



**2008 Message for
Annual Reports/Reports to Community
for
St. Joseph's Health System and
St Joseph's Resource Development System from
Sister Anne Anderson and Sister Margaret Kane**



St. Joseph's Health System (SJHS) is a Ministry of the Sisters of St. Joseph of Hamilton founded in 1991; a continuation of over 150 years of providing a full range of values-based health care and social services through community based organizations.

St. Joseph's Resource Development System (SJRDS) was founded in 1999 and is Canada's first system of independent Foundations. The ability of our SJHS members to deliver care to our residents and patients is dependent to a significant degree on effective fundraising within the context of our mission and values. Our Foundations provide much needed support for capital projects, equipment and research – all essential components of quality care.

Our SJHS member organizations supported by our member Foundations include:

- St Joseph's Home Care, Hamilton, Halton and Brantford
- St. Mary's General Hospital, Kitchener
- St Joseph's Villa, Dundas
- St. Joseph's Health Centre, Guelph
- St Joseph's Lifecare Centre, Brantford
- St Joseph's Healthcare, Hamilton

Each year, we engage in a number of initiatives to ensure that the mission and values of the Sisters of St. Joseph of Hamilton will continue to grow and thrive in the years to come. Outlined below are a few examples representing this commitment:

A video has been produced to celebrate the legacy of the Sisters of St. Joseph of Hamilton. This initiative was the result of a recommendation to the SJHS CEO Group by Kyla Kumar, Media and Public Relations Specialist, St. Joseph's Healthcare Hamilton. Kyla produced the video together with Victoria Rabb, Director, Communications and Patient Relations, St. Mary's General Hospital, Kitchener. Copies of the video have been distributed to each member organization and will be used for board, volunteer, and staff orientations as well as selected special events.

During a 2007 visit to the University Hospital in Port-au-Prince, Haiti, Dr. Ronald Connelly, Medical Director, asked for our assistance in rebuilding the hospital kitchen. For the last few years, the kitchen in this large teaching hospital (750 beds and 12,000 deliveries a year) has been without any refrigeration or heating capabilities to support food service delivery. This hospital serves the poor of this large city and its densely populated suburbs. Our on-going commitment to Haiti has had a profound impact on the dignity and quality of care for this vulnerable population.

We are pleased to report that new industrial refrigeration units and stoves/ovens have been delivered safely. This shipment was made possible through a generous donation by the Congregation of the Most Holy Redeemer in memory of Father Emmanuel Demerah, CSsR who was a long standing contributor to the mission of SJHS and the Sisters of St. Joseph. As in prior projects, Chris Chovaz, Director, Biomedical Engineering & Building Services and Jay Ayres, Director, Group Purchasing Organization & Materiel Management addressed the technical and logistical requirements of determining what equipment was most appropriate.

On December 14-15, 2007, over 50 representatives from SJHS met in Guelph to renew our commitment to the poor and marginalized. In attendance were representatives of the System Boards of Directors as well as trustees, management and staff of our member organizations, and members of the International Outreach Program. The primary focus of the retreat was directed to the following excerpt from the SJHS Vision Statement: *“be vigilant in providing preferential care for the poor and marginalized both within our own community and abroad”*.

The outcome of the retreat was a renewal of our commitment to serve the poor and marginalized in our community.

We would also like to express our sincere gratitude to those donors who continue to support our Ministry through their generous donations to our Foundations. Our Foundation Boards, CEOs, staff and volunteers work in partnership with SJHS members to ensure that care is delivered in modern facilities with state of the art equipment. The unselfish contributions of all donors - large and small, corporate and individual - directly impact our ability to deliver patient and resident care in an environment which respects the individual dignity of those whom we are privileged to serve.

As we look forward to future opportunities and challenges, we are confident that both SJHS and SJRDS are well positioned to continue the Sisters' legacy of values-based care in our communities.



Board Chair Report – Peter Sullivan



My first year as Chair has passed so quickly it is hard to believe I am halfway through my term as Chair of the Board of Trustees. It has been a challenging time in the history of St. Joseph's Villa but certainly not unique to various challenges that the Villa has faced and successfully addressed in previous years.

As Michelle Cooper, our past Board Chair, stated at last year's meeting, the Villa has been blessed with strong and visionary leadership lead by Paul and his senior management team. Paul, together with Barbara Mahaffy, Shawn Gadsby, Maureen Tettman, Dr. Norm Flett, Kim MacKinnon and of course Linda Dennis have all accepted and met the numerous challenges over the last year by taking on increased duties and responsibilities, while they and other staff continued to provide the same excellent standard of care and service for our residents. We are truly fortunate to have such knowledgeable and dedicated individuals who are and who will no doubt continue to serve the needs of our residents in the future.

I am extremely fortunate to have the unwavering support and assistance of each and every single member of the Board of Trustees. Your time and commitment to the service of the residents and the Sisters of St. Joseph is evident at every turn.

David Ramsbottom, our Vice Chair, has backed me up on numerous occasions

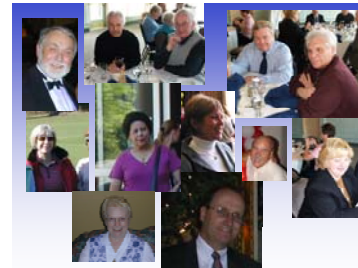
when I was unable to attend a function or a meeting;

Ray Rocci, Chair of Finance, has led his committee through some very challenging financial times;

Joan Hutcheson, Chair of Health Services and Quality Management Committee, has provided leadership and re-energized that Committee with many new initiatives;

Michelle Cooper, Chair of Governance, has undertaken a complete review of our governance model with her committee; and finally

Ron Martin, Chair of the Planning Committee, who along with its members have expended an enormous amount of time and attended extra meetings with planners and architects in overseeing the feasibility and planning of a third Estates building along with that Committees' usual duties.



In addition Mike Cornale, Sister Michaela, Ron Simpson, Dr. Denise O'Connor, Suneeta Mahal, Hugh Clark, Louis Mattina, Angela Siddall and Bob Savelli were all significant contributors to the overall success of the Villa over the last year.

I would also like to acknowledge a number of past Board and Committee Members who have graced us with their presence today. It is these people for whom we, as present Board Members, dedicate our efforts to continue the high standards set by our predecessors.

I was particularly pleased to participate in our first annual Mission Legacy Awards ceremony in the fall. While a number of the recipients and their accomplishments were known to me, I learned about individuals who preceded us along the way who contributed so much over the years to the legacy of St. Joseph's Villa. I encourage all of you to take a few minutes to read the individual plaques that describe the contributions made by those who were honoured this year that are mounted on the wall on the first floor of the McArthur Wing.



I would be remiss not to gratefully acknowledge the efforts of our Foundation over the last couple of years. The Foundation has undergone a significant restructuring last year after completing a sequence of successful capital campaigns and we look forward to the ongoing contributions from the Foundation to assist the Villa to meet its obligations in the future.

St. Joseph's Health System held a retreat in Guelph in December 2007 where participants undertook the task of determining how effective we were at servicing the 'poor and marginalized' not only within our community, but also through the outreach programs for those who are truly less fortunate and in need of our help on so many levels. As the number of Sisters decline and their capacity to be vocal advocates of the poor and marginalized becomes more difficult it was agreed that all members of the St. Joseph's Health System rededicate themselves to care for the poor and marginalized to perpetuate the legacy of the Sisters to ensure the continuation of the Catholic health care ministry.

One of this Board's (and I include previous members of the Board) greatest accomplishments in recent years was the foresight and initiative to undertake the construction of our new home for our residents. As we all knew the expansion and renovation of St. Joseph's Villa was not undertaken without knowing the challenges that would be faced to finance the project. We were extremely fortunate during the construction period to secure significant contributions and pledges from our many donors. We have been fortunate over the last couple of years, largely through the efforts of our senior management team, to increase revenue while at the same time reduce expenses while preserving the quality of care and service provided to our residents. The introduction of the transitional units on our 2nd and 5th floors with both St. Joseph's Hospital and Hamilton Health Sciences provided much needed additional revenue to the Villa.

In addition, we have had significant contributions from our Foundation - all of which has enabled the Villa to meet the financial obligations to our lender. Notwithstanding, these efforts are largely short term solutions which cannot be relied on in the future. We must seek out other avenues and opportunities, while continuing to press the Ministry for increased funding to sustain our infrastructure and ensure we are able to provide the quality service and care that the Villa has provided for its residents for decades.

The Board and senior management team also undertook the challenge of addressing the occupancy waiting list that stands in excess of 200 for our two Estates buildings. To that end the feasibility of a third Estates building was undertaken to meet that need in a way that is consistent with the vision, mission, values and legacy of the Sisters of St. Joseph. There have been countless hours expended by Paul and the senior management team as well as our Planning Committee in addressing the feasibility of a third Estates building. Those efforts appear to be coming to fruition, however there continues to be much more work that lies ahead.



In closing, I look forward to the second year of my term as Chair and with your help and I know we can successfully meet the challenges that lie ahead.

CEO Report – Paul O’Krafka



2007 - “Year of Opportunity!” Transitional Care Units, S.I.M Gym, Enchanted Garden, Staff Memorial Garden, CARF, HOBIC, SAMI and much more - 2007 was definitely a year of opportunity. Partnerships were built and/or strengthened.

This has been a year to act on the opportunities both that have been created and those that have come our way. In the new world of collaboration and partnership, the Villa has both “Talked the Talk” and “Walked the Walk”.

Our Vision created a little over a year ago is for St. Joseph’s Villa “to be a destination of choice for Seniors, an employer of choice for staff and volunteers, and a partner of choice for community programs and services.” This Vision has certainly been acted upon and achieved in many ways this year.

In 2007 our waiting lists grew for all of our programs and services – more seniors and their families chose St. Joseph’s Villa. Many were admitted and even more added to our growing waiting list. Seniors who chose to continue to live with their families but needed a rest took advantage of our Respite Care service and our wide variety of Adult Day Programs. Our waiting list for St. Joseph’s Estates – Life Equity Housing grew, as more people wanted to join us. Very few units came available for resale.

2007 saw us add over 70 staff to our workforce. Our growth in staff was more than in numbers. Many staff learned new skills on the job while others took advantage of external learning opportunities. I am proud of the staff of St. Joseph’s Villa. The Villa provides many growth opportunities for individuals. Beyond that staff discover and make opportunities for themselves as they find ways to become more effective and more efficient in the jobs they do. The results are improved quality of work life and greater and better services for our residents.

In 2005 the Province of Ontario made a commitment to reunite couples and families in Long Term Care Homes. The Villa continues to creatively support this provincial priority. I am thankful to our staff for going the extra mile for all of our residents but especially for efforts made on behalf of couples who have chosen to remain together at the Villa. We often have to overcome major obstacles and significant opposition to do what is right for our residents. Our staff meet this challenge with distinction. Our Mission and the Legacy of the Sisters of St. Joseph are in good hands.

Long Term Homes across Ontario continue to be called upon to respond to increasing acuity of care and special needs of residents. Many residents we admit today, in years gone by, would have been cared for in much more labour rich environments. As the number of beds per capita in Psychiatric and Complex Care Hospitals decline, the Villa and other similar homes have become the Special Hospitals of the 21st Century.

Our Occupational Health and Safety Committee works closely with employees, management and unions to ensure the safety of our residents and staff. Some of the important initiatives in this area include: a “Violence in the Workplace” committee and survey to staff; Management of Disruptive Behaviours (System- wide); training for direct care staff in GPA – Gentle Persuasive Approach. I commend the partnership amongst management, staff and unions in continuing to respond to the special needs of our changing resident population.

Through the Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS) we have partnered with other Not-for Profit Long Term Care Homes, Residents' Councils, and Family Councils, to encourage the Ontario government to provide adequate resources to meet the care and safety needs of residents in our Homes. We have seen some successes. The daily raw food allowance was increased from \$5.46 per resident per day to \$7.00 in 2007. All seniors in homes now have access to increased Physiotherapy Services; a great step toward falls and injury prevention.

Province wide we need a significant increase in direct care staff. Our Residents need more Registered Nurses and Registered Practical Nurses for improved assessment of care needs, improved leadership, direction, supervision and teaching of staff and increased time for safe medication delivery. Villa Residents need more Personal Support Workers (PSWs) and Health Care Aides (HCAs) to provide adequate numbers of staff to feed, dress, toilet and redirect residents. Most importantly residents tell us we need more time to ensure that they have access to staff to talk to and listen to them. Residents are simply craving more genuine human contact with their caregivers. St. Joseph's Villa is proud to have staff who are committed and skilled and meeting this need. We and our residents simply need enough resources to adequately respond.

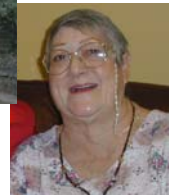
Addressing a crisis for the hospitals and people in our community while assisting with the Villa's own needs, the Transitional Care Units were created at the speed of light. Staff rallied together to ensure that the Fifth Floor would become a new unit for Hamilton Health Sciences patients. The Fifth Floor was freshly painted, beds were put in private rooms, and Dr. Flett extended his care to the patients who came to the Fifth Floor. The Hamilton Health Sciences admitted 41 patients to the Villa's Fifth Floor early in January 2007. In April, St. Joseph's Healthcare opened a second unit on the 2nd floor of the East Wing with 29 beds. Staff were amazing and everyone from the HCA to the Director of Nursing to the Housekeeper to Maintenance staff to the Unit Manager...everyone stepped up to the plate to ensure that this happened.

The Hamilton Community, the Ministry of Health and Long Term Care and the Community Care Access Centre faced a rapid increase in the need for crisis admission. The Villa responded by increasing our long term care home bed numbers by 4 until the end of June 2007. At that time the Province had no more available funds for this service and it was discontinued.

Over the past several years we have seen great results for our Villa residents from the increased availability of therapy and physio services. As a result of initial support of United Way we were able to undertake a pilot fitness training program for our Day Program participants. Following the initial pilot, further applications were generated by Tamara Johnson. Ted McMeekin provided the first provincial fitness grant to assist with more staffing and equipment. Grants from the LHIN, the federal government and New Horizons for Seniors have allowed the program to expand to the community to ages 55+. Tamara Johnson and her Seniors' Day Program and S.I.M Gym teams have been able to take the small seed of an idea and move towards improving the health and fitness to over 100 community seniors in a matter of months. With the enthusiasm of the initial participants, staff and volunteers we have great potential in this area in the years ahead.



The Sisters of St. Joseph of Hamilton created a video that captures the Sisters' legacy and how it is lived today. Each organization within our St. Joseph's Health System selected participants for the videos. Connie Rice, Housekeeping, Liz Westerhof, Clinical Support Worker and Lorraine Denman, resident and President of Residents' Council were interviewed. The backdrop for the Villa filming was the Grotto. The video has been completed and has been shown at the Legacy Mission event and as a reflection at a Board meeting. It is also being used at staff orientation.



The Ministry has involved several homes as pilot sites to test the validity of funding Commission of Accrediting Rehabilitation Facilities (CARF) Accreditation as an alternative to CCHSA Accreditation. This is a great opportunity to be at the forefront of a new era in improving resident quality of care and building on the Villa's "Free to Live", resident centred approach to care. It is also the opportunity to be a lightning rod for those who like the status quo and who appreciate the value of our current accreditation and would oppose change to new approach. The Villa has applied and successfully been selected as a pilot site. With an already full plate the Team has indicated this is doable.

Under the leadership of Kim MacKinnon, our staff have reviewed all required standards and are prepared for a visit in June of 2008. This has been a great learning experience for everyone involved.

CUPE 1404 has constructed a memorial garden to honor the contributions of fellow staff members who have passed away. This project was taken on by a staff member who wanted someone to remember one of our kitchen staff who passed away in the Spring of 2006. It grew to include all staff that had died while still employed by the Villa. It was a staff driven process with blockages removed by my office. The garden includes a plaque with carved verse and an assortment of shrubs and plants. It is located outside the McArthur Wing near the walkway that leads the Estates.

The Residents' Council, St. Joseph's Estates Advisory Committee, Seniors' Day Program Advisory Committee and Family Council continue to provide input and recommendations to the Villa staff and Board of St. Joseph's Villa. An expanded handicap parking area was proposed by Family Council and implemented by Villa staff. The Seniors' Day Program joined efforts with Hemoglobin to organize a three-day yard sale, BBQ and much, much more. Councillor Russ Powers and The Honourable Ted McMeekin dropped in to participate. The St. Joseph's Estates Advisory have been very busy over the past year. A number of donors from the Estates donated funds to our Foundation to provide more trees in the Grotto area.

Residents' Council have expressed their appreciation for the Villa's responsiveness to Food Services issues. They have been very complimentary on the significant improvements and continue to work to make things even better.

I thank the donors to our Foundation, the Foundation Board and staff. The efforts and donations to our two recent capital campaigns allowed Villa residents to move into their new home. During a year of Board rebuilding and staff restructuring, the Foundation undertook two record breaking events. Both the Spring Gala and fall Golf Tournament significantly exceeded previous financial results.

Through funds raised, the sponsors, volunteers and donors to our Foundation indicate to us the importance with which the community looks upon its seniors. I am thankful for the citizens of Hamilton and Dundas for recognizing the needs of our Residents and donating to the St. Joseph's Villa Foundation. I am confident that in the future our seniors can continue to count on community support.

In carrying out my responsibilities at the Villa, I have two groups whom I work with and to whom I am extremely grateful. The first is our Board of Trustees. This group of volunteers from our community takes responsibility at a Governance level to ensure Quality Care and Service is provided to all of our residents and seniors who live and participate at the Villa. I am thankful to Peter Sullivan, Board Chair for the leadership he has provided to the Board. Peter's thoughtful approach on major issues and respectful approach to all people makes the Villa a better place for all involved. He has highlighted the contribution of Board Members, Committees and their chairs in his report. I thank each of our members for your individual and collective contributions.

The second group is the Executive Team (ET). This leadership group of Senior Managers cover all areas of activity at the Villa. Together they make a complex array of services come together to work for the staff we employ and the seniors we care for. Led by Dr. Norman Flett, with 30 years service to residents of the Villa, they have a combined 112 years service.

Thank you to Barbara Mahaffy who agreed to a one-year contract upon the resignation of Anne Groulx. The Villa has been most appreciative of Barbara's time and energy spent with special projects such as the Operational Review, requests from the Ministry as a result of our "ask" to them, monitoring the Debt Service Ratio as well as the daily operations of the Finance Department.

Maureen Tettman brings many years of experience from her various roles within the Villa. Her role as Social Work Supervisor, a term as Unit Manager brings her to the present position as Director of Quality of Life and over the past year Director of Housekeeping and Laundry. She brings a strong awareness of the Residents' ongoing needs and the significance of the Villa's Free to Live philosophy. Kim MacKinnon is the newest member to the Executive Team. She has recently completed the OANHSS Administrators' Management Certification course. Kim's role is Director of Performance and Quality Management. This is definitely her area of expertise with leading Accreditation, ISO and now CARF Accreditations. Our rookie, David Bakker, has some time to get his feet wet. Linda Dennis is our organizer and communicator at the Executive level. Linda keeps the Board, the Executive Team and the Executive Director focused and on track. Shawn Gadsby has taken on various roles in the organization – Director of Human Resources, Director of Food Services and of course, the role he was hired to do, Director of Nursing. These individuals work extremely well as a team.



Saying thank you to everyone, we come to staff. The reason why the Villa is consistently the Hamilton Spectator's Readers' Choice Awards; two-time recipient of the Hamilton Community News Readers' Choice Awards; 3-year full accreditation with CCHSA; ISO registered; - the best staff in long term care. Over 450 of our staff took the time to complete SAMI – the Strategic Alignment Measurement Index survey. Their input gives us a good picture of how well they know, understand and live the Villa's Mission. It provides a great tool that assists our planning for the future and includes what is important to staff in that planning. The voices of all staff are important to be heard and acted upon. It is also often that through the voices of our staff that we hear the echo of the voices of the Residents they work with and care for.

Annual Service Awards

In recognition of our dedicated and long-term staff, our Annual Service Awards were presented in the Gordon and Mabel McMillen Villa Chapel. There was a ceremony and reception to recognize this year's recipients. All staff were invited to come celebrate and recognize the contribution made by their peers within our St. Joseph's Villa community. I congratulate and thank each of the staff members (listed below) for their dedication to our Residents and their fellow employees.

35 Years

Anne Bowen Purchasing

30 Years

Kimberley Potticary Housekeeping

25 Years

Marilyn Burke Housekeeping

20 Years

Lorraine Asquith Nursing
Joan Bent Nursing
Wendy Dew Food Services
Lesley Douglas Nursing
Helen Edjan Nursing
Ignazia Fazari Food Services
Marisa Fazari Housekeeping
Mumtaz Hussein Housekeeping
Marcia Powell Nursing
Mary-Ella Stokes Finance
Cheryl Thomas Nursing
Sandra Wassink Nursing

5 Years

Shannon Appleby Nursing
Kristen Billard Food Services
Donna Clewlow Food Services
Ruth Coe Building Services
Petrina Doorsammy Nursing
Irene Dunlop Food Services
Mary Grace Fernandez Nursing
Noemi Fernandez Nursing
Amanda Fizer Nursing
Adrain Grigorescu Maintenance
Helen Hill Housekeeping
John Jones Nursing

15 Years

Terri Davidson Nursing
Joseph Doyle Seniors' Day Prgm
Rose Fischer Social work
Heather Kowalski Nursing
Marie Smith Nursing
Inez Tulloch Nursing
Elizabeth Woodworth Nursing
Aihua Zhu Nursing

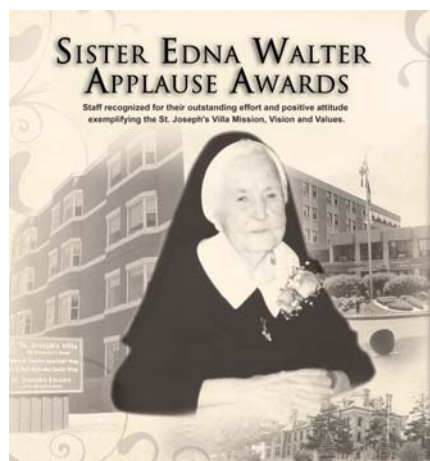
10 Years

Carmel Bailey Nursing
Iona James Nursing
Judy Kane Reception
Yolanda Leng Nursing
Linda Maloney Nursing
Nancy McClure Finance
Lisa Medeiros Nursing
Heather Neiser Nursing
Verona Powell Nursing
Judith Senior-Lindsay Nursing
Marcia Wilmot Nursing

5 Years

Ira Jules Nursing
Adam Kingdom Food Services
Valerie Klassen Food Services
Carol Leggate Reception
Lorraine Mainprize Nursing
Amy-Leigh McArdle Nursing
Rosalie Mubenga Nursing
Kelli Ouellette Food Services
Deanna Picco Food Services
Nenita Sevilla Nursing
Gail Stewart Nursing
Tricia Upper Nursing
Rosemary Valero Nursing
Diane Watson Foundation
Christianne Wilson Nursing

Sister Edna Walters Applause Award Recipients – 2006 and 2007



Each year at our awards celebration we honour three staff, nominated by their peers, with the Sister Edna Walter Applause Award. These staff are selected based on their demonstration of the Mission, Values in their work at the Villa. They receive a plaque to display in their work area or at home. Also this year we have created a permanent display at the Villa highlighting the award and listing all previous recipients.

Marie Hulme – “What event does she not contribute to.” Marie participated in the move of the residents to the new building by packing their clothes, staying and chatting with them until they were comfortable and calling them by name. She manned the Information Desk as families moved their family member to the new Transitional Care Units on the Fifth and Second floors. She has assisted with memorial events and volunteers at Pub nights. Marie is definitely the Villa Angel. (2006)



David Osmond – When we come to work each day, we take for granted the equipment we need to do our jobs properly and efficiently will be up and running smoothly. We only have to be without our computers or equipment for a short period of time to realize the necessity that they are in our workplace. His day consists of moving quickly from problem to problem with a smile on his face and a calm approach. He is always respectful, patient and timely and very accommodating to staff schedules. He is an asset to the Villa with his gentlemanly manner. (2006)

Sheila Gamble – Sheila brings laughter and enjoyment to her role that ripples throughout the pool. She is always searching for new ways to benefit the clients, expand the program and increase revenue. On her own time she certified herself to instruct a therapeutic water program with clients from the East End Pain Clinic, thus giving the Villa a unique opportunity to reach out further to the community. She exemplifies the Villa’s mission values of care, service, challenge and responsibility. (2006)



Liz Westerhoff (Clinical Support Worker) - Her positive approach to life is inspirational. She is caring and has a respectful nature to the residents and other staff. She is always willing to offer her assistance, cheer, or kind words to residents and staff. Dedicated employee for 24 years going above and beyond in her duties. (2007)

Connie Rice (Housekeeper) – Her actions speak volumes of Living Our Values Everyday. Her smile is infectious as she goes about her work, passing it on. Her actions provide a great boost to staff morale. She is an amazing individual always going above and beyond. When she is needed, call and she is there in a flash. She has been a long time employee of 28 years. (2007)



Jean Ausher (Intake Coordinator) – She demonstrates performance above and beyond regular duty. She has been a valued employee since 1988. She promotes the Villa as an excellent employer and exemplifies accountability, reliability and responsibility. She provides staff spirit decorating for every holiday and festive occasion. She goes beyond the expectations of her role, staying late, receiving calls at home or whatever is required. (2007)



Shawn Gadsby, Martha Wing Report

2007 was an excellent year for the Martha Wing. Bed Utilization has been very consistently high and effective in meeting the needs of the Sisters of St. Joseph of Hamilton who require Long Term Care. Although we received the highest possible accreditation standard through the Canadian Council of Health Services Accreditation in 2006 - a 3-year award - we continue to strive for excellence in quality and new ways to measure it.

In conjunction with the Ministry of Health and Long Term Care, the Martha Wing will be co-participants with St. Joseph's Villa in a new accreditation survey through the Commission of Accrediting Rehabilitation Facilities (CARF). This pilot project will establish a potential for an improved system of assessing and identifying quality care and best practice that is supported by provincial funding and has proven successful in Western Canada and throughout the United States.

The Martha Wing continues to be in a very small, select group of Long Term Care Homes that remains perfect in its Compliance Record with the Ministry of Health. The hundreds of standards that must be met are broad, rigorous and detailed. Congratulations are in order to the great efforts of the staff, management, the General Superior and Council who support this program.



The Martha Wing is on the "cutting edge" of Long Term Care development in Ontario. Selected as an early adopter of the RAI-MDS project, the Martha Wing is contributing not only to the establishment of a new assessment and care planning tool to be used in all LTCHs, but also allows for the collection of quality indicators and data that supports continuous improvement processes. The information is also submitted to the Canadian Institute for Health Information (CIHI) contributing to a national data base of important information for better planning of research, academic and clinical programs. Several key elements have been added to the RAI-MDS, that monitors professional care input/output in the health care system as part of the Healthy Outcomes for Better Information and Care (HOBIC). The staff of the Martha Wing take advantage of ongoing learning opportunities including training in Gentle Persuasive Approach (GPA) which provides strategies to deal effectively with those who suffer from Alzheimer's Disease and other Dementias. They also participate in training on Infection Control such as universal precautions, pandemic planning and influenza.

The active Residents' Council includes all Sister residents. They provide good input and advice to staff. This year they have also undertaken education and research on provincial legislation and regulation related to Residents' Councils. They have used this in updating their terms of reference.

Our Executive Team meet regularly to review the care, programs and standards of the Martha Wing and is supported by unit team meetings, Residents' Council, and Pharmacy and Therapeutics to name a few.

