



# Happy New Year



Villa Bulletin  
January 2009

## FRIENDS & FAMILY MEMBERS

During the Holiday Season there is a large volume of clothing gifts given to residents. Please ensure that all new gifts of clothing are left for name marking at Reception or the Nursing Station on your home area.

Due to the large volume of clothing received during the Holidays, you may experience a short delay in receiving the item back from the Laundry.

**Thank you for your patience  
The Linen Department**



## Bank Machine

Please be advised the Villa has installed a new bank machine! It is fully operational and ready to go! It is located near the front door beside reception, around the corner from the Cassaday Cafe. We hope you enjoy this new added service. Please pass the word along.

## *Celebrate 130 Years of Caring*

Join us Friday, April 24, 2009 as St. Joseph's Villa Foundation hosts their 8<sup>th</sup> Annual Gala Event at Liuna Station in Hamilton. This is a special year for St. Joseph's Villa as we celebrate **130 years** of providing quality care to seniors and the disadvantaged in our community. This is the Foundation's major fundraising event of the year. Our 450+ guests will enjoy an exceptional evening of fine dining, unique auction items, and quality entertainment. Funds raised through this event make it possible for St. Joseph's Villa to continue to serve the spiritual, emotional and physical needs of our residents and community seniors. Tickets are \$175.00 per person. Call Laurel Greene at (905) 627-9011 ext. 2293 for tickets or for information on how you can help.



## **Quality of Life Survey**

Thank you to all of the residents and family members who participated in our quality of life/resident and family satisfaction survey earlier this year. The survey was administered to residents and family members to measure resident satisfaction with regards to care, services, and other features of quality of life including social, emotional, and home environment aspects. The overall goal of the survey was to enhance satisfaction and quality of life for all of our residents at St. Joseph's Villa.

One hundred and seventy-four residents were eligible to be asked to take part in a one-to-one interview by trained interviewers that were hired by the research network for this purpose. A total of 142 residents participated in the survey. This represented a response rate of 82%. There were 207 surveys mailed out to family members and 121 were returned representing a response rate of 58%.

The report on the results of the survey has been completed and will be available in January for any one who would like to read it.

The overall results indicated that there is a high degree of resident and family satisfaction. There were some areas where it was felt that improvement was needed in the areas of food, activities and autonomy. It was also noted that there is a need to increase the number of staff available to care for residents to which we heartily agree. Also included in the report is a list of several of the quality improvement initiatives that were implemented to address areas for improvement in last year's survey.

If you would like to read the complete report, please contact me at 905 627-3541, Ex. 2322.

Maureen Tettman  
Director of Quality of Life