



St. Joseph's Villa
Celebrating 130 Years



Bulletin

Keeping It Simple



Eileen is a familiar and cheerful face at the Villa. Her husband and she arrived together in 1988 from the Westdale area of Hamilton. Eileen fondly remembers “lazy time” days at her family’s cottage in the Muskoka’s. She and her husband would have simple ways to enjoy time with their two daughters throughout the summer. A big red motor boat, large enough to seat six, was great fun to cruise around the lake. But, with auburn hair and fair skin, Eileen learned quickly that sun could lead to painful consequences.

The busy highways back to Hamilton were a bit painful. “The men always thought they were being clever, thinking of a new route back to beat the traffic”, Eileen explained. “But the problem was lots of other folks had the same plan and the new route would be just as bad.” Although she loved to drive, she let her husband have the steering wheel.



They used to occasionally stop at Weber’s, a restaurant just north of Orillia that is still doing a thriving business with cottagers. Her daughters would have liked to stop there on every trip but Eileen and her husband kept it as a special treat.



Her youngest daughter now uses the cottage with her family and Eileen’s oldest daughter has her own cottage about seven miles away. She stated that with close cottages, her girls can easily visit each other while maintaining their own space.

Eileen became a member of Residents’ Council in 1992 and remained until 2001. She was President of the Council for several of those years.

These days at the Villa, Eileen enjoys her “excellent” weekly exercise class of stretching and muscle toning. Unable to see what the other class members are doing, she doesn’t worry too much about keeping up with them! She knows that the class makes her feel good and perhaps, like her time at the cottage, finding simple things to enjoy creates that cheerful smile of hers.



The next meeting of the Family Council will be Monday, January 18, 2009 from 1- 3 pm. All family members are welcome to attend.

Mark Your Calendar

St. Joseph's Villa Foundation "Some Kind of Wonderful" gala event will be held on Friday, April 23, 2010 at Liuna Station Hamilton. Our guests will experience an extraordinary evening of fine dining, unique auction items, and quality entertainment by singer/songwriter John Ellison and his accompaniment band. Tickets \$175.00 each by calling (905) 627-9011 ext. 2293.



On Tuesday, June 1, 2010, join us in honouring the Legacy of the Sisters of St. Joseph of Hamilton at Carmen's Banquet Centre. Tickets are \$95.00 per person. For more information contact 905-522-1155 ext. 35981 or visit stjoesfoundation.ca or sjv.on.ca/foundation.ca.

Great News!!!!!!!!!!



We welcome everyone to come to the Cassaday Café - effective January 4, 2010 until April 31, 2010 the Café will be open on weekends.

Business hours will be:

Monday through Friday 8:00 a.m. to 2:00 p.m.

Saturday and Sunday 9:30 a.m. to 2:00 p.m.

Look forward to seeing you!

Happy New Year BINGO!

Monster Kiwanis BINGO on Monday, January 4 played in the Tuck Shop. Prizes of \$1,000 and \$2,000. There will be Happy Hour in the Tuck Shop from 5:45 to 6:45 with music by Carol for a sing-a-long.



BINGO will start at 7:00 sharp. Happy New Year to all.

The Tuck Shop is now back to regular weekend hours – Mornings - 9:30 to 11:30 and afternoons 2:00 to 4:00.

Quality of Life/Resident and Family Satisfaction Survey

St. Joseph's Villa's Free to Live philosophy of care promotes quality of life for our residents. That means that we look at all aspects of their care as well as what gives "quality" to their lives. The Villa has been utilizing the Long Term Care (LTC) Resident and Family Satisfaction Survey for a number of years. The purpose of the survey is to obtain feedback from residents and their families about the quality of care and services provided. Survey results are used to determine the areas where we do well, as well as the areas where there is improvement needed in order to guide continuous quality improvement initiatives. The Quality of Life/Resident and Family Satisfaction Survey Report for 2009 is completed.

Of 362 residents at the Villa, 157 residents were eligible (able to understand and respond to the questions) to be approached for an interview. Of these 157 residents, 128 completed an interview (response rate=82%). Resident interviews were conducted in person by two trained interviewers not employed by the Villa.

Family members were sent a survey if a resident was unable to participate in the interview process. There were 205 families that were sent a family survey, of these, 113 completed and returned the mailed out survey representing a response rate of 55%.

Overall Ratings

The majority of residents and family members thought that the overall quality of care and services at the Villa was "Good", "Very Good", or "Excellent" (90% and 92% for residents and family members respectively). Most residents and family members also agreed that they would recommend the facility to others who need similar care (90% and 67% respectively).

Family members were also asked if the quality of care and services over the past year had improved. Sixteen percent (16%) of families felt that the quality of care and services at the Villa has improved over the past year, 78% felt it stayed the same, while 6% felt that it had become worse.

Concerns Expressed

The items that were identified by residents as areas that could be improved were:

- Are you aware of all the activities that are available (63% no)
- Do you choose to participate in activities (26% no)
- Are you encouraged to participate in decisions about your care (31% no)

Areas for consideration identified by family members include:

- Do you feel there are enough activities for your family member (59% yes)
- Do you feel there is enough entertainment (60% yes)
- Do you feel the facility has enough staff to look after residents needs (38% no)

A small number, 7 residents and 12 family members, expressed concerns on the change in staff rotation. Some examples are: They felt it hard to get used to new staff members; did not know what they were doing; work isn't done as well; some are really not interested in learning about the idiosyncrasies of the individuals on their unit. It should be noted that this was a recent change at the time the survey was completed.

The Good News

Almost all residents who were able provided feedback regarding the care and services they received. A number of families also responded to the survey. It is evident that residents and families want to play an active role in defining how care is to be delivered at the Villa. By implementing this survey, the Villa has invited residents and families to participate in the continuous quality improvement of the organization and has demonstrated to residents and families that they value their participation.

While reflecting on those areas identified for improvement and determining the best method to address them, it is also important to recognize and celebrate the successes that are presented in the report. Most residents and families were confident in their belief that the Villa is the best place to be.

This is a brief overview of the report, if any one is interested in reviewing the report in its entirety; please contact me for a copy. I would like to thank all those residents and family members who participated in the survey.

Maureen Tettman, Quality of Life Director, Ext. 2322



HAPPY NEW YEAR

Xin Nian Kuai Le
Stastny Novy rok
GELUKKIG NIEUWJAAR
Onnellista Uutta Vuotta
Bonne Annee
Bliadhna mhath ur
Prosit Neujahr
Kenourios Chronos
L'Shannah Tovah
Naye Varsha Ki Shubhkamanyen
Bliain nua fe mhaise dhuit
Felice anno nuovo
Szczesliwego Nowego Roku
GOTT NYTT AR

Shchastlyvoho Novoho Roku
Chuc Mung Tan Nien
Feliz Ano Nuevo
Godt Nytar
Head uut aastat
Hauoli Makahiki Hou
Sun Leen Fai Lok
Boldog Uj Evet Kivanok
Akimashite Omedetto Gozaimasu
Saehe Bock Mani ba deu sei yo
Laimigo Jauno Gadu
Laimingu Naujuju Metu
Feliz Ano Novo
S Novim Godom