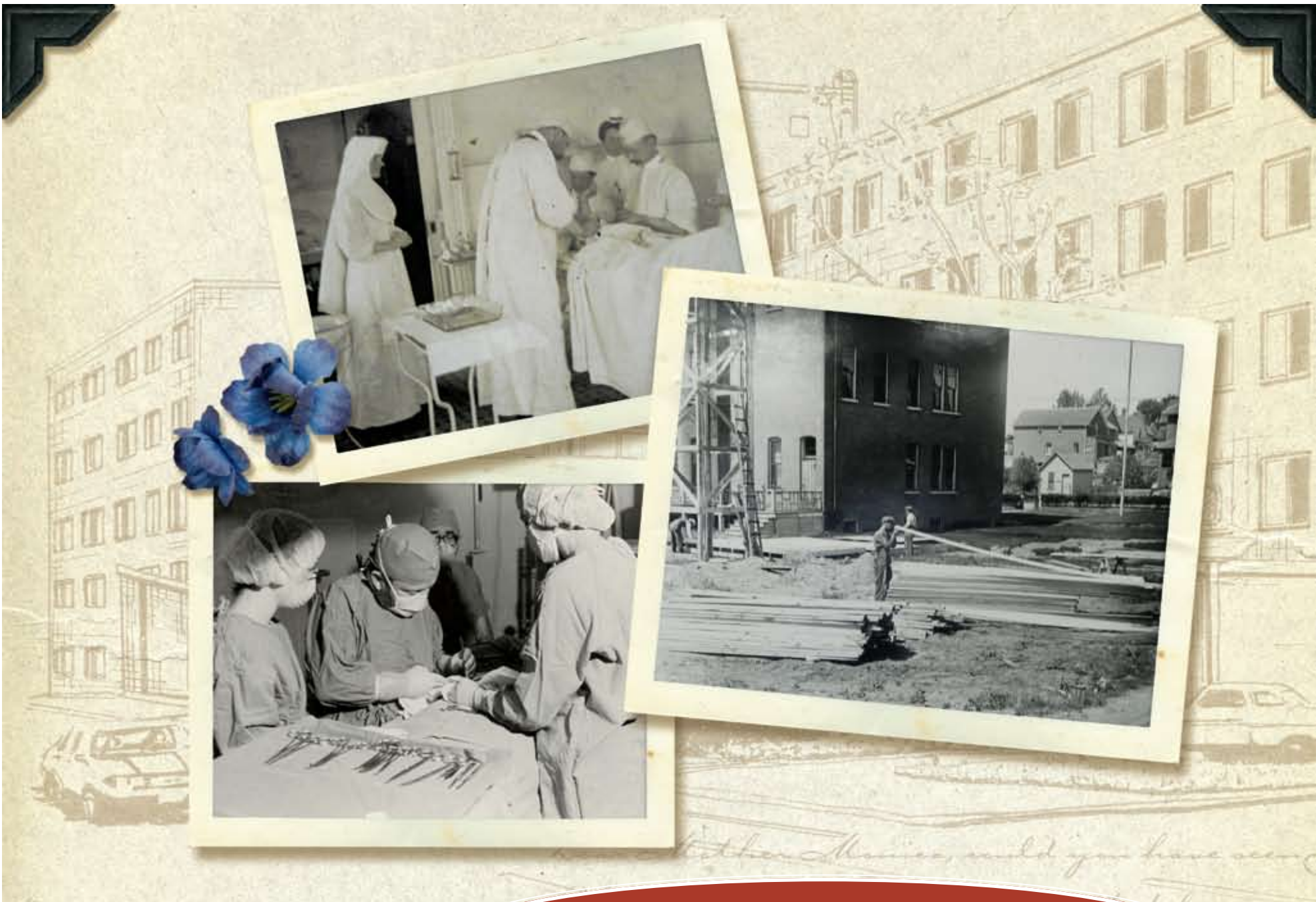
treatment from a location that has been built to serve the needs of these clients. It says ‘you’re important to us’.”

There are many highlights in the new building: the circular sacred space, rooted in aboriginal culture, with a glass wall facing an inner courtyard; the welcoming and home-like youth residential area; natural light in all areas where people live or work; easily accessible rooms for the many community self-help and support groups that meet in the SMSC; private courtyards, landscaped and designed to be therapeutic.

The most important quality of the new building, though, is the one that comes from the present SMSC – and that is its ‘spirit’. That spirit is one of caring, compassion and commitment that has been with St. Joseph’s Care Group since its beginning in 1884. It was present in the courage Sister Margaret Smith demonstrated when, in spite of seemingly insurmountable obstacles and because ‘it was the right thing to do’, she opened the Special Medical Unit that has become SMSC. It has been present in the courage shown by those who come here to change their lives, and it is present in the courage of the staff who work with them to make those changes.

The Official Opening of the new Sister Margaret Smith Centre will take place in October 2009.





CELEBRATING 125 YEARS

Care Compassion Commitment

ST JOSEPH'S GENERAL HOSPITAL PORT ARTHUR

Mother Mary Monica

*Dear Mother Monica, could you have seen
The mountain paths that waited for your feet,
The long, long years of labor in between—
Would you have climbed the hill—or stayed to see
A vista opened wide through peace complete,
Where all your rich, young life might guarded be
From weary hours beside the bed of pain,
From souls all stained and broken in defeat
That through your quiet strength found peace again?
Ah, Mother Monica, you could not hide
In deep seclusion where no one might guess
Or marvel at its regal loveliness
The joy that sent you up the mountain side
The joy to build for God that man might see
A higher path unto Eternity!*

—Miss J. E. Flynn (Niagara Falls)
niece of Rev. Mother Monica

An Action Plan for Living with Chronic Obstructive Pulmonary Disease

Chronic Obstructive Pulmonary Disease (COPD) is a lung disease. It starts out silently, sneaking up slowly and imperceptibly, with very non-specific symptoms such as shortness of breath, frequent respiratory illnesses and infections, and decreased exercise tolerance. In time, it can affect quality of life dramatically.

Dr. Birubi Biman, Respiriologist, points out that smoking and second hand smoke are the overwhelming causes (more than 90%) of COPD. “The critical message is that people who smoke or have had a history of smoking are at very real risk for COPD,” she says. The most effective way to slow down or possibly prevent the disease is to stop smoking.

COPD is the 4th leading cause of illness and death in North America and the 4th leading cause of hospitalization. Shelley Prevost,

Registered Respiratory Therapist, St. Joseph's Care Group (SJCG) and Dr. Biman saw the need for a COPD Education Clinic, to enhance current services provided to clients with COPD.

They found that many people diagnosed with COPD have a real need for information and education to help them cope with the disease. It was a need that could be filled.

With the support of the Leadership Team at SJCG, the COPD Education Clinic was officially opened in November 2008. Delivered by two certified COPD educators, education modules on how the lungs function, ways to breathe better, diet, medications, exercise, stressors and anxiety are tailored to the needs of the individual. Smoking cessation information is available when required.

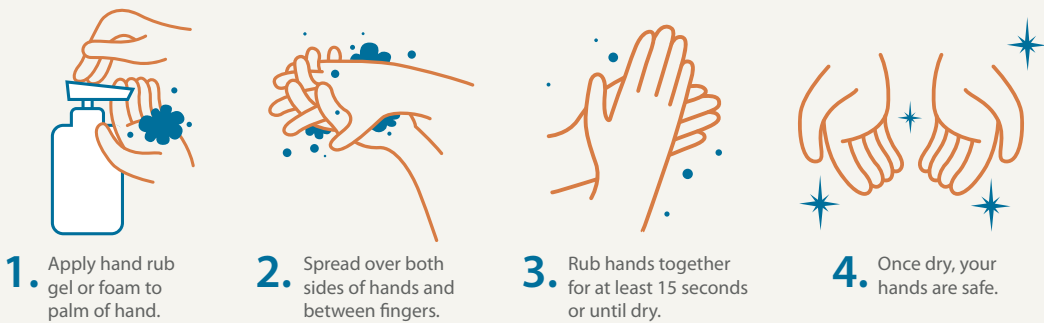
While 20 to 25% of North American adults smoke, the figure was much higher 50 years ago. As Medical Advisor to the COPD Clinic, Dr. Biman is optimistic about this progress. “We are making inroads,” she states. “This disease comes on as much as 30 years after exposure, so we will see the benefit of our efforts 30 to 50 years from now.”

In the meantime, the COPD Education Clinic is providing the knowledge needed to develop a personalized action plan for those living with the disease today. Breathing easier is living better.

More information about the COPD Education Clinic is available by calling Shelley Prevost, Registered Respiratory Therapist, SJCG, at 343-2412.

Cleaning our hands

SJCG supports Ontario's *Just Clean Your Hands* program. We encourage everyone to help stop the spread of germs that can cause infection and illness by following these simple steps:

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1. Apply hand rub gel or foam to palm of hand.
 2. Spread over both sides of hands and between fingers.
 3. Rub hands together for at least 15 seconds or until dry.
 4. Once dry, your hands are safe.

Welcoming a Bioethicist: *Help in Resolving Troubling Choices*

In September 2008 a new position was introduced to our community when Dr. Julija Kelecevic began her tenure as Bioethicist. St. Joseph's Care Group (SJCG) is pleased to partner with Thunder Bay Regional Health Sciences Centre, Community Care Access Centre, Lakehead University and the Northern Ontario School of Medicine to bring Dr. Kelecevic to Thunder Bay.

Dr. Kelecevic trained as a physician and completed her Clinical Ethics residency in Edmonton. Her academic background is extensive, having researched ethical issues such as moral distress, fatigue and compassion in a forensic psychiatric setting for several years.

Health care in today's world is increasingly complex and, at the same time, increasingly inclusive. Active involvement of clients and their families in health care decision-making can be difficult and stressful, for example choosing

between two therapies or treatments, deciding where someone should live, choosing to withdraw life supports. A bioethicist can be invaluable in helping them make these decisions.

Dr. Kelecevic explains her role is that of a consultant and facilitator. She believes most people are able to make necessary decisions – most of the time. When they are not able to, she is consulted. “I am not judging or policing. I do not take sides,” she says. “My job is to collect as much information as possible, analyze it and present several recommendations to facilitate decision-making and resolution.”

Maintaining respect and fairness for the client and ensuring that resources are used justly are key elements of the process. Not everyone will agree with every decision, but Dr. Kelecevic's primary goal is to ensure that everyone – the client, the family, the health care providers and the community – is comfortable with the

decisions and finds them morally acceptable.

SJCG has had a functioning Ethics Consultation Committee for some time and Dr. Kelecevic has found it to be a useful peer group with which to connect. Comprised of health and spiritual care professionals, the Committee can often add insight to local and regional factors that may impact client decision-making.

While Dr. Kelecevic clearly states her first responsibility is to her clients, she also has an on-going involvement in cross cultural ethics research, responsibilities in ethics policy development and delivering educational sessions on ethical issues. All in all, it's a very busy schedule.

Our clients and our community are fortunate to have her to assist us in the resolution of ethical dilemmas that arise in the provision of health care today.



Did You know?

Our “Greening Committee” is comprised entirely of staff volunteers, helping us conserve energy, manage waste and educate staff on ‘green’ choices.

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There isn't an Oji-Cree word for 'stroke' – the closest is 'gah-nee-bo-say-ich na-ba-nay', which roughly translates to 'half-dead body'. This alone underscores the critical lack of information about stroke that is available to our remote First Nation communities. Sandy Lake is one such community.

Located some 1400 Km northwest of Thunder Bay, Sandy Lake has a population of 2300. Genetically, this population is at risk of stroke due to high rates of diabetes, blood pressure and cholesterol rates, coupled with high incidence of smoking and obesity.

The need for a Stroke Prevention Project was first identified by residents of Sandy Lake, who wanted to raise awareness of the importance of healthy living in preventing stroke. St. Joseph's Care Group (*SJCG*) was pleased to partner with Sandy Lake First Nation Health Authority and Toronto's Baycrest Centre in adapting an existing program to meet the specific needs of the community.

The primary objective of the Stroke Prevention Project is to increase awareness of stroke and its risk factors. At the same time, it is important to monitor results, so research is being conducted to determine the effectiveness of the program in helping people make positive life style changes.

Focusing on individual goal-setting for healthy living, the project consists of education and group exercise components delivered to participants twice weekly over a 7-week period. Educational materials and posters relating to stroke awareness, risk factors, signs and symptoms are specific to the population of Sandy Lake, to help participants identify with the realities of stroke.

Denise Taylor, Physiotherapist, SJCG, welcomed the opportunity to take part in developing the program and providing training in preparation for the first program delivered in March 2009. "It's important to note that all delivery of the program is being done in Sandy Lake, by their Community Health Representative and two trained fitness instructors," she says. "It's a true partnership with a fly-in community and will help ensure the sustainability of the program and provide on-going benefit to the residents of Sandy Lake."

Stroke Warning Signs

$\sigma > \gamma \Delta \cdot \gamma \Delta f_{acc} P_{q,CL}$

Weakness

דפוס

Trouble Speaking

▽b b.7* 1P6P373

Vision Problems

76 b. 7x 14.150

Headache

רובד.א.ב.סל

Dizziness

CPD. 29.5153

**If you experience stroke symptoms,
call the nursing station immediately**

$P \wedge \supset \supset \nabla \cdot \sigma \Delta \supset \Delta a L \Gamma \supset \supset \Delta \supset P \supset \supset$
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*Left to Right: Denise Taylor,
Tracy Buckler, John McKay,
Penny Anguish*



Did You know?

SJCG undertook a \$4.6M energy saving and facility renewal program in partnership with Honeywell Canada. It is expected to save more than \$365,000 annually in operating and utility costs when completed.

Showcase of Applied Health Research



2009 Making a Difference!

Making a Difference... with Research

Developing the teaching and research identity of St. Joseph's Care Group (SJCG) is an important aspect of providing the best possible care for clients. An environment of continuous learning and improvement is critical to meeting that goal.

Commitment to an environment of learning by the Board of Directors and Leadership Team is evidenced by their support of numerous

innovative research projects. Many of these projects are designed to address issues of specific concern to Northwestern Ontario, but supporting research does not end with the design and completion of a research project.

"Research does not accomplish anything unless you effectively disseminate the data," states Dr. Michel Bédard, Director of Research.

"You have to make sure the research will be translated, adopted to create new practice guidelines and lead to the development of new interventions."

This year's Showcase consisted of approximately 30 presentations delivered to more than 130 registrants

In an effort to increase opportunities for dissemination of research in Northwestern Ontario, the Learning, Research & Professional Practice Department hosted the 4th Annual Showcase of Applied Health Research in

February. This year's Showcase consisted of approximately 30 presentations delivered to more than 130 registrants.

The presentations involved the collaborative efforts of more than 70 researchers from various health care centres and post-secondary institutions across Ontario and other provinces. Research participants included students from the Northern Ontario School of Medicine and other students working on placements in health care organizations.

The Showcase provides a venue for researchers to present and share their work. It provides an opportunity to network, collaborate, and learn of activities in related fields. It also advances the field of knowledge for practitioners and front line individuals which is vital to making improvements in quality of care.

Geri Vainionpaa, Manager, Learning, Research & Professional Practice, SJCG, stresses the importance of this forum to the entire health care community. "The research is relevant to SJCG and the services we provide, but it is also about the whole continuum of care – all elements of health care and health care issues."

Plans are already underway for the 2010 Showcase. St. Joseph's Care Group is pleased to support this important aspect of health care for all researchers, practitioners and, most importantly, recipients of health care services in Northwestern Ontario.



Left to Right: Kelly Morris, Carrie Gibbons, Sacha Dubois, Geri Vainionpaa, Dr. Michel Bédard, Melanie Peterson and Therese Lim

2008 Healthy Hospital Innovators Award: *We Encourage Wellness*

“SJCG will be recognized as an employer of choice through our efforts to demonstrate caring for the health, well-being and development of our people”



Health promotion for employees has not traditionally been a focus for health care organizations. Given their commitment to client care and the limited resources available, it's not surprising that most references to physical and emotional health and well-being very clearly and specifically refer to clients of the health care system. However, for several years government and health care leaders have expressed concern that health care workers are not healthy people.

The identification of “Our People” as one of five priorities in the Strategic Plan (2007 -2011) developed by the Board of Directors and Leadership Team of St. Joseph's Care Group (SJCG) encourages and supports the well-being of staff. “SJCG will be recognized as an employer of choice through our efforts to demonstrate caring for the health, well-being and development of our people” is clearly stated in the Strategic Plan and affirms the commitment of the Care Group to its staff.

Michelle Knudson, Coordinator, Occupational Health Services, chairs an active Wellness Committee at SJCG. Overcoming challenges such as limited funds and human resources by developing partnerships with community health organizations, Michelle has been able to stay abreast of their health promotion activities and often develops internal programs to coordinate with the community initiatives.

Wellness projects have included on-site coronary risk assessments, a blood typing clinic, breast screening challenges and the development of a “Walking for Wellness” booklet. Acknowledging

smoking as a critical determinant of workplace health, a unique Enhanced Smoking Cessation program is offered to all regular full and part time employees. Many ‘fun’ social and sports events are held for staff and their families as well.

Introduced as a pilot project in 2007, the Wellness Incentive Program (WIP) has been particularly well-received. With the objective of promoting long term goals of healthy living, WIP is designed to give employees personal control over the fitness and wellness activities in which they participate by offering a financial subsidy to pursue activities that support those goals.

The variety of programs and incentives initiated by the Wellness Committee is a significant reason for its success. The energy and innovation demonstrated by Michelle in her role as Coordinator, Occupational Health Services has lead to her receiving the “Who's Who in Workplace Health Award”. This award is presented by Working Well Magazine and recognizes organizations and individuals who have made significant contributions to the health and well being of Canadian employees and their families.

It has also led to the Ontario Hospital Association's 2008 Healthy Hospital Innovators Award, which was presented to St. Joseph's Care Group at a ceremony in Toronto in November, 2008. The Board of Directors and Leadership Team of SJCG are gratified at this public recognition of success in embracing “Our People” as one of the priorities for their organization.



Did You know?

SJCG launched a “Don't BEAR the Flu” campaign as a fun way to promote and encourage participation in our annual influenza immunization program.

Leadership Works

Over the last 4 years, St. Joseph's Care Group has supported staff participation in *Leadership Thunder Bay*. The program creates networks of diverse leaders who explore issues facing Thunder Bay and strengthens skills to inspire and engage others in building a strong, vibrant community.



Left to Right: Tracy Puurunen, Pia Heikkinen, Nicole Landgraff, Brook Latimer, Rob Berardi, Loretta Turpin, Tracy Buckler & Allison Hill.
Missing: Kim Leach & Deb Emery

SJCG Board of Directors 2008/2009

Chair - Robert Chambers

Vice Chair - Myrna Letourneau

Past Chair - Lil Bergamo

President and CEO - Tracy Buckler

Chief of Staff - Dr. Geoff Davis

President of Medical Staff
Dr. Gabriel Mapeso

City Council Representative
Brian McKinnon

Representative of the Auxiliary to SJCG
Susan Tennier

Representatives of the Sisters of St. Joseph
Sister Shirley Grexton
Sister Dolores Turgeon

Representative of the CHCO
Lil Bergamo

Representative of the Bishop
Lil Bergamo

Representative of St. Joseph's Foundation of Thunder Bay
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

St. Joseph's Care Group Facilities

St. Joseph's Care Group provides Long-Term Care, Complex Care, Rehabilitation, Mental Health and Addiction services with Care, Compassion and Commitment to the residents of Northwestern Ontario from nine sites located in the City of Thunder Bay. Access to some services are available to the region via video tele-conferencing. For more information, please call 1-800-209-9034



St. Joseph's Hospital

35 Algoma St., N. Thunder Bay
(807) 343-2431
• Complex Care
• Physical Rehabilitation



St. Joseph's Health Centre

710 Victoria Ave., E. Thunder Bay
(807) 624-3400
• Outpatient Mental Health & Addictions



Behavioural Sciences Centre

300 Lillie St., N. Thunder Bay
(807) 623-7677
• Employee Assistance Programs



St. Joseph's Heritage

63 Carrie St., Thunder Bay
(807) 768-4400
• The Manor House Adult Day Program
• Bethammi Nursing Home
• Frank Murphy Community Centre
• P. R. Cook Apartments



Balmoral Centre

667 Sibley Dr., Thunder Bay
(807) 623-6515
• Withdrawal Management Services



Lakehead Psychiatric Hospital

580 Algoma St., N. Thunder Bay
(807) 343-4300
• Mental Health Services



Hogarth Riverview Manor

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



Diabetes Health Thunder Bay

285-A Memorial Ave., Thunder Bay
(807) 344-3505
• Diabetes Information and Education



Sister Margaret Smith Centre

35 Algoma St., N. Thunder Bay
(807) 343-2425
• Mental Health Addiction and Problem Gambling Programs

Catholic Health Care in Ontario

We care for you — body, mind and spirit

Catholic health care delivers a unique blend of care and caring centered on the whole person — body, mind and spirit. We are dedicated to enriching the care experience for all those we serve, as we live out the values of compassion, dignity and respect — inspired by the healing ministry of Jesus. Drawing on the strength of our culture and our dedication to be a voice for our communities, inclusive of all those in need, we remain committed to building vibrant collaborative partnerships in the advancement of innovative, quality and effective health care.



ST. JOSEPH'S CARE GROUP

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Department.*

*If you have any questions or comments,
please contact:*

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Catholic Health Association of Ontario Association Catholique de la Santé de l' Ontario

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• St. Joseph's General Hospital Elliot Lake • St. Joseph's Health Centre /Centre de Santé de St. Joseph Sudbury • St. Joseph's Villa /Villa St-Joseph Sudbury
• Providence Healthcare • St. Joseph's Health Centre, Toronto • St. Michael's Hospital Toronto • Soins Continus Bruyère/Bruyère Continuing Care Ottawa
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