

COMMUNITY Report_{2009/2010}



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

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Centre of Excellence for Integrated Seniors' Services

The most recent capital project of St. Joseph's Care Group (SJCG) is underway! Groundbreaking for the initial phase of the Centre of Excellence for Integrated Seniors' Services (CEISS) has taken place at the Hogarth Riverview Manor site.

It was three years ago that George Smitherman (then Ontario's Minister of Health and Long-Term Care) announced the CEISS project, which included replacing Grandview Lodge and Dawson Court, and would operate under the stewardship of SJCG. Much has changed since then. In addition to 132 supportive housing units that are currently being constructed, the project will be home to 544 residents, including 64 who will require specialized behavioural care. These specialized behavioural beds are a regional resource available to residents throughout Northwestern Ontario.

& CEO, SJCG. "We want to celebrate and acknowledge the very good reputation for care these homes have in the city. Our intention is to take the very best from the previous work environments to create a Centre that provides exceptional care to residents, full support to families and a quality workplace for our staff."

With an anticipated project completion in summer 2013, the work of blending and merging these different cultures is already beginning. "We will be having open discussions with all staff to let them ask questions and voice any concerns they may have,"



Architectural rendering of the Centre of Excellence for Integrated Seniors' Services (CEISS)

The CEISS will now include Bethammi Nursing Home, currently located at St. Joseph's Heritage. While the Heritage is still a structurally sound building, Bethammi does not meet the new long-term care design standards set by the province. As such, it is due for redevelopment. After consulting with the community, Bethammi residents/family members, the Leadership Team and Board of Directors decided to include Bethammi as part of CEISS. The timing for this consolidation is perfect and the decision results in one long-term care site for SJCG – a site that will be truly excellent. In the tradition of SJCG, the vacated space at the Heritage will be used to meet another unmet need in health care, possibly more seniors' supportive housing.

This major capital project has a budget of \$98M, will provide an estimated 695 full time design and construction jobs and will maintain more than 500 full time jobs on completion – a significant contribution to the economy of Thunder Bay.

We are fortunate that the four long-term care homes (Hogarth Riverview Manor, Bethammi Nursing Home, Dawson Court and Grandview Lodge) that will join together at the CEISS all provide outstanding care to their residents. "In CEISS, we will create an environment where residents, their families and the staff feel valued and welcomed," says Tracy Buckler, President

says Tracy. "We want them to know our values and we want their input into the planning wherever possible. We want them to know they are coming to a welcoming place, a place that we expect to be a model for the rest of the province."

CEISS won't be without challenges, but Tracy is optimistic. "From an operational perspective, long-term care funding continues to be less than what is needed, but we are confident that we will be able to provide the excellent care our residents deserve. We plan to take full advantage of the economies of scale that are inherent in a building of this size."

Although the Centre will include 544 long-term care beds, it has been designed with multiple 'resident home areas', each area housing only 32 residents. In effect, the building will contain many small long-term care homes, affording residents and their families the opportunity to know each other and the staff in a home-like, warm and caring environment.

The Board and Leadership Team are very focused as this major project proceeds to eventual completion. "We have provided Care, Compassion and Commitment for over 125 years," says Tracy. "No matter what environment, whether in the community, a long-term care home or hospital setting, we need to stay true to our values and provide the best possible care for the people we serve."

Message from Board Chair and President & CEO

This past year held many opportunities for celebration at St. Joseph’s Care Group.



Myrna Letourneau
Chair, Board of Directors



Tracy Buckler
President & Chief Executive Officer

This past year resulted in many reasons to celebrate at St. Joseph’s Care Group (SJCG). A couple of highlights: the grand opening of the Sister Margaret Smith Centre (SMSC) – with the exceptional honour of having Sister Margaret Smith in attendance to speak and cut the ribbon, and the many celebrations of our 125th Anniversary of Care, Compassion and Commitment to the people of Northwestern Ontario.

We are grateful for our positive relationship with the North West Local Health Integration Network and the Ministry of Health and Long-Term Care. The government approval for the Care Group to redevelop the Bethammi Nursing Home and incorporate it as part of the CEISS project is indeed welcome news.

In February we opened our doors to a survey team from Accreditation Canada for the on-site portion of the

accreditation process. As we constantly strive to improve the quality of the services we provide, this objective assessment of quality by an independent body affirmed our efforts.

Difficult decisions are part of what we must face and certainly none was more difficult than the decision to close the Frank Murphy Community Centre. We take this opportunity to thank all of the current and past clients of the Centre – it has been an honour to serve you over the past thirty years.

We continue to design and develop the East Wing of St. Joseph’s Hospital which will house the Mental Health Rehabilitation Program and many of our corporate services. Challenges in timing around the project have resulted in a delay of the demolition of the former SMSC to the fall/winter of 2010. We look forward to the first step in construction of our new addition to St. Joseph’s Hospital.

At SJCG, not only is it important for us to celebrate our history, but we also want to share our evolution and plans for the future. We accomplished this by developing a Corporate DVD and are very pleased to be able to present it to community groups and organizations. We invite you to visit www.sjcg.net to view the DVD.

On behalf of our Leadership Team and Board of Directors, our sincere thanks to our staff, physicians, volunteers, Auxiliary and community partners for their constancy and commitment to the Mission and Core Values of our organization. We are grateful for the ongoing support of the Catholic Health Corporation of Ontario as we continue the work the Sisters of St. Joseph began more than 125 years ago.



DID YOU KNOW?

96% of surveyed clients would recommend St. Joseph’s Care Group programs to others.

General Service Medal Recipient: *from Kandahar to Thunder Bay*

"My hope is to find ways to deliver the best integrated quality of life care..."



Colonel Jean Grondin, Commander 4, Health Services Group, Canadian Armed Forces (left) and Chief Petty Officer First Class, Murielle Arseneault, Chief Warrant Officer 4, Health Services Group, Canadian Armed Forces (right) present Dr. Patricia LePage (centre) with the General Service Medal.

Representatives of the Canadian Armed Forces travelled to Thunder Bay in November 2009 to present the Canadian Forces General Service Medal to Dr. Patricia LePage, Medical Director, Seniors’ Mental Health Programs, St. Joseph’s Care Group (SJCG). The Medal is given by the Canadian Forces in recognition of the service of those who provide direct support to operations in the presence of an armed enemy.

As a civilian psychiatrist in a war zone, Dr. LePage was ‘on call’ 24/7 for the duration of her four months in Kandahar, Afghanistan – a significant personal commitment. Most of her

patients were soldiers, but she also treated any Canadian or other civilian contractor on the base. It quickly became a busy practice and Dr. LePage found the work extremely gratifying. “It was a privilege to serve the Forces. My experience in Kandahar opened my eyes to many things,” she says. “I went there as a Canadian, but left as a citizen of the world.”

Dr. LePage was honoured to receive the General Service Medal. The occasion was made even more significant by the participation of her team members and colleagues at the presentation. “I was absolutely overwhelmed by their generosity of spirit, as well as their gracious and enthusiastic celebration of this event,” she says.

Coming to SJCG directly from Kandahar offered new opportunities and challenges for Dr. LePage. She is pleased to be in an environment where an integrated seniors’ health care program is being developed. “Integrated seniors’ health care is something that is often talked about in an idealistic sort of way,” she explains. “It’s not often that you see it being put into action and I’m happy to be part of its development. My hope is to find ways to deliver the best integrated quality of life care and to save money while doing it.”

St. Joseph’s Care Group is pleased to have this dedicated professional on their team.

Are SJCG Clients Satisfied with their Care?

“How do we measure client satisfaction for the Corporation as a whole?”

That question, posed by the Continuous Quality Improvement Committee of the SJCG Board of Directors, was the impetus to review client satisfaction surveys being used by our various programs and services to determine if they provided enough information for the organization as a whole. It was found that while they were very valuable for the individual programs, something more specific needed to be developed to measure the extent to which clients’ expectations for services are met for all programs within the Care Group.

With representation from all programs, and Paulina Chow, Vice President, Long-Term Care Services, taking the lead, a committee was formed to undertake this task. The SJCG Research Department provided guidance in structure and helped the committee frame questions that were appropriate and generic enough to cover all programs and services. Valuable input from staff, along with material developed by the Canadian Health Quality Council, resulted in a standardized survey aimed specifically at assessing corporate-wide client satisfaction.

Designed to allow grouping of results for specific program areas, such as mental health, long-term care, complex care or physical rehabilitation, it is a useful tool for the Leadership Team and all staff. Client feedback is invaluable when determining where care services need to be enhanced.

The survey was voluntary, completely anonymous, and reached every client served by the Care Group over a three-week period in the fall of 2009. The response rate was a remarkable 55% and the results were gratifying. We are happy to share some of them:

- ✓ **96%** of respondents would recommend SJCG programs to others
- ✓ **97%** felt that they were treated with courtesy and respect
- ✓ **95%** felt they received care that was “Good” or “Excellent”
- ✓ **98%** felt that the cleanliness of the facility was “Good” or “Excellent”

Carrie Gibbons, Research Coordinator, is very pleased with the results. “It’s really nice to be validated in this way,” she states.

“Client satisfaction is a tool to help us monitor ongoing quality improvement,” says Paulina. “We expect to conduct this survey again in the future and we know we will have to work very hard to maintain these standards, and work even harder to improve them.”



DID YOU KNOW?

A history of SJCG, “Responding to Unmet Needs: 125 Years of Care in the Community” was published and launched in 2009.

Forty Years of Service is Reason to Celebrate

Not everyone can say “I love my job” after being in it for 40 years, but Margie Hull can and does!

It’s not often that the Employee Recognition Program (ERP) at St. Joseph’s Care Group (SJCG) has to add a new long term service category, but this is one of those special years!

Allison Hill, Coordinator, Recruitment and Retention, was thrilled to add a new recognition category for employees with 40+ years of service. Margie Hull, Registered Practical Nurse (RPN), Hospice/Palliative Care Program, St. Joseph’s Hospital, is the first employee to reach that milestone since the ERP was started.

For Margie, it’s been more than a job. Having officially ‘retired’ in 2005, Margie found that a month off work was more than enough for her. When asked if she would consider coming back to work on a casual basis, she didn’t hesitate, and hasn’t regretted it for a moment. “I wouldn’t have come back if I didn’t love my job,” she explains.

She has many stories to tell about the changes she has seen in health care and particularly in the scope of practice of RPN’s over the years. She has just as many stories to tell of the friendships she has developed with co-workers and

colleagues – some extending over a period of almost 38 years.

Margie’s career has included periods in Paediatrics, Emergency, Rehabilitation, Medical and Ambulatory Care, but it’s her most recent posting that has clearly won her heart. She has been with the Hospice/Palliative Care Program for 12 years and considers it a privilege to work with clients and families who are so appreciative. “No matter what I do for them, they do more for me,” says Margie. “Every day I learn something from these amazing people. Hospice is not just a place to die – there’s a lot of living going on there.”

Volunteering is a big part of Margie’s life. She volunteers at St. Joseph’s Heritage, Camp Quality and Hospice Northwest and feels that this busy schedule helps her feel better now than at any other time in her life. “I’m lucky to be in a profession where I can contribute in so many ways. It’s not a chore at all – I feel like I have a purpose.”



Congratulations Margie Hull

On behalf of SJCG, Allison reflects, “It’s awe-inspiring to think of the many lives she has touched over these 40 years. We’re lucky to have her!”

100th Anniversary of The Manor House

The Manor House on the grounds of St. Joseph’s Heritage has been a landmark in our city for a century. Built by Franklin S. Wiley, a Port Arthur shipping and lumber magnate, ‘the Old Wiley House’ was an elegant home and prestigious hub of social activity for this prominent family. Due to financial woes, they were forced to leave it during the depression of 1930.

It became known as St. Joseph’s Manor in 1939, when it was purchased for the Sisters of St. Joseph. Since then, it has had many lives – a home for the aged and disabled, a convent for the Sisters, and a music school. In 2001, it was renovated and renamed The Manor House, becoming the home of the Adult

Day Program (formerly the Alzheimer Day Program) of St. Joseph’s Care Group.

We believe the Wiley family would be pleased to see the care with which their beloved home is maintained, the respect with which the community regards it, and most importantly, the joy of the clients of the Adult Day Program as they spend time in this beautiful and inviting environment.

DID YOU KNOW?

The auxiliary to St. Joseph’s Care Group is one of the oldest auxiliaries in Ontario.

Auxiliary to St. Joseph's Care Group: 115th Anniversary

2010 is the 115th anniversary of the Auxiliary to St. Joseph’s Care Group – a perfect time to publicly thank and congratulate this hard working group for their outstanding efforts.

It has evolved to a mainly fund-raising group, raising \$527,000 in the last ten years.

Their Mission is stated simply: “... to support St. Joseph’s Care Group, a Catholic organization, which strives to provide compassionate and holistic care and services to the people of Northwestern Ontario”. But the work they have done over the years is anything but simple.

As far back as 1895, records show that a group of volunteers helped the fledgling St. Joseph’s Hospital in any way they were needed. They cleaned, scrubbed, sewed and mended. They accompanied the Founder, Rev. Mother Monica, as she solicited money and goods in the region to carry out the work of the hospital.

115 years later, the work of the Auxiliary goes on. It has evolved to a mainly fund-raising group, raising \$527,000 in the last ten years.

“Significantly, a five-year commitment of \$200,000 to Hogarth Riverview Manor was paid in less than three years,” says Susan Tennier, President of the Auxiliary.

Some of the activities remain constant – card parties have been held to raise funds as far back as the early 1920’s and as recently as this past February. Others have become more specialized. For example, the gift shops, fully operated by member volunteers, have progressed from simple ‘tuck shops’ to destination shopping areas, with jewellery, clothing and fashion items included in their offerings.

A recent project was a departure from their usual contribution, not as much for the dollar value as for the pleasure it affords. The Auxiliary undertook to provide all artwork for the new St. Joseph’s Health Centre, hiring an artist coordinator to select and display original Northwestern Ontario artwork throughout the Centre. The project has been

very well-received by clients, staff and visitors. “Knowing that we help to enhance the emotional well-being of clients has been extremely gratifying,” says Susan.

Keeping the personal touch in their service is important. The Auxiliary helps mark all major holiday occasions (Christmas, Valentine’s Day, Easter, etc.) with more than 430 handmade cards delivered to our longer-term clients. Sylvia Kayzer, Past

President of the Auxiliary, explains, “The cards are a work of art, all made by Phyllis Ferguson, a long time member.”

The Auxiliary has a membership of 150, including 45 life members. Seventeen have been recognized with Provincial Life Memberships by the Hospital Auxiliary Association of Ontario, honouring length of service and outstanding service.

This dedicated group is committed to the history and the values of the Care Group. They are passionate about carrying on the work of the Sisters of St. Joseph. “That’s what makes doing anything for St. Joseph’s Care Group so special,” says Sylvia. “We believe in the philosophy. We see the good.”

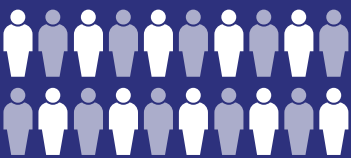
“The amount of money this volunteer group generates is phenomenal!” exclaims Myrna Letourneau, Chair, Board of Directors, St. Joseph’s Care Group. “But it’s more than just money. Their hands-on commitment is what makes them especially valuable to our clients and our organization.” Tracy Buckler, President & CEO, agrees. “We couldn’t provide the care we provide without the help of the Auxiliary,” she states.

Congratulations to the Auxiliary of St. Joseph’s Care Group on 115 years of exemplary service in supporting our mission of care to the people of Northwestern Ontario.



Sylvia Kayzer (Past Auxiliary President), Emily Pugh (Auxiliary Member), Susan Tennier (Auxiliary President) at the gift shop at Hogarth Riverview Manor.

The 100 year old
Manor House,
was built in 1910
by entrepreneur
Franklin S. Wiley



DID YOU KNOW?

57% of our 1700 staff have more than 5 years service with SJCG
- several have more than 35 years. Commitment!

The Flo
Collaborative
builds long-term
capacity for
quality
improvement
among health
care providers.

The Flo Collaborative: *Common Sense in Complex Times*

Since quality improvement is a continuous process at St. Joseph’s Care Group (SJCG), the Leadership Team was eager to participate when the North West Local Health Integration Network (NWLHIN) invited SJCG to be part of the Spread Strategy of the Flo Collaborative, a quality improvement initiative led by the Centre for Health care Quality Improvement (CHQI).

The Flo Collaborative (named after a representative client, Flo) partnered NWLHIN, North West Community Care Access Centre (NWCCAC) and Thunder Bay Regional Health Sciences Centre (TBRHSC), to address patient transitions from acute care to subsequent care destinations and also to build long-term capacity for quality improvement. The Spread Strategy would take the Collaboration to the next level – ‘spreading’ the knowledge gained to other health care providers.

The 2 South Reactivation Unit at St. Joseph’s Hospital provides time-limited interprofessional rehabilitation to clients and many are able to return home after receiving this comprehensive service. Because clients are most vulnerable during transitions from inpatient care to the community, improving those transitions from Reactivation was seen by the SJCG Flo Team as an ideal starting point for participation in the Spread Strategy.

With support from NWLHIN and NWCCAC, and training and technical advice provided by the Improvement Advisor from

TBRHSC, front-line staff – nursing, social work, occupational therapy and physiotherapy – examined the Reactivation experience from a client’s perspective. Shelby Poletti, Manager, Decision Support, explains, “Seeing things from a client’s perspective changes how you think and keeps you from becoming complacent. The process offered a forum for staff to offer improvement ideas as well as a means of testing those ideas.”

Clarity and simplification of communication with clients, families and staff became a large part of the initiative on 2 South and led to significant changes. Social work, occupational therapy and physiotherapy services schedule one combined assessment interview, rather than three. The use of ‘white boards’ in clients’ rooms and at the team station ensures that consistent, appropriate information about appointments and anticipated discharge dates is available to all concerned.

Feedback from clients, families and staff has been positive. Clients and families especially appreciate being kept involved in the process. Staff appreciates that the discharge process is more standardized.

Penny Anguish, Vice President and Chief Nursing Officer, SJCG, is very pleased with the results. “This process fully supports client centred care – improved communication and planning between staff and clients leading to improved client discharge safety,” she says.

The Spread Strategy is thriving at SJCG. It has ‘spread’ to four additional units, where teams are using the principles and theories of the Flo Collaborative to help achieve the goal of building long-term capability for quality improvement.

According to Penny, “The beauty of these principles is that they are so practical, not high tech nor complicated. These are just practical, tangible strategies that work. It’s a matter of common sense prevailing in these complex times.”





Bethammi Nursing Home resident and staff

Leading the Way in Palliative Care for Long-Term Care Residents

In health care, national priorities can provide opportunities for growth and development at the local level. Ensuring quality care for residents of long-term care homes at the end of life is one such priority.

St. Joseph's Care Group partnered with Lakehead University and community organizations to improve the quality of life for residents in long-term care homes.

A \$1M five-year research grant has been awarded to the Quality Palliative Care in Long-Term Care (QPC-LTC) Alliance by the Social Sciences Humanities Research Council, one of only 13 research projects funded by the federal agency last year. QPC-LTC is a community-university partnership formed to study the provision of palliative care in long-term care facilities, with a primary research goal of improving the quality of life of residents of long-term care (LTC) at the end of their lives.

St. Joseph's Care Group (SJCG) partnered with Lakehead University (LU) to provide local study sites for the project – Hogarth Riverview Manor (HRM) and Bethammi Nursing Home (BNH). “Being awarded this grant is a tremendous achievement for Lakehead and SJCG,” says the project’s Principal Research Investigator, Dr. Mary Lou Kelley, LU. “The Care Group has a highly respected reputation in palliative care.”

Home care services for the elderly, seniors’ apartments and community support services have all contributed to significant changes in the population of LTC homes. With the average age of admission at 87 years and complex health problems that can no longer be supported at home, a cultural change is taking place. This change is making the care of residents at the end of their lives ever more important in LTC.

“More residents are choosing to stay in long-term care at end of life,” explains Meaghan Sharp, Manager, HRM. “They want

to die in their home, and this is their home. They trust us to meet their needs.”

An important aspect of the research project is the participation of a Personal Support Worker (PSW) from each designated study site. The PSW has the bedside knowledge that helps the research team look at palliative care from the perspective of front-line workers. This ‘hands on’ approach will ensure relevancy and will be the key to the success of the project.

Both Meaghan and Nadia Thatcher, Manager, BNH, see the opportunity to develop and share a systematic process of best practices from which other LTC homes can learn as very exciting. “The project is increasing awareness of what we can do to enhance the care of our residents. We hope to be a model for others,” says Nadia.

These sentiments are shared by Meaghan. “We’re proud to be partnered in this important research and to be seen as national leaders in palliative care.” In addition, she points out that the project exemplifies SJCG’s commitment to its Strategic Priorities. “It meets the criteria of resident-centred care, collaboration, empowerment of staff, as well as research,” she says, “and demonstrates that we take those priorities very seriously.”



DID YOU KNOW?

In 2009, more than 22,000 clients received services through St. Joseph’s Care Group.

Clean, Green & Beautiful: *Caring for Our Environment*

Being presented with the City of Thunder Bay’s first-ever Diamond Level Clean, Green & Beautiful Award in October 2009 was a wonderful opportunity to celebrate the commitment of St. Joseph’s Care Group (SJCG) to the environment.

"We hope that other organizations look at what we do, and encourage their people to make similar efforts."



Some of the elements leading to this achievement included the Leadership in Energy and Environment Design (LEED) Gold Certification at the new Sister Margaret Smith Centre, extensive energy retrofits at St. Joseph’s Hospital, tree planting programs at several sites, ensuring accessibility to all facilities, and the continued and ever-expanding efforts to recycle and reuse materials wherever possible. The award was a public acknowledgment of the work being done by SJCG to protect and preserve our environment.

There is much more being done by SJCG and its Greening Health Care Committee. Co-chairs of the Working Group, Joanne Kasaboski and Dr. Mary Donaghy, are passionate about their volunteer role and the many activities initiated by the Committee. Each, of course, has her favourite initiative.

For Joanne, it’s the annual Commuter Challenge, a national event encouraging participants to use alternative environmentally friendly modes of transportation for their commute. The Care Group has participated since 2008, with approximately 600 km saved in the first year. In 2009, the savings exceeded 2270 km and expectations are high that the 2010 results will continue this upward trend.

Dr. Donaghy particularly enjoys the “Spring Up to Clean Up” campaign. “It’s no one’s job to pick up garbage and litter, but when a group of staff get together to clean up an area, the results are visible immediately,” she explains.

This year has seen the development of a written Recycling Guide, as part of the Recycling Awareness Campaign. The Guide provides recycling information for all staff, and has already increased knowledge of the extent of recycling done by SJCG.

“We keep the environment in mind at all times,” says Dr. Donaghy, “and we are fortunate to have the full support of our Leadership Team behind us.”

Joanne concurs. “We ask: How can we make a difference in our workplace and our community? What can we do to educate our people so that they take these green practices home with them? We hope that other organizations look at what we do, and encourage their people to make similar efforts.”

We thank the Greening Health Care Committee and all those who support its activities for their commitment to our environment.



Tracy Buckler car pools during the commuter challenge

DID YOU KNOW?

St. Joseph’s Care Group is the 5th largest employer in Thunder Bay.

SJCG Board of Directors 2009/2010

Chair
Myrna Letourneau

Vice Chair
Ray Halverson

Past Chair
Robert Chambers

President and CEO
Tracy Buckler

Chief of Staff
Dr. Geoff Davis

President of Medical Staff
Dr. Stephen French

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Brian McKinnon

**Representative of the
Auxiliary to SJCG**
Susan Tennier

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Sister Dolores Turgeon

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**Representative of the
Bishop**
Patrick Charlebois

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St. Joseph's Foundation
of Thunder Bay**
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John Filipovic
Suzan Labine
Grace Martineau
Jason Ozbolt
Doris Rossi
Barb Spadoni
Linda Trevisanutto
Tamara Wylie

Honourary Members:
Ruth Callon
Don Caron
Guy O'Brien



DID YOU KNOW?

FROM 9 SITES IN THUNDER BAY, OUR SERVICE AREA
EXTENDS TO 450,000 km², IN THE NORTHWEST REGION.

St. Joseph's Care Group Sites

St. Joseph's Care Group provides Long-Term Care, Complex Care, Physical 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 (Corporate Office)

35 Algoma St., N. Thunder Bay
(807) 343-2431 • Toll free 1-800-209-9034
• Complex Care
• Physical Rehabilitation

Balmoral Centre

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

Behavioural Sciences Centre

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

Diabetes Health Thunder Bay

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

Hogarth Riverview Manor

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

Lakehead Psychiatric Hospital

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

Sister Margaret Smith Centre

301 Lillie St., N. Thunder Bay (807) 684-5100
• Mental Health Addiction and Problem
Gambling Programs

St. Joseph's Health Centre

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

St. Joseph's Heritage

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



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

Sponsor - Catholic Health Corporation of Ontario • Mental Health Centre Penetanguishene • Pembroke Regional Hospital • St. Joseph's Care Group - Thunder Bay
• 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
• St. Patrick's Home of Ottawa Inc. • Marianhill Inc. Pembroke • Hôpital Mattawa Hospital • Providence Care ~ **Sponsor - Catholic Health Partners (Religious
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Catharines • Hotel Dieu-Grace Hospital Windsor ~ **Sponsor - St. Joseph's Health System** • St. Joseph's Health Centre Guelph • St. Mary's General Hospital Kitchener
• St. Joseph's Healthcare Hamilton • St. Joseph's Villa Dundas • St. Joseph's Lifecare Centre Brantford • St. Joseph's Home Care ~ **Sponsor - St. Joseph's Health Care
Society** • St. Joseph's Health Care London • St. Joseph's Health Services Association of Chatham Inc • St. Joseph's Hospice Sarnia ~ **Sponsor - Missionary Sisters of the
Precious Blood** • Mariann Nursing Home Richmond Hill **Sponsor - Fontbonne Health Care Society**
• St. Joseph's at Fleming Peterborough ~ **Other Active Members** • Ontario Conference of Catholic Bishops **Associate Members** • Sisters of Charity of Ottawa
• Sisters of St. Joseph of Toronto • Sisters of St. Joseph of Sault Ste. Marie • Sisters of Providence of St. Vincent de Paul Kingston • Sisters of St. Joseph of Pembroke
• Grey Sisters of the Immaculate Conception • St. Elizabeth Health Care Toronto • Copernicus Lodge Toronto • St. Joseph's Infirmary Toronto
• Catholic Women's League Ontario Provincial Council • Catholic Family Services Hamilton



ST. JOSEPH'S CARE GROUP

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