



ST. JOSEPH'S CARE GROUP

Annual Report 2017-2018

www.sjcg.net



ST. JOSEPH'S CARE GROUP

Mission, Vision & Core Values

St. Joseph's Care Group is a Catholic organization that identifies and responds to the unmet needs of the people of Northwestern Ontario, as a way of continuing the healing mission of Jesus in the tradition of The Sisters of St. Joseph of Sault Ste. Marie.

Vision

A Leader in Client-Centred Care

Core Values

Care – St. Joseph's Care Group will provide quality care for our clients' body, mind and spirit in a trusting environment that embraces diversity.

Compassion – St. Joseph's Care Group will demonstrate dignity and respect for those in need, accepting people as they are, to foster healing and wholeness.

Commitment – St. Joseph's Care Group is committed to our community, the people we serve, the people we employ, and our faith-based mission through a continued pursuit of excellence.

Thank you to all clients, residents, tenants, staff and volunteers who are featured in photographs throughout this Annual Report.





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Message from the Board Chair and President & CEO

A year of partnership, growth and challenge. On reflection, those three themes were consistent throughout 2017-2018.

In providing the best possible care for the people of Northwestern Ontario, St. Joseph's Care Group never works in isolation. Health care is about finding ways to care for the person as a whole, and it is through strong partnerships that we've found ways to combine our expertise to do just that. In this report, you will learn about Access Point and Rapid Access Addiction Management Clinics, two programs where no door is the wrong door. Clients are seamlessly connected with the right services and the right provider to meet their needs.

St. Joseph's Care Group continues to grow both in terms of capital projects and in how we deliver services. At St. Joseph's Hospital, our vision of housing a full spectrum of rehabilitative care in one location is coming to life with the completion of the East Wing, which will be home to specialized mental health rehabilitation. Many of the programs and services that had previously been located at the Lakehead Psychiatric Hospital have moved to St. Joseph's Health Centre South, bringing more supports for people living with addictions and mental health issues

into the community. We have also launched Project ECHO, leveraging technology to build capacity to safely and effectively treat chronic and complex diseases in rural, remote and underserved areas.

Providing safe, high quality care is our cornerstone. Over this past year, we have faced some challenges in long-term care. Since opening Hogarth Riverview Manor (Ontario's largest long-term care home) in 2016, adequate staffing for the 544-bed home has proven to be difficult. We have worked closely with a company experienced in operating long-term care homes to bring Hogarth Riverview Manor back into compliance as part of a mandatory management order from the Ministry of Health and Long-Term Care. As the population of seniors grows, so will the demand for additional long-term care services. St. Joseph's Care Group will continue its efforts to meet that demand for staffing now and in future through a wide array of initiatives to attract more people to a career in long-term care.

Though staffing shortages meant that we were unable to open our remaining 64 long-term care beds at Hogarth Riverview Manor, this challenge offered an opportunity for others to utilize this empty capacity. In November, we temporarily hosted 32 residents and staff of Pinewood Court due to a flood situation in their home. In January,



our community had an exceptionally high and sustained number of people who required an Alternate Level of Care (ALC). St. Joseph's Care Group helped to meet the need by offering 32 temporary beds at Hogarth Riverview Manor for Thunder Bay Regional Health Sciences Centre to utilize for ALC clients with their staff. In addition, 14 temporary beds were added above capacity at St. Joseph's Hospital.

For 134 years, our mission has been and is to meet the unmet needs of our community. We take this mission seriously and live our mission daily with our staff, our volunteers, our partners, and the people we serve. On behalf of the Board of Directors, we thank them all, and we thank our community for the ongoing support.

A handwritten signature in black ink, appearing to read "M Brophy".

Maureen Brophy
Chair, Board of Directors

A handwritten signature in black ink, appearing to read "Tracy Buckler".

Tracy Buckler
President & Chief Executive Officer



Maureen Brophy - Chair, Board of Directors



Tracy Buckler - President & Chief Executive Officer

Message from Chief of Staff



Geoffrey Davis, MD - Chief of Staff

Reporting to the Board of Directors, the Medical Advisory Committee (MAC) provides oversight of the physician, nurse practitioner and dental health care professionals that work at St. Joseph's Care Group (SJCG).

We also receive reports from multiple committees and review critical incidents that occur throughout SJCG. These are reviewed on a regular basis to determine if there are changes that we can make to avoid any further critical events in the future.

Dr. Jack Haggarty has been an exemplary lead working with Janet Sillman, VP Addictions & Mental Health, in continuing to implement the changes suggested in our Psychiatric Services Review. With the closure of the Lakehead Psychiatric Hospital, several programs have relocated St. Joseph's Health Centre with enhanced facilities. The upcoming move to new Specialized Mental Health inpatient unit at St. Joseph's



94%

Said staff listened

- 2017 Client Satisfaction Survey

Hospital has been a major initiative, and if the hours put into planning are any indicator, it will be a wonderful success.

In Rehabilitative Care, the North West LHIN has appointed SJCG as the regional lead for Rehabilitative Services. A Community Engagement Council was established to work with all health care providers to improve accessibility and reduce the gaps in rehabilitative care. The ultimate goal is providing for the future, ensuring everyone has access to rehabilitation services. The transition to the Care Stream model at St. Joseph's Hospital has gone smoothly. The model continued to promote a close relationship between inpatient and outpatient/community services to ensure clients get the right care at the right time in the right place.

Complex and Chronic Disease Management has made progress in improving our regional coverage. In addition to a busy telemedicine service and supports provided by telephone, we now have five Family Medicine-led memory clinics in the region, each with a Geriatrician assigned to provide support. The Geriatricians have also registered for e-Consultation so we will now be able to

address clinical questions from the region more quickly. Together with Thunder Bay Regional Health Sciences Centre and the North West LHIN Home & Community Care, we have developed a new rapid access Geriatric Clinic at St. Joseph's Hospital.

Dr.'s Koo and Skunta continue to lead Seniors' health services at Hogarth Riverview Manor (HRM) and Bethammi, with seven physicians attending at HRM and two at Bethammi.

We continue to meet with the Medical Advisory Committee, the Board of Directors, Leadership Team and many members of St. Joseph's Care Group to elevate the standard of care that we provide.

I wish to thank the Leadership Team for their assistance in meeting these goals. It continues to be a pleasure working with these dedicated professionals.

Geoffrey Davis, MD
Chief of Staff



Felt culturally supported

- 2017 Client Satisfaction Survey

CHSO Report



It is with great pleasure that I bring greetings from the Catholic Health Sponsors of Ontario (CHSO). The CHSO serves as a strong voice to sustain and promote Catholic Health Care in the Province of Ontario.

My role as your designate for CHSO is to share with them our successes and challenges, but also to ensure that our policies and actions reflect the Catholic values CHSO upholds.

To support us in our mission, CHSO has developed a tool that will assist us in identifying and responding to the unmet needs in our community. One of the key elements that differentiate Catholic health care is how we make decisions. CHSO has developed a tool that simplifies the process for ethical discernment and decision-making. CHSO is also taking a proactive approach to studying the various models of integration and is developing a framework to assist organizations when discussing integration opportunities, issues to consider and how

this integration impacts our Catholic health care system. The Catholic Health Sponsors of Ontario will continue the legacy of the Founding Sisters with a pontifical mandate from the Catholic Church. We are dedicated to helping society understand that Catholic health care is guided by a profound respect for human dignity and to serve the vulnerable and those most in need. In this mission, we thank you for your ongoing support.

Respectfully submitted,

Barbara Spadoni

CHSO Designate for St. Joseph's Care Group

Auxiliary Report

The transition of our organization, moving from an Executive with a membership into solely an Auxiliary Board in February 2017, has been an endeavor approached enthusiastically.

Following the tradition of the management of the Gift Shop at St. Joseph's Hospital for many years, the opportunity to expand to Hogarth Riverview Manor was a positive and welcome, but major change. The Auxiliary has been in a volunteer partnership with St. Joseph's Hospital for over 125 years and has prospered significantly within the evolution of St. Joseph's Care Group, in service to our community.

Through our activities, a donation of \$25,000 was presented to SJCG on behalf of the Auxiliary Board, reflecting our grateful thanks to our patrons and the large complement of willing volunteers who continue to share, most generously, their time and talents.

The Auxiliary Board is grateful for the guidance and support provided by the Board of Directors, President and CEO, Tracy Buckler, the leadership team and the entire staff of St. Joseph's Care Group. We, in turn, pledge our full co-operation and support, striving to provide compassionate and holistic care and service to the people of Northwestern Ontario.

Respectfully submitted,

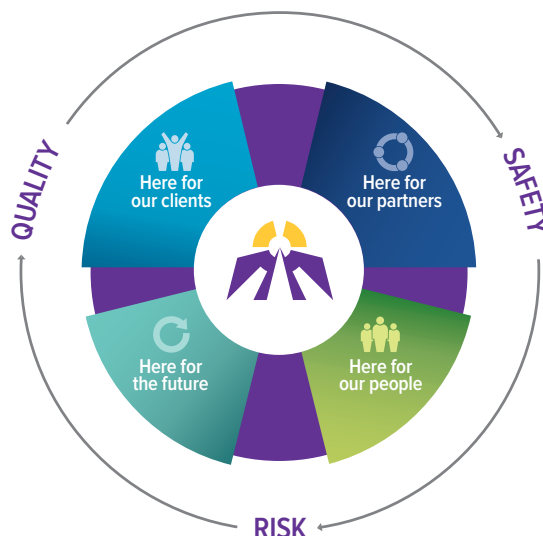
Eleanor Ashe
Auxiliary Board Representative



Our Strategic Priorities

Here for You When You Need Us:

St. Joseph's Care Group is proud to continue providing client-centred care in a way that is sustainable and meets the needs of the people that we serve: we are here for you when you need us. Our role is to deliver high quality services in Addictions & Mental Health, Rehabilitative Care & Chronic Disease Management, and Seniors' Health, and to support our local and regional partners in these areas.



Our Strategic Priorities fall under four key Strategic Directions:



Here for Our Clients

We will address unmet needs through our programs and services



Here for Our Partners

We will collaboratively define our role in the provision of care for our communities



Here for Our People

We will work to advance our culture and continue our caring mission with our staff and volunteers



Here for Our Future

We will plan for continued financial sustainability



Best Practice Spotlight Organization

After a three-year journey, St. Joseph's Care Group is pleased to announce that we have achieved Best Practice Spotlight Organization designation from the Registered Nurses Association of Ontario (RNAO).

To become a Best Practice Spotlight Organization, SJCG had to implement five Best Practice Guidelines (BPG) over a three year period. BPGs are evidence and research informed practice guidelines that support best practice and quality care, and healthy safe care environment. "There are more than 40 possible BPGs," said Shelley McAllister, SJCG Chief Nursing Executive. "We consulted with staff, clients, and health care partners to focus first on the ones that would have the greatest impact on clients."

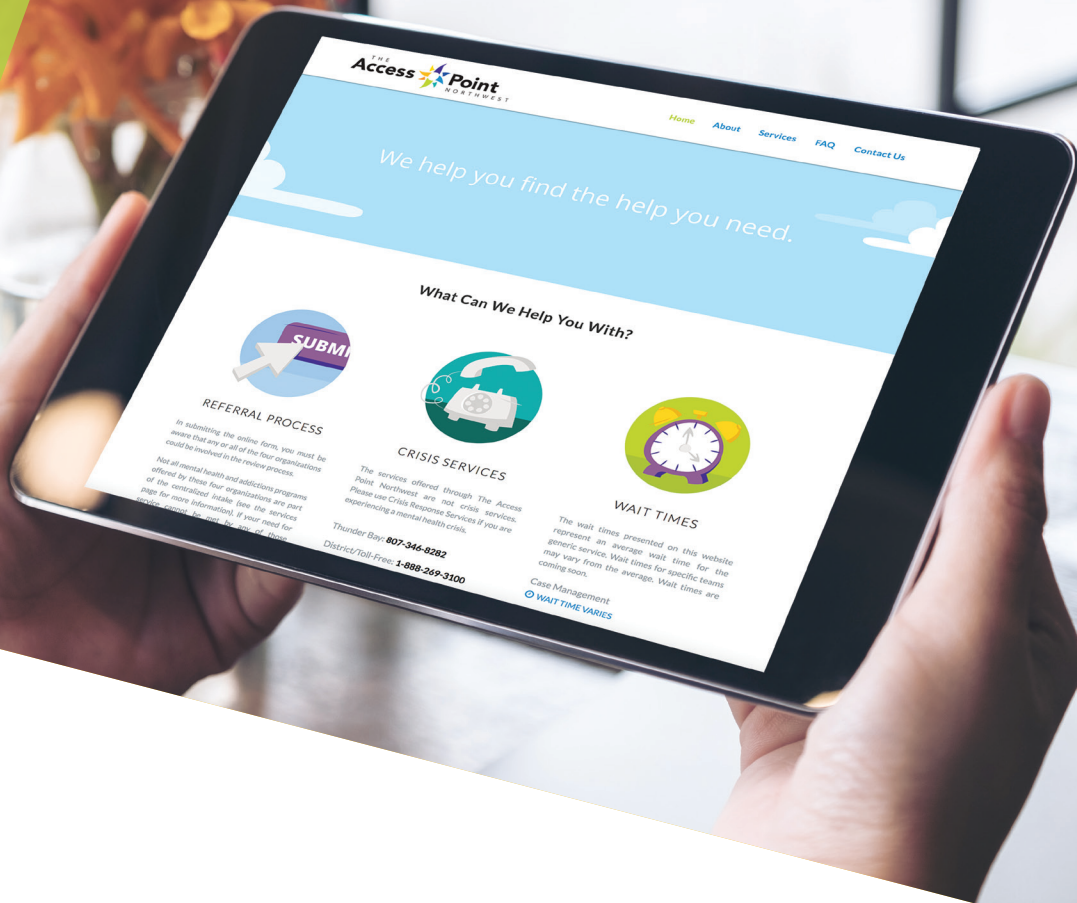
They are:

1. Establishing Therapeutic Relationships
2. Caregiving Strategies for Older Adults with Delirium, Dementia and Depression
3. Screening for Delirium, Dementia and Depression in Older Adults
4. Prevention of Falls and Fall Injuries in the Older Adult
5. Strategies to Support Self-Management in Chronic Conditions: Collaboration with Clients.

St. Joseph's Care Group is in good company. As of March, 2018, there are:



To learn more about BPSO, visit the RNAO's website:
www.rnao.ca



THE Access Point NORTHWEST

Thunder Bay and the entire Northwest region gained a new online referral program for people who need access to outpatient mental health, housing, case management and chronic pain management services. Access Point Northwest uses technology and strong partnerships to streamline referrals – it’s entirely dedicated to helping people find the services they need.

With resources and implementation support provided by the Centre for Addiction and Mental Health, Access Point Northwest is a collaborative effort between Alpha Court, the Canadian Mental Health Association - Thunder Bay Branch, St. Joseph’s Care Group and Thunder Bay Regional Health Sciences Centre.

“Partnership is something that we do well in Northwestern Ontario, challenging ourselves to change the way that we work to provide care centred around the needs of our clients,” says Tracy Buckler, President & CEO, St. Joseph’s Care Group. “Not only does it make it easier for clients and care providers to connect with the right services more quickly, but it also gives us more information on referral patterns, diagnostic categories and demographic information to identify gaps and enhance care.”

northwestaccesspoint.ca



98%

Felt respected

- 2017 Client Satisfaction Survey

RAAM Clinics

On Monday, March 5, 2018, MPPs Mauro and Gravelle announced funding for Rapid Access Addiction Medicine (RAAM) Clinics, expanding access to addiction supports in the wake of the ongoing opioid crisis. RAAM Clinics provide broad spectrum addiction care, and have demonstrated their success in numerous communities across Ontario.

There are two RAAM Clinics in Thunder Bay:

**ST. JOSEPH'S
CARE GROUP'S
BALMORAL CENTRE**

**NORWEST
COMMUNITY
HEALTH CENTRES**

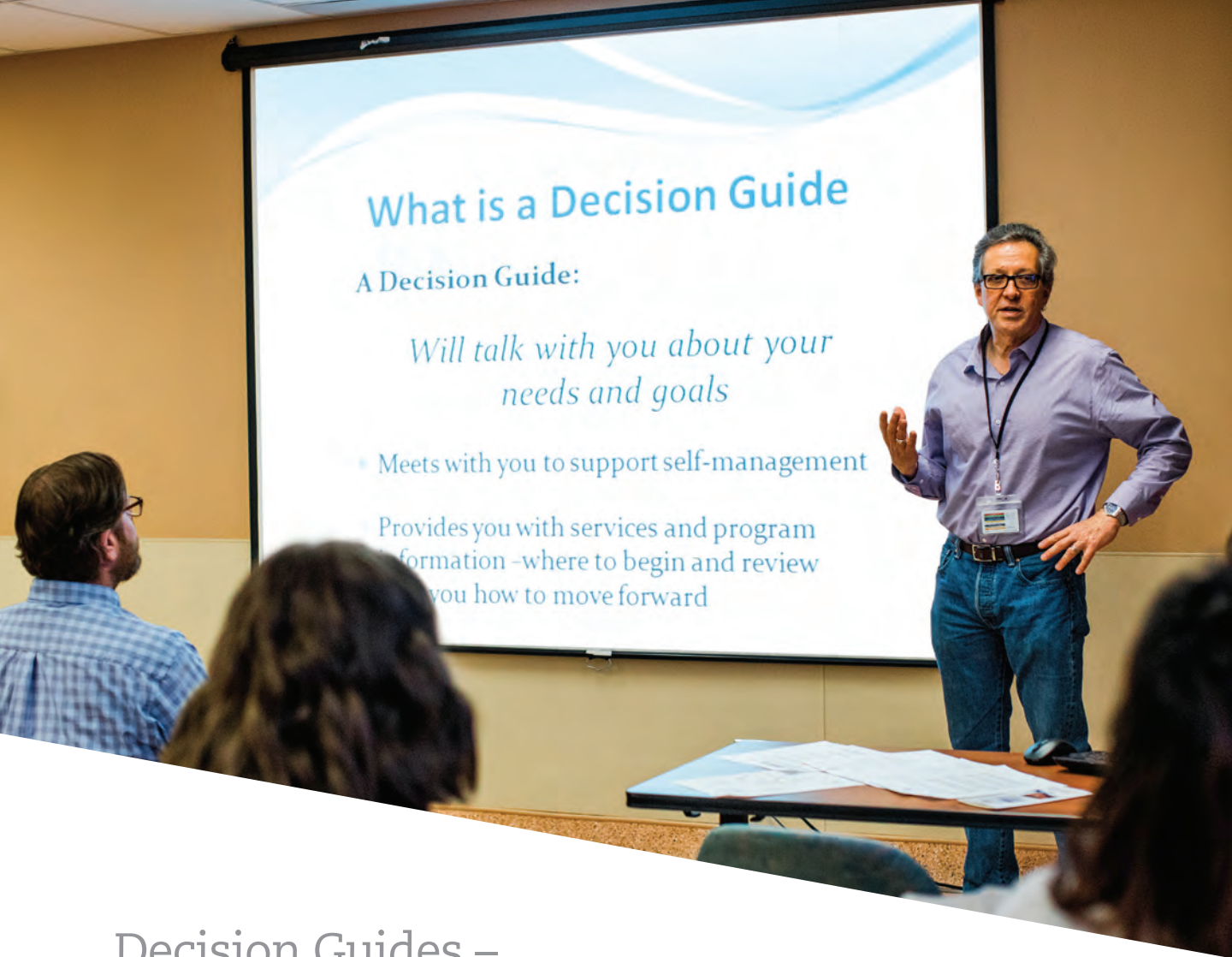
RAAM Clinics provide immediate access for individuals seeking treatment for any substance use disorder, and will connect individuals with the appropriate level of treatment based on their need. No referral is required: people can obtain services when they are ready to seek assistance with addiction.

The clinics are staffed with a range of professionals such as Registered Nurses, counsellors, social workers, traditional

healers, and addictions medicine specialists. Other centres in Ontario that have introduced RAAM clinics have seen reduced Emergency Department visits for substance use, something that is welcome at a time when Emergency Departments are seeing longer wait times and record visits. For Emergency Services, RAAM Clinics present another option to offer people living with addictions.

Providing seamless client-centred care would not be possible without the partnership and coordination of a number of organizations or without the funding of the North West Local Health Integration Network. The partners are:

- St. Joseph's Care Group – RAAM Clinic Site
- NorWest Community Health Centres – RAAM Clinic Site
- Dilico Anishinabek Family Care
- People Advocating for Change through Empowerment (PACE) – provides support to RAAM Clinics
- Thunder Bay Counselling Centre – provides support to RAAM Clinics
- Alpha Court
- Thunder Bay Regional Health Sciences Centre



What is a Decision Guide

A Decision Guide:

Will talk with you about your needs and goals

- Meets with you to support self-management

Provides you with services and program information –where to begin and review
Helps you how to move forward

Decision Guides – Reducing Wait Times for Mental Health Outpatient Care

What more can we do? That is a question that the Mental Health Outpatient (MHOP) Team at St. Joseph's Care Group asked itself when looking at long wait times between referrals and receiving services, sometimes resulting in clients opting not to access services. The answer was to connect with clients sooner, which is where Decision Guides come in.

Decision Guides (Guides) connect early, during the time when someone would traditionally have been waiting for an appointment for MHOP services. On referral, clients are given an appointment for orientation, and are then connected with a Guide. The Guides work in partnership with clients, identifying and setting goals for treatment, reviewing options and matching client needs to the best programs and services to meet those goals.

"We stay in contact with clients while they wait for services," said Colin Stewart, MHOP Team Lead. "By establishing that relationship, clients know that they have not been forgotten as they wait. It also gives us an opportunity to make any changes if their needs or goals change."

Fast Facts

- SJCG is the largest provider of community mental health services in Northwestern Ontario
- About 50 referrals are received per week
- Decision Guides have helped reduce wait times for MHOP services from 114 days to 63 days.



Health Centre South – Bringing Care to the Community

St. Joseph's Health Centre first opened its doors in March of 2007. Operated by St. Joseph's Care Group, and offering mental health outpatient programming, it marked a turning point where clients could access supports in the community - inside a shopping mall - rather than in institutional settings. Now, 10 years later, Health Centre South is an expansion that brings even more programs and supports to one easy-to-access location.

Health Centre South is home to programs including Peer Connections, Employment Options, and the TeamWerks Co-operative, which had been located inside the soon-to-close Lakehead Psychiatric Hospital. The location suits TeamWerks, a social enterprise owned and operated by consumers of mental health and addiction services, which operates a number of businesses including the WoodWerks wood shop.

Kristine Quaid, a long-time volunteer and Peer Connections Lead, said that having a space inside a shopping centre has distinct advantages because it's far removed from the institutional settings of the past. "We want everyone to feel welcome in our space, free from judgment or stigma, and take advantage of the supports that we offer," said Quaid.

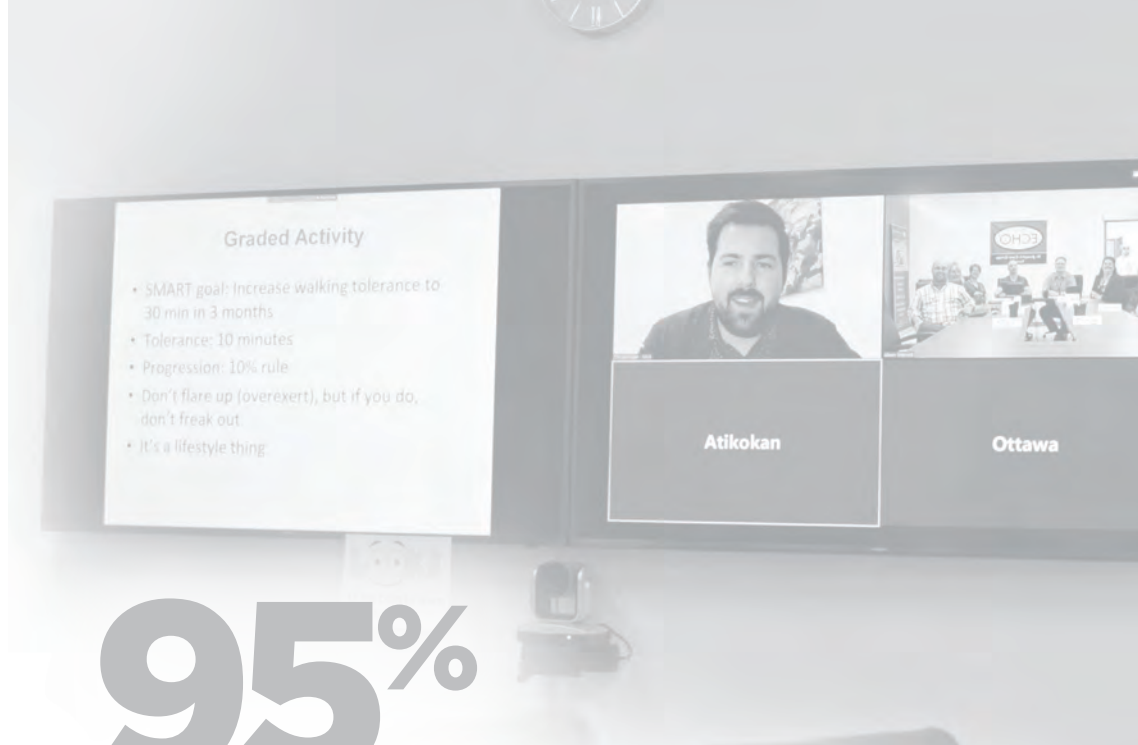
"I am very proud to be a part of the Peer Connections program, where people living with addictions and mental health issues receive support from trained volunteers who have experienced similar issues."

According to Janet Sillman, Vice President of Addictions & Mental Health with St. Joseph's Care Group: "We didn't want to build a traditional standalone health centre, especially when so many of our programs and services focus on integration." That is especially important for people who no longer need the more intensive supports of inpatient care, but need the right services closer to home whether it be counselling, help finding work or housing, or making new social connections to live well in the community.

Longer stay outpatients are served by a medical outreach team that provides services in client homes and a medical clinic that provides medication management for clients who require long term psychiatric supports.

St. Joseph's Care Group offers a spectrum of services to meet people where they are in their health care journey, as well as providing education and services to the region.





95%

**Had things explained in
a way they understood**

- 2017 Client Satisfaction Survey

Project ECHO® at SJCG



The mission of Project ECHO® (Extension for Community Healthcare Outcomes) at St. Joseph's Care Group is to develop the capacity to safely and effectively treat chronic, common and complex diseases in rural, remote and under serviced areas. It can be summed up in one sentence: moving knowledge, not people.

Project ECHO® is a “hub and spoke” model that links specialist teams at an academic hub with primary care clinicians in local communities. Primary care clinicians become part of a learning community, where they receive mentoring and feedback from specialists. Together, they manage patient cases so that patients get the care they need.

A joint project with The Ottawa Hospital, funded by the Ministry of Health and Long-Term Care, ECHO® Chronic Pain and Opioid Stewardship is Northwestern Ontario's first ECHO® hub. Averaging 50 participants per session, it

connects primary care providers to experts in chronic pain through videoconferencing.

Looking to the future, and whether there will be more ECHO® hubs beyond Chronic Pain and Opioid Stewardship, Dr. Mary Ann Mountain, Director of Community Mental Health with St. Joseph's Care Group sees nothing but opportunity: “There aren't enough specialists to treat everyone who needs care, especially in rural and remote communities. Project ECHO® builds capacity for care, supporting clinicians in providing excellent care for clients in their home community.”

To learn more about how Project ECHO® is being delivered locally, visit St. Joseph's Care Group's website at sjcg.net, or the Project ECHO® provincial website at echoontario.ca



96%

**Would recommend
SJCG's programs to others**

- 2017 Client Satisfaction Survey

Early Detection of Psychosis in Youth – NorthBEAT Collaborative Receives \$882,000 Grant

Thanks to a grant of \$882,000 from the Ontario Trillium Foundation Youth Opportunities Fund, the “BEAT” will go on. NorthBEAT Collaborative, sponsored by the Centre for Applied Health Research at St. Joseph’s Care Group, is a strategic systems collaborative that will make it easier for youth with psychosis to get the services they need when they need them. Dr. Chi Cheng, NorthBEAT Lead, wants to see positive change in our region: “We will improve pathways to care and services, and build the capacity of multi-sector providers to connect, learn, and make improvements in the communities they support.”

Since its official launch in December 2017, the NorthBEAT Collaborative has been working on the development of eLearning modules that train service providers to recognize and appropriately intervene in early psychosis, and to engage youth as core members in the Collaborative.

NorthBEAT had its origins back in 2012 as a three year research project. Funded by the Sick Kids Foundation in partnership with the Canadian Institutes of Health Research, NorthBEAT explored the service needs of adolescents who experience psychosis in Northern Ontario.

In 2016, NorthBEAT expanded its scope to address barriers to early psychosis intervention and improve services.

According to Dr. Cheng, the goal is simple: “Youth from Northwestern Ontario who experience psychosis often do not get the help they need when they need it. We are going to change that.”

Learn more about NorthBEAT: northbeat.sjcg.net

Fast Facts

- NorthBEAT is a collaborative of researchers and service providers across Northern Ontario with an interest in improving the system of care for youth with psychosis.
- Comprised of over 24 members, the NorthBEAT Collaborative has representation from the health, education, community and social sectors from across Northwestern Ontario.





Building Capacity – Leadership in Regional Planning

Northwestern Ontario is vast, rugged and beautiful, with a population density of less than one person per square kilometer. “This is a region where people and organizations come together to meet needs,” said Kathleen Lynch, Vice President Rehabilitative Care. “St. Joseph’s Care Group is proud to be appointed as regional planning lead for Rehabilitative Care, Palliative Care and Behavioural Supports.” The following are highlights from the past year:

Regional Palliative Care Program

Through 10 regional palliative care committees in 10 Local Health Hubs, and a First Nations Palliative Care Community of Practice, the focus of 2017-2018 has been on the design of an integrated palliative care clinical program for the City of Thunder Bay sub region, palliative care education for staff, public education on advance care planning, and developing resources.

The Regional Palliative Care Program (RPCP) participated in and lent support to a Palliative Care Needs Assessment for Homeless and Vulnerably Housed persons lead by Dilico Anishinabek Family Care. “Community takes many forms,” said Jill Marcella, RPCP Coordinator. “Our goal is to make sure that everyone in need of palliative care is able to receive it.”

A Palliative Care Booster Conference coordinated and delivered by the Centre for Education and Research on Aging & Health (CERAH) saw more than 90 attendees from 18 communities across Northwestern Ontario, and two Regional Palliative Care Community of Practice events were held, one at the conference and one hosted in Kenora. Palliative care education that was offered

across the region in 2017-2018 focused on delivering Learning Essential Approaches in Palliative Care (LEAP) curriculum. This course is delivered to a broad range of frontline workers in hospital settings, and this year included two courses targeting paramedics and people who work in renal care.

Work in our region is garnering worldwide attention. In September, the Regional Palliative Care Program team, along with the Atikokan Palliative Care Team, presented “Developing Community Palliative Care Programs Using a Capacity-Building Approach: The Northwestern Ontario Experience” at the 2017 International Public Health and Palliative Care Conference. Provincially, the program presented a workshop at the Hospice Palliative Care Ontario conference titled “Developing Meaningful Relationships with First Nations Communities & Providers: the Northwestern Ontario Experience.”

To learn more about the Regional Palliative Care Program, see its Action Plan, or read the full 2017-2018 Annual Report, visit our website: rpcp.sjcg.net



Community takes many forms. Our goal is to make sure that everyone in need of palliative care is able to receive it.”

Jill Marcella
RPCP Coordinator





93%

**Rated the quality of care
as good or excellent**

- 2017 Client Satisfaction Survey

Regional Rehabilitative Care Program

St. Joseph's Care Group is proud to be appointed as the North West LHIN Regional Rehabilitative Care Program (RRCP) lead. Denise Taylor, RRCP Coordinator, is excited about the opportunities ahead: "Our goal is to create an integrated system of care. From primary care to hospital, outpatient to community, we want the experience to be of smooth transitions between physical rehabilitation settings, and for care to be delivered as close to home as possible."

The RRCP will take a leadership role in the coordination and planning of rehabilitative care in Northwestern Ontario. Providers of care will benefit from shared knowledge and consistency of practice aligned both

within the region, and with peers from across the province. Clients can expect the same high level of care regardless of where services are received.

Within the region, the RRCP is working closely with providers to identify ways to build capacity and deliver care particularly in communities that do not have access to preventative programs such as exercise and falls prevention, or rehabilitation services like physiotherapy and occupational therapy.

For more information on rehabilitative care in Northwestern Ontario, visit rrcp.sjcg.net

“

Nothing is ever accomplished in isolation. Together with our partners in the delivery of health care services, we want to see an integrated rehabilitation system that is client-centred, culturally-safe, and free from gaps regardless of where you live.”

Kathleen Lynch

Vice President of Rehabilitative Care with St. Joseph's Care Group.



96%

Saw the Facilities as Clean

- 2017 Client Satisfaction Survey

Regional Behavioural Supports Program

Responsive behaviours is a term that describes actions that a person living with dementia expresses when responding to their physical, social or personal environment. St. Joseph's Care Group's Regional Behavioural Supports program helps long-term care homes across Northwestern Ontario meet the needs of residents who are demonstrating responsive behaviours.

In 2017-2018, the Regional Behavioural Supports Program:

- Provided training to 2,859 participants to increase the capacity for a range of health service providers to support persons living with dementia or a cognitive impairment;

- Received 207 referrals and provided direct services to 419 clients across Northwestern Ontario through its Regional Behavioural Health Services Mobile Outreach Teams; and
- Partnered with Lakehead University's Centre of Education and Research on Aging and Health, the North West LHIN, and Behavioural Supports Steering Committee to evaluate existing services and identify opportunities for future program development.

Through additional funding from the Ministry of Health and Long-Term Care, Northwestern Ontario saw the number of Psychogeriatric Resource Consultants increased by 2.8, and an additional Personal Support Worker was added to the Canadian Mental Health Association's Fort Frances BSO Mobile Outreach Team.



Caring Careers Start Here

For nearly 40 years, St. Joseph's Care Group has provided long-term care for the residents of Thunder Bay. It's our privilege to continue now, and in the future.

This past year we faced a shortage of Personal Support Workers and Registered Practical Nurses. This is not unique to Thunder Bay: organizations from the long-term care, supportive housing, and community care sectors across the province are actively recruiting for these roles.

Our seniors deserve the best care possible. Though facing a shortage of available skilled workers, we are finding ways to make a career in long-term care accessible to more people including:

- Piloting a new position called the Resident Home Worker at Hogarth Riverview Manor.
- Working with post-secondary institutions to increase enrolment for PSWs and RPNs.

- Providing \$4,000 PSW tuition grants with guaranteed employment with SJCG
- Offering support with relocation expenses to attract workers to Thunder Bay
- Exploring unique partnerships such as our collaboration with the Anishinabek Employment Training Services to increase the number of hires of Food Service Workers and Personal Support Workers graduating from their Program.

"The demand for long-term care is increasing and will continue to increase over the next several years," said Myrna Holman, Vice President People, Mission & Values. "We are hiring full and part time positions at competitive wages and benefits. If you are looking for a meaningful career, I encourage you to consider long-term care."

More information is available through our website:
careers.sjcg.net

East Wing Capital Project Update

St. Joseph's Hospital is growing. That's our history and tradition: always changing to meet the unmet needs of the community since 1884.

"The \$54 million dollar expansion, known as the East Wing project, has been specifically designed to meet the needs of adults living with a severe, persistent, chronic and/or relapsing mental illness," said Scott Potts, Vice President Infrastructure & Planning. Individuals are assisted to regain and manage their mental health, and to prepare to live hopeful, meaningful and successful lives through innovative mental health services based on the principles and philosophy of Psychosocial Rehabilitation (PSR).

What is PSR? It's a way of helping individuals with mental illness gain or enhance the skills necessary to function and cope as independently as possible in their discharge destination, while promoting dignity, respect and hope.

Opening in summer of 2018, the new East Wing includes:

- 38 private rooms for mental health rehabilitation as well as common living and dining spaces
- A covered walkway from the Waterfront Parkade to the main entrance
- A new main entrance with more space to drop off and pick up clients
- New spaces to eat and relax
- A living wall
- Safe outdoor spaces
- Contemplation Space (spiritual space)
- Additional meeting rooms



“

Construction of the East Wing at St. Joseph's Hospital is nearly complete. This 100,000 square foot addition will help to realize our vision of providing inpatient rehabilitation (physical or mental health) in one location. This project will bring to life specialized mental health rehabilitation where clients can participate in their care in a more homelike setting filled with natural light and green spaces as they gain the skills and supports needed to live well in the community with mental illness.”

Tracy Buckler

President & CEO St. Joseph's Care Group



Improving Accessibility

When you think of accessibility, often what comes to mind for many people is the ability to enter and navigate a building. That is an important part of accessibility, but it is not the full picture. That's where the Accessibility Steering Committee comes in.

The Accessibility Steering Committee is comprised of representative from across St. Joseph's Care Group, as well as client and community partners. The committee members bring a broad spectrum of perspectives and experiences both in furthering our Accessibility Plan and in identifying barriers and making recommendations for change and improvement.

Over the past year, the Committee has:

- Developed a multi-year Accessibility Plan, and a public consultation process to both inform and evaluate progress on the Plan;
- Contributed to the improvement of existing built environments and on new builds, visiting the sites to see first-hand things like paths of travel, entrances, parking, lighting, and signage;

- Provided input on Thunder Bay Transit's Route Optimization Plan; and
- Participated in working groups including Signage & Wayfinding as part of the expansion of St. Joseph's Hospital.

Because the members of the Committee are generous with their experiences and their perspectives, we are able to better meet the accessibility needs of all who visit our sites or receive our services.

To learn more about the work of the Committee, or read SJCG's Accessibility Plan, visit: accessibility.sjcg.net



2017-18

Board of Directors

Maureen Brophy
Chair

Bishop Fred Colli
Vice Chair

Linda Pauluik
Past Chair

Gary Johnson
Treasurer

Tracy Buckler
President & CEO and Secretary

Dr. Geoff Davis
Chief of Staff

Shelley McAllister
Chief Nursing Executive

Dr. Mark Thibert
President of Medical Staff

Eleanor Ashe
Representative of the Auxiliary
to SJCG

Sister Cecily Hewitt
Sister Alice Greer
Representatives of The Sisters
of St. Joseph of Sault Ste. Marie

Barb Spadoni
Representative of the CHSO

Sandra Sutherland-Byers
Representative of St. Joseph's
Foundation of Thunder Bay

Members

Naomi Abotossaway
James (Jim) Crooks
Susan Fraser,
Larry Lovis
Terry-Lynn Miettinen

Honourary Members

Don Caron
Guy O'Brien
Dick O'Donnell

Leadership Team

Tracy Buckler
President & CEO

Dr. Geoff Davis
Chief of Staff

Myrna Holman
Vice President People, Mission & Values

Lina Johnson
Vice President Seniors' Health

Kathleen Lynch
Vice President Rehabilitative Care
& Chronic Disease Management

Scott Potts
Vice President Infrastructure &
Planning and Chief Financial Officer



Left to Right: Sister Alice Greer, Gary Johnson, Susan Fraser, Linda Pauluik, Maureen Brophy, Dick O'Donnell, Tracy Buckler, Larry Lovis, Sister Cecily Hewitt, Terry-Lynn Miettinen

Financial Statements

Statement of Operations

(in thousands of dollars)

| Revenue | 2018 | 2017 | Percent |
|--|------------------|------------------|------------|
| North West Local Health Integration Network | \$137,202 | \$133,890 | 77% |
| Accommodation Co-Payment | \$13,165 | \$11,629 | 7% |
| Program Fees and Rentals | \$4,399 | \$4,186 | 3% |
| Amortization of Deferred Contributions Related to Capital Assets | \$2,327 | \$2,217 | 2% |
| Other Recoveries | \$20,202 | \$18,609 | 11% |
| Total | \$177,295 | \$170,531 | |

| Expenses | 2018 | 2017 | Percent |
|---|------------------|------------------|------------|
| Amortization of Equipment, Buildings and Leaseholds | \$7,178 | \$6,964 | 4% |
| Drugs | \$1,143 | \$1,153 | 1% |
| Interest on Long-Term Debt | \$1,728 | \$1,637 | 1% |
| Medical and Surgical Supplies | \$1,438 | \$1,407 | 1% |
| Medical Staff Remuneration | \$8,352 | \$8,744 | 5% |
| Salaries and Benefits | \$125,718 | \$122,900 | 71% |
| Supplies and Other | \$31,127 | \$29,712 | 17% |
| Total | \$176,684 | \$172,517 | |

Here for You When You Need Us

With Care, Compassion and Commitment, St. Joseph's Care Group provides holistic, safe, and client-centred care to the residents of Northwestern Ontario. Addictions & Mental Health, Rehabilitative Care & Chronic Disease Management, and Seniors' Health services are provided from multiple sites in Thunder Bay.

St. Joseph's Care Group

Corporate Office
Rehabilitative Care
Chronic Disease Management
Mental Health Services
(807) 343-2431
Toll free 1-800-209-9034

Balmoral Centre

Withdrawal Management Services
(807) 623-6515

Behavioural Sciences Centre

Employer Support & Assessment Services
(807) 623-7677

Hogarth Riverview Manor

Long-Term Care
(807) 625-1110

Sister Leila Greco Apartments

Seniors' Supportive Housing
(807) 625-1126

Sister Margaret Smith Centre

Addictions & Mental Health
(807) 684-5100

St. Joseph's Health Centre

Outpatient Addictions & Mental Health
(807) 624-3400

St. Joseph's Heritage

Manor House Adult Day Program
Bethammi Nursing Home
Diabetes Health Thunder Bay
PR Cook Apartments
St. Joseph's Foundation of Thunder Bay
(807) 768-4400

For information, call (807) 768-4455
35 Algoma Street North, Thunder Bay, ON P7B 5G7

www.sjcg.net  



ST. JOSEPH'S CARE GROUP

Annual Report to Our Community 2017-2018 is produced by the Communications, Engagement & Client Relations department.

Cette information est disponible en français sur demande.