



St. Joseph's Villa - Dundas

2004 Annual Report



Message from
Sister Anne Anderson, President & Chair
St. Joseph's Health System
&
Sister Margaret Kane, General Superior
The Sisters of St. Joseph of Hamilton

In February 2005, the Board of Directors of St. Joseph's Health System (SJHS) together with representatives of member Boards of Trustees, Foundations, and the SJHS CEO Group, met to discuss current challenges and opportunities.

The goals of the Retreat were:

- To ensure clarity of existing responsibilities and accountabilities of the Corporate and member Boards.
- To review existing reporting mechanisms between parties and establish more effective reporting where indicated.
- To begin dialogue on developing a governance structure to best meet the Board's responsibilities and accountabilities.

During the Retreat there was considerable discussion on the current health care environment including the introduction of Local Health Integrated Networks (LHINs) and the potential impact on our health care ministry. A number of Work Groups were established to address key themes consistent with the Retreat goals. These Work Groups will be preparing reports for the June SJHS Board meeting.

We would like to commend Mr. Jay Ayres and the SJHS Purchasing Group for their work with the Ministry of Health and Long Term Care in the Ontario-wide purchase of MRI/CTs. This initiative was the first of its kind in Ontario and underscores the respect that SJHS enjoys throughout the province.

The following highlights are but a few examples of the new and exciting developments taking place in the System.

St. Joseph's Home Care

In January 2005, the Board of Directors approved the change in name to St. Joseph's Home Care (formerly SEN Community Health Care). This name change reinforces membership in SJHS and the linkage to the health care Ministry of the Sisters of St. Joseph.

The Minister of Health and Long Term Care appointed the Honourable Elinor Caplan to review the Managed Competition process used by the Community Care Access Centres throughout the province. We await her final report with hopeful anticipation that there will be appropriate recognition for the contribution of long standing not-for-profit providers of home care services.

St. Joseph's Healthcare Hamilton

George Smitherman, Minister of Health, visited the Centre for Ambulatory Health Services (CAHS) on December 10th. The Minister announced final approval for construction of the 26-Station Satellite Dialysis Centre. The Minister has also indicated funds may be announced for additional cataract surgeries shortly.

The new SJHH Tower is almost complete, and programs will move onto floors 2 to 10 by April 2005. The official opening is scheduled for Friday, June 10, 2005, coinciding with the hospital's 115th anniversary.

St. Mary's General Hospital, Kitchener

It was announced at the recent Ontario Hospital Association (OHA) conference that St. Mary's was a recipient of the 2004 OHA Healthy Hospitals Innovators Award. The award was developed in partnership with the National Quality Institute and recognizes a commitment to developing a long-term strategic approach to the development and sustainability of a healthy workplace and as a role model for others in the community.

The Board and senior staff continue to work with our colleagues at Grand River Hospital to complete the implementation of the directions under the Investigator's Report, as well work continues to develop a plan to address the community needs facing health care in Kitchener-Waterloo over the next 2 to 3 years.

St. Joseph's Health Centre, Guelph

St. Joseph's Health Centre assumed responsibility for the Wellington Terrace Outreach Program on January 1, 2005. Our staff provides an excellent Seniors' Day Program and we are recognized as leaders in this area. We look forward to providing this quality service for Wellington County residents so more seniors can have access to the many benefits provided.

Five additional rehabilitation beds were opened in January 2005 for a total of 15. The additional beds are part of our ongoing plan to provide rehabilitation services to meet our community need. We are also working with our community partners to provide integrated seamless rehabilitation care.

St. Joseph's Lifecare Centre, Brantford

The new long term care centre is now fully operational. 205 residents were transferred from the John Noble Home starting October 26, 2004. All rental space is now fully utilized including: Child Day Care, physician offices, a chiropractor, a physiotherapist, the diabetes association, and psychiatric outreach.

The Stedman Hospice held a very successful opening on December 2, 2004. Currently day programming is available with the expectation that residential care will open in January 2006.

Foundations

Our member Foundations continue to support our redevelopment programs for SJHS members. This important contribution to our health care ministry directly impacts on patient and resident care.

The ongoing development of St. Joseph's Resource Development System Board, chaired by Mr. Bernie Miller, ensures consistency at a policy and governance level throughout the System.

International Outreach Program

Our International Outreach Program continues to provide assistance to the developing world through the participation and commitment of our SJHS family.

Several containers of much needed medical equipment and supplies were sent to our programs in Haiti, Uganda and Yemen. In addition, training opportunities for visiting medical residents and faculty were provided in cooperation with the Faculty of Health Sciences of McMaster University.

As we reflect on the many ways in which we serve God and God's people through our Ministry in Health Care, we are very much aware and recognize with gratitude the ongoing commitment by our Board members, staff, physicians and volunteers who are so adept at making dreams a reality!

St. Joseph's Villa, Dundas

In January a special event recognized the contributions of the Guild volunteers. A special plaque was unveiled to celebrate their contributions over a 43-year period to the residents, families, staff and volunteers at the Villa.

There was a major effort during the year by the Board, management, and staff to ensure that the 97% occupancy target was attained. This was a difficult year to reach this goal due to ongoing construction and the opening of many additional long-term care beds in the community. Congratulations to all in meeting this important target, which has had a major direct impact on resident funding levels.



Report by Mike Cornale, Chair, Board of Trustees and Paul O’Krafka, Executive Director

Who’s Leaving – Who’s Staying! – Board of Trustees

St. Joseph’s Villa benefits greatly from the caring, commitment and expertise that our staff share with the residents of the Villa, Estates, Seniors’ Day Program and Community Outreach Services. Our dedicated and hard-working staff have their talents and skills augmented by our many volunteers and donors who contribute their time, skills and money to improve the lives of seniors at St. Joseph’s Villa. We thank each of these individuals for giving back through their support of the Villa.

The Board volunteers who are leaving the Board this year, can be assured that the lives of seniors today and into the future have been improved as a result of your efforts. Thank you.

Mary McConnell (construction design & education)

Mary McConnell was appointed to the Board of Trustees in 1996. She also serves on the Governance and Planning Committees and was a member of the now disbanded Building and Property Committee.



Mary is co-owner and President of MAR-MIC Contracting Ltd., Dundas and has been involved in building custom homes for over 26 years. Prior to becoming involved in home-building Mary was a teacher at Cathedral Girls’ High School, Hamilton.

Art Samson (education) - Past Chair, Board of Trustees

Art was appointed to the Board in 1999 and is a member of the Finance, Executive and Chair of Governance Committee. Art, as newly elected Hamilton City Councillor representing Dundas, with his busy schedule, has decided to resign from the Board after completing 6 years. Art has found that he cannot dedicate the time he would like to commit to the Villa as he did formerly. He played an integral role in the construction project of St. Joseph’s Villa.



Art is a retired high school principal with a career of 35 years in education. He was a teacher, as well as principal of both Parkside, Highland and Waterdown District Secondary schools. Now that he is retired he still spends time with children. He has been involved with sports in Dundas for a number of years. He established the St. Augustine’s Basketball League for elementary students.

Art is also one of the founders of minor hockey in Dundas. Through being involved with hockey, he was on the Board of the Dundas Junior C hockey team.

Art is also involved in the Dundas Rotary Club, being past President. He is a new member of the Grant Review Team of the Ontario Trillium Foundation. Art was elected to serve Dundas and area on Hamilton City Council in the fall of 2004.

A special thank you to Sister Joan O’Sullivan, who kindly remained on the Villa Board for an extra year. Sister Joan was highlighted in the Annual Report last year.

Thank you to Ron Simpson and Joan Hutcheson, who have agreed to become the newest Board members. Both Ron and Joan have contributed to the Villa residents by volunteering on committees of the Villa Board.

Thank you to Mike Cornale, who has served his two-year term as Board Chair. Mike was appointed to the Board in 1999 and also serves as a member of the Finance Committee. He is also the Chair of the Executive Committee. Mike is President/CEO of Contact Resource Services, Mississauga, and has been involved in the credit and collections industry for over 30 years.

He has been integral in assisting with the project, especially with negotiations with the lenders, Corpfinance. There was many a late night, hashing over financial issues. These culminated with a successful financing agreement in place. The Foundation was able to present several major cheques to Mike during his term in office. Mike will be handing the gavel over to Michelle Cooper, our first woman Chair. Michelle is the first woman to say yes to this major role. Others have been approached in past years, however, Michelle is the first to accept the challenge.



Michelle was appointed to the Board in 1999, and has been a member of the Planning Committee since 1995. She was the Chair of Planning for the last year, and with becoming Chair of the Board, Ron Martin has graciously accepted this position. Michelle is a member of the Finance, Executive and Governance Committees. Michelle may have the most difficult challenge, as the mortgage repayment during her term in office. Here is hoping that the Foundation will have a few cheques to present to Michelle.

Thank you to the rest of the Board members – Dr. Doug Bell, Suneeta Mahal, Ron Martin, Louis Mattina, Denise O'Connor, Terence O'Sullivan, Ray Rocci, David Ramsbottom, Robert Savelli, Jim Sherlock, Peter Sullivan and Laurie Asquith – the road of construction is almost complete. Thanks for being a part of the new Villa, for helping to make miracles and for providing a new home for the residents. Thanks for keeping the faith.

Thank You to the Foundation

Thank you to Maureen Ellis, Michael Cox, Rick Gaffney, the Foundation staff and Board of Trustees for their unrelenting efforts to ensure that the Villa's stretch cash flow requirements for 2004 were met. A special thank you to Maureen Ellis and Terry Cassaday – both miracle workers. While the Foundation have done a magnificent job in achieving new pledges and new donors, their greatest success this past year has been in working with our many donors in collecting on commitments. The needs of our residents and those who will benefit in years to come are ever increasing. The hearts of our volunteers and donors are greater.

Mission Reflection

The Mission is the major focus of the Villa, the Sisters and the Health System. Staff and Board reviewed the Mission in 2003 under the leadership of the Governance Committee of the Board. The Mission was approved as the basis for our next strategic plan. The organization philosophy was modified especially as it related to our new Free to Live – Resident centred focus on care and life planning.

The members of our Board of Trustees reviewed the Mission in detail by having each Board member do a presentation on how the Villa lives the Mission. In this way the Board covered the complete mission three times in 5 years. One of the members recommended instead of Board members doing the Mission Reflection, that staff be invited to the meetings to provide a reflection of how the mission is demonstrated in their positions at the Villa.

Staff who have presented the mission reflection are: Rob Dalingwater, Manager of Human Resources; Maureen Tettman, Quality of Life Director; Bev Greenwood, Pastoral Care; Jocelyne Lebel, Seniors' Day Program; Rose Fischer, Intake Coordinator, Social Work Department; Jennifer Croy and Sharon Reid, Therapeutic Recreation; Margaret Lambert; Director of Planning and Support Services reported on Occupational Health and Safety; Ingrid Thompson reported on the Villa pool and the re-sales of the St. Joseph's Estates; Jennifer Townsend, Education and Infection Control Coordinator; Kim MacKinnon, Coordinator of Information and Quality Systems and Chief Privacy Officer, reported on the new privacy legislation and how it impacts the Villa and its residents. She also spoke about Continuous Quality Improvement, Accreditation and the Villa's involvement in ISO.

The Villa will continue this process. Every month staff will report their reflection to the Board. Staff join the Board for the light lunch before the meeting, thereby, getting to know a little about each other. Staff members are always invited to stay for the entire meeting.

Creating Home: Our Free to Live Philosophy

The Free to Live philosophy represents an integration of our Mission with our desire to create a homelike environment for our residents, families, volunteers and staff. Our philosophy speaks to a recognition and celebration of individual uniqueness and choice. Free to Live encourages learning about an individual's history, strengths, needs and preferences, and the creation of life plans that are mutually developed with residents and their families. Free to Live promotes the continuation of a resident's lifestyle practices, collaborative team relationships and opportunities for empowerment of residents and staff in a spirit of love. We also recognize the reality of compromise and negotiation within any shared environment.

The Free to Live care teams on the Juravinski and McArthur Family wings have begun meeting. The care teams are intended to create a place for all health care providers committed to caring for our residents to come together and reach out across disciplines to create partnerships in order to achieve the shared mission and vision of the Free to Live philosophy. Staff in the existing building will be moving and forming new teams as the next phases of construction are complete. It is our goal over the next year to implement the neighbourhood meetings in all Resident Home Areas in the Villa.

The Free to Live Steering Committee consists of staff, residents and family members. One Free to Live initiative was the "Garden Party" strawberry social which was held in June 2004 as a means of thanking staff for all their hard work involved in the first move to the Juravinski wing. Many suggestions made by the staff by means of questionnaires and focus group interviews were implemented when the next move occurred in July 2004 to the McArthur Family Wing. We continue our journey towards a thriving Villa community in which the individual needs and desires of the residents direct and shape daily life; where we work in a partnership to create an environment full of life, spontaneity, creativity and comfort for a combined outcome of quality of life for residents and quality of work life for staff.

Tribute to The Villa Sisters - Past and Present



Sister Mary Rose began her career as a private duty nurse before entering the community of the Sisters of St. Joseph of Hamilton in 1936. Sister was a Nursing Supervisor in Hamilton and Kitchener and later, Director of Nursing Education Kitchener and Guelph, serving over 40 years in health care. After retirement Sister was called to establish a Communications and Archives office at the Motherhouse but she soon found her focus to be Archives and continued there for thirteen years. During this time, Sister Mary Rose was also coordinator of the gift shop which raised funds for the poor. Still raising funds today, Sister volunteers with the St. Joseph's Villa Foundation and takes a regular turn selling tickets as she welcomes staff and visitors to the Villa.

Born in Brantford, Sister Mary Bernard was taught by the Sisters of St. Joseph of Hamilton and in 1936 entered their community. Sister taught in Hamilton, Brantford, Hespeler, Burlington and Kenilworth where she was also a principal. Upon retirement, Sister became the sacristan at St. Mary's Church and in the chapel at St. Joseph's Hospital, Brantford. In 1986 Sister moved to the Villa and over the years has been happy to serve as Sacristan, Eucharistic minister and spent many hours working in the Library. Sister spent almost 12 years with her brother John, also a resident, and was happy to care for him in his failing years.

Born in St. Agatha, Sister Ruth graduated as a Registered Radiological Technician in 1950 and served in St. Joseph's Hospital, Guelph and St. Mary's General Hospital, Kitchener as an X-ray Supervisor. Following two years service at the Sisters' Mission in Guatemala she returned to the Villa and St. Joseph's Home in Guelph to work as an adjutant. Sister then joined the Pastoral Care Team at St. Joseph's in Hamilton and served for 8 years before returning to Kitchener where she volunteered in Pastoral Care and as a Eucharistic Minister. Sister Ruth enjoys a game of cards or good movie, oil painting and working on the computer.

Born in Hamilton, Sister Michelle entered the community in 1961. Sister, already having earned her BA in French, first began her ministry at Mount St. Joseph. She then went on to Hamilton Teachers' College and taught French in Hamilton and Burlington schools for several years. Sister came to live at the Villa in 1986 and soon after began to volunteer teach adults in E.S.L. (English as a second language). Sister's love for animals is well-known.

Sister Mildred Dietrich is an excellent cook and for twenty years served as the Dietary Supervisor at St. Joseph's Hospital in Guelph. In her earlier ministries Sister recalls working at the boys' orphanage in Hamilton, in the Altar bread room at the convent on Park Street, and for each year of her novitiate, she worked at the House of Providence so that the Sisters there could attend retreat. Sister's days in dietary was a benefit in her new ministry as a Red Cross Homemaker serving there for 18 years. During that time Sister was also involved in Pastoral Care in Kitchener and Guelph. It has always been a part of Sister Mildred's ministry to visit and pray with the sick and these days, she also does the driving for the Villa Sisters.

Sister Mary William worked at St. Mary's General Hospital in Kitchener in the Admitting Department for twenty-three years after entering the convent. She came to St. Joseph's Villa in 1974 and worked in the Admissions Department until she retired. Sister Mary William, who enjoys crafts, also volunteered with the St. Joseph's Villa Guild for many years. This year Sister celebrated her sixtieth anniversary as a Sister of St. Joseph

along with Sister Mildred. Sister Mary William holds the longest period of residence of any Sister living at the Villa.

Sister Virginia Hanlon has had a number of major careers during her ministry as a Sister of St. Joseph. She graduated from St. Joseph's Hamilton. She was Director of the School of Nursing at St. Joseph's Hospital, Hamilton. Sister still maintains contact with many of her students and alumni as the Sisters' representative on the alumni executive. She was Executive Director of St. Mary's General Hospital in Kitchener. She was a Pastoral Care Worker, Intake Worker and Spiritual Animator at St. Joseph's Home in Guelph. For the last 16 years she has been informal special advisor to the CEO at the Villa.

Sister Geraldine Madigan has resided at the Villa three times during her life as a Sister of St. Joseph. She has been part of the Pastoral Care Team at St. Joseph's in Guelph for two terms and has also worked in Pastoral Care at the Villa. After serving in the Sisters' Missions in Cape Croker and Fort St. John, B.C. Sister Geraldine came to the Villa in 1972 and soon after began the Senior Centre which is still flourishing today. Sister continues to work with the senior Sisters along with Sister Beverley and this year they both celebrate their 53rd anniversary as Sisters of St. Joseph of Hamilton.

Sister Beverley Pilon is the current Superior of the Sisters at St. Joseph's Villa; a position she has held for the past 6 years. She previously held this role in the late 1980s and early 1990s, until she was called to serve as the Motherhouse Administrator. When Sister Beverley first entered the community she trained as a music teacher and taught in Hamilton, Mount Forest and Milton. One of her great loves is Marygrove where Sister also served as Administrator. Sister Beverley is still involved with the CSJ Companions program and was the coordinator for 10 years. She has also been a member of the Planning Committee of the Villa Board.

Sister Madalene Colusso was born in Neghawnia, Michigan and entered the St. Peter and St. Paul Congregation of Monongah, a small mining town in West Virginia, Sister Madeleine moved to Canada and joined the Sisters of St. Joseph in their community life at the Villa in 1998. In her earlier community Sister took a business course and was involved in working in the Finance area as well as served as the driver of Sisters and patients at the home her community operated. She likes to volunteer and over the years has enjoyed bowling, crafting, ceramics and macramé.

“The Daffodils of Hope”, Relay for Life 2004 Team

On Friday, June 18, 2004 a small group, including the Sisters from St. Joseph's Villa, participated in the annual Relay for Life fundraiser for the Canadian Cancer Society. Team Members Sister Geraldine, Sister Mary Rose, Sister Beverley, along with Villa staff set up camp, complete with tent, lawn chairs and a small BBQ. After a moving Survivor's Victory Lap at 7:00 p.m., the team took turns walking the track. Thanks to Ruth-Lyn (Nursing) for stopping by with coffee to help wake and warm us up!! This was a great event and another activity that the Sisters become involved with.



Special Events

St. Joseph's Villa Foundation Recognition Event – May 31, 2004



On May 31st, 2004, St. Joseph's Villa Foundation named the new north wing of the Villa the Margaret and Charles Juravinski Wing.

Margaret and Charles Juravinski believe people helped them achieve their successes. The Juravinski's generosity came from enjoying good health, working hard and their strong employee dedication for more than 30 years in building Flamboro downs into North America's premier half-mile harness racetrack. This wing at St. Joseph's Villa is a legacy to the importance of their donation. Margaret and Charles have effectively brought attention to health care needs including long term care. Their encouragement has prompted many people to give.



On May 31st, 2004, St. Joseph's Villa Foundation named the new south wing the Anne and Neil McArthur Family wing. The McArthurs know the beauty and frailty of the human spirit. They understand the vulnerability of seniors who need care and compassion in their final years and they believe in "giving something back" to the community and the people who helped them achieve

their success! Their story begins with a young couple moving to Dundas in 1975 with their 3 children - Stephen, Joanne and Lisa. Together they struggled through the challenges of building a small automotive parts business that grew into a success with 250 employees. Neil retired and sold the business in 1998. The McArthurs led the way in bringing attention to long term care. Their spirit of giving has been an inspiration for others to follow. Their gift to St. Joseph's Villa is a legacy to seniors for many years to come. Sadly Neil passed away in 2004 but his legacy at St. Joseph's will live on for years to come.



Over 300 donors from the "Miracles of Modern Medicine" and the "Our Family Caring for Your Family" campaigns attended the dedication of the new north and south wings. Both dedication murals were unveiled and Bishop Anthony Tonnos blessed the wings. The Juravinski and McArthur families have made this huge multi-million dollar renovation project a reality with their "miracle gifts".

The campaign wall, which recognizes all donors that gave \$5,000 or more to both campaign, was also unveiled. The staff of St. Joseph's Villa is recognized for their contribution in the \$100,000 - \$499,999 category for the \$102,000 commitment to the campaign.

Recognition of the Guild

Approximately 50 Guild members came to be honoured at the unveiling of their recognition plaque, which hangs in the Anne and Neil McArthur Family Wing. This was a great tribute for their 43 years of commitment and dedication to the residents, staff, volunteers and families of the Villa.



Olive Davis, retired Villa staff, gave an excellent speech. Olive was a HCA at the Villa for over 30 years and worked in the House of Providence the 1970s Villa and the new St. Joseph's Villa. Former Villa and Foundation CEO, Sister Katherine Godfrey highlighted the history of the House of Providence and the Villa.



Ivy Neve, one of the Guild members, presented Maureen Ellis a cheque in the amount of \$10,000 as the Guild's last donation to the Villa. This was in addition to \$100,000 donated to the new building project and annual donations to support residents over the history of the Guild. A cheque of \$2,000 was given to the Sisters of St. Joseph.

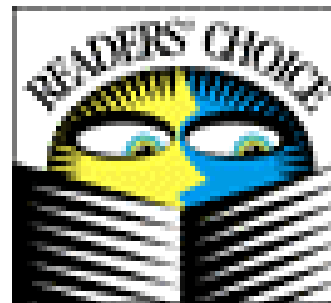


125th Anniversary of St. Joseph's Villa

St. Joseph's Villa's 125th anniversary was celebrated in collaboration with the Guild recognition event. Father Dwyer opened the ceremony with prayer. There were historical documents and pictures displayed in the foyer of the Anne and Neil McArthur Family Wing. A historical booklet was available with highlights about the House of Providence, and its construction. The booklet also included facts about the Villa in 1968 when Sister Edmund was Administrator and the announcement of \$28.6 million from the Ministry of Health and Long-Term Care in April 1999 at the annual meeting.

The Hamilton Spectator's Readers' Choice Awards

Thanks to the votes of the residents, family and friends, as the Villa once again became the winner of the Hamilton Spectator's Readers' Choice Awards as the "Best Retirement Home/Long Term Care Home in Hamilton. The Villa has been selected for this prestigious award many times and is the only multiple recipient of this honour. The Villa was also celebrating our 125th anniversary of caring for seniors, which made the award seem more timely. It is because of the quality of care that the Villa staff provide the residents, that makes this the best home in the Hamilton community.



**St.
Joseph's
Villa
2004
Winner!**

Activities of the Villa

Outbreak

There was an influenza outbreak declared by the Public Health Department on December 20, 2004. It lasted until January 1, 2005. Tamiflu was provided to all residents. The exclusion policy went into effect. Staff, who did not have the influenza shot in November, were unable to work until they had taken tamiflu. The number of residents who had their flu shot was 85%. The number of staff who had their flu shot was 80%. Influenza flu shots were down this year throughout the Province. We continue to emphasize the benefits of immunization for the protection of the residents, staff, their families and all people they come in contact with.

Jennifer Townsend led the outbreak team through the process. Staff were successful in isolating the situation, and the infection did not spread. Programs were halted, mass was cancelled, residents were isolated to their floor. This was the main reason the infection did not spread.

CMI NEWS

CMI – Case Mix Index – A Great Effort and Phenomenal Outcome:

The official results for the 2004 Levels of Care Classification were received just prior to Christmas. The Villa had an increase from 103.49 to 106.83. This is a phenomenal result. The Case Mix Measure for the Province increased from 90.09 to 91.58. A special thank you goes to Shawn Gadsby, Director of Nursing, and Laurie Asquith, Unit Manager for ensuring that audits were completed in a timely fashion. Laurie has done a remarkable job in the past two years educating staff and she to the process. All registered staff at the Villa are to be commended. Any number over 100 is excellent. Obtaining the current CMI in a normal year would be difficult. Meeting this number in a year with the high turnover of residents the Villa has experienced requires an incredible volume and quality of charting. The Villa is the envy of many of our peer facilities based on this outcome.



Occupancy – A Job Well Done

The Finance Committee requested that recognition be sent to staff for their hard work for achieving the cumulative 97% occupancy rate. The following message was provided in the Friday Flyer from Mike Cornale, Board Chair.

“On behalf of St. Joseph’s Villa Board of Trustees, the Finance Committee and the Executive Team, I would like to extend our congratulations on a job well done! As all staff were made aware in the summer, the occupancy rate for the Villa for the year 2004 had to be attained at a cumulative rate of 97%, or significant funding would be lost. This target seemed impossible even in early December. With a lot of hard work and dedicated effort by staff and a few miracles thrown in, the Villa successfully reached the 97% target. Thank you for all your efforts in this matter and continuing to provide quality care to the residents of the Villa. You are part of a Special Place caring for special people.”

Thank you to Board members and volunteers who supported and assisted with the process. Everyone did a great job. We had 100% occupancy for 27 of the 31 days in December.

Seniors' Day Program

In 1972, the Sisters of St. Joseph responded to the interest and needs of the community by establishing the St. Joseph's Villa Seniors' Day Program. Today the Day Program features four distinct programs that provide a comprehensive range of services to our members in a unique and supportive setting.

The programs are available to community-based adults who are experiencing diminishing physical function and social activity due



to frailty, physical disability or cognitive impairment. Staff and volunteers optimize an individual's physical, emotional and intellectual well-being and enjoyment of the day. Some of the activities are crafts, quizzes, games, woodworking, gardening, bus outings, bowling, entertainment, dancing, special events, and guest speakers.

Unique on Site Features: Client's may access the Chapel, library, beauty salon and heated pool. Men and women who reside in Dundas and Hamilton are eligible to participate. Individual assessments and geared-to-abilities programming assist participants to achieve and maintain their maximum level of functioning, prevent premature institutionalization, and provide respite and support to caregivers.

The United Way of Burlington and Hamilton help to make this all possible. They assist in sponsoring this program with the donations that they raise throughout the year. The Villa supports the United Way campaign every year in October by having an in-house campaign.

In today's complex world, it takes more than just one agency or program to make a difference. The Villa's partnership with the United Way, the City of Hamilton and Province of Ontario helps make a tremendous difference to the seniors in the community who need and use the Seniors' Day Program.

Ted McMeekin, MPP for the area came to the Villa's Day Program to announce increased funding for all Seniors' Day Programs in the Province. This increase was greatly needed and welcomed.



Letters from Family Members – Seniors' Day Program

"I want to thank you for making Ken so welcome in the program and helping him so much. I know some days are difficult, but we couldn't have managed without the program. My family and I hope you can use our donation for your program. Thank you and God Bless."

"Thank you for providing such an excellent service. Because of your program, we were able to go about our daily responsibilities with peace of mind knowing that Lee was with such a caring and capable group."