



NEW SUPPORTIVE HOUSING PROGRAM AT FIRST PLACE

For 2017-18, the Minister of Health and Long-Term Care mandated the LHINs across the province to focus on improving patient flow through hospitals, avoiding unnecessary hospital stays, and reduce the time people spend in hospital waiting for the right level of care.

Housing is an important social determinant of physical and mental health and well-being. For seniors, stable housing can serve as a platform for supportive services to improve the health and functional outcomes of vulnerable older adults.

In June 2017, the MOHLTC released an Expression of Interest to Ontario LHINs inviting submissions for the allocation of base funding for those who need both rent supports and service supports through the new Seniors at Home supportive housing program. Through the data analysis that was done as part of the Expression of Interest, the HNHB LHIN identified a patient population that is pursuing long-term care prematurely because of a lack of alternative affordable community housing and care options (retirement homes are prohibitively expensive and there are few supportive housing options). Affordability, not need for the level of care received in long-term care, was the driving factor in choosing to go into long-term care. For that reason, the HNHB LHIN identified a need to increase access to supportive housing for individuals residing in hospital with an ALC designation where income is a barrier to hospital discharge in accessing affordable housing with supports.

This funding was targeted to assist seniors designated alternate level of care (ALC) in hospitals and/or health facilities who:

- Are homeless,
- Cannot return to their own home due to the appropriateness of the

...continued on page 3



In this issue...

	<i>pg.</i>
<i>Highlights from the Mission Legacy and Staff Recognition event</i>	4
<i>In conversation with Loraine McLaughlin and Brandi Le Blanc</i>	7
<i>Accreditation Update</i>	8
<i>Just wash your hands – the right way</i>	10
<i>Introducing the new Employee Referral Program</i>	12
<i>Prevent the flu this winter season</i>	13
<i>Online safety – prevent email viruses</i>	14

We continue to receive recognition for our ongoing commitment to quality, compassionate service. St. Joseph's Home Care has received new recurring funding for a supportive housing hub program at First Place Hamilton. We submitted the proposal for funding at the request of the Hamilton Niagara Haldimand Brant (HNHB) Local Health Integration Network (LHIN), which is in itself a reflection of our excellent reputation in our sector.

Each of our staff members help us build this reputation for excellence each and every day with your hard work and dedication.

Last month we celebrated the St. Joseph's Home Care Mission Legacy Awards, Awards of Excellence and Years of Service recognition and this was my first celebration with SJHC staff. At the event we honoured individuals who have made exceptional contributions to the health care ministry of the Sisters of St. Joseph, colleagues who routinely go above and beyond for our clients and their co-workers, and long-serving staff who have a demonstrated commitment to this organization. I want to take the opportunity to congratulate all the award recipients again. Thank you for your service to our organization.

Our processes for ensuring the quality of our services will be tested again in a few months' time when we go

President's Corner



through the on-site survey. Over the coming months, we will be bolstering our staff education in our quality improvement activities in preparation for the survey and we start in this very issue of the newsletter bringing your attention to the importance of hand hygiene and preventing the spread of the influenza virus.

Each of you is deeply involved in our quality processes in your daily work, from identifying clients who are at risk of falling to our falls prevention program, to incident reporting when an event happens or you experience a near-miss; from practicing the four moments of hand hygiene, to using personal protective devices like gloves and masks; from completing medication reconciliations, to providing care that meets the needs of each individual client. We know we have robust processes for ensuring client and staff safety across all our service areas, which is why our goal is to achieve Accreditation with Exemplary Standing again this year. And I have no doubts that we will accomplish this goal again in 2018.

WORKING TO IMPROVE STAFF SAFETY IN THE CLIENT'S HOME

Working in clients' homes can create unique challenges for staff safety. For example, a beloved family pet can become aggressive toward a nurse or PSW providing care and getting too close to "mom" or "dad".

To help staff navigate these unique safety challenges, St. Joseph's Home Care is finalizing a client agreement that sets out the expectations of respectful behaviour and asks clients to:

- keep pets in another room or in a cage/crate during the visit



- make sure the entrance to the house, including the driveway and walkway, are clear of ice and snow during the winter
- keep needles and/or lancets in a puncture-resistant container
- refrain from smoking at least one hour before the visit and for the duration of the visit

The goal of this document is to raise each client's awareness of dangers to our staff in their homes and provide safer working environments for our staff.

Agreements will be signed at intake and remain in the client file for reference.

NEW SUPPORTIVE HOUSING...

home or who need affordability assistance to secure an appropriate home; or

- Can continue living independently in the community with appropriate support services

Supportive housing improves the quality of life for these individuals who, with the combination of housing assistance and supports, could live independently in the community for longer periods of time. It improves the ability for individuals to independently manage their own care and care decisions and would also prevent individuals from being prematurely admitted to long-term care.

On October 25, St. Joseph's Home Care hosted an announcement by Mr. John Fraser, Parliamentary Assistant to the Minister of Health and Long-Term Care. Mr. Fraser announced half a million dollars in funding to reduce overcrowding in area hospitals. The new funding includes a new 40-unit supportive housing program for St. Joseph's Home Care at First Place Hamilton, along with 57 additional beds at Hamilton Health Sciences and St. Joseph's Healthcare, and 6 transitional care spaces in Hamilton.

This new supportive housing program at First Place Hamilton is a hub model where clients in the program will live in residential units at First Place.

"We are very appreciative of the opportunity to support more patients to live independently in the community," said Dr. Carolyn Gosse, President of St. Joseph's Home Care. "This program is an example of how we can work together to provide community-based solutions to alternate level of care challenges by bringing together partners from our Hamilton-based hospitals, St. Joseph's Healthcare Hamilton and Hamilton Health Sciences, the LHIN's Home and Community Care, and CityHousing Hamilton."

The funding will be used to provide rent as well as home and community care supports, so that they can receive the right care in an environment suited to their needs.

The ability to access suitable stable housing, coupled with the appropriate care, has supported individuals in retaining greater independence and control of their own care needs over an extended period of time.

The funding is part of a larger commitment by the Ministry of Health and Long-Term Care to provide access to care and reduce wait times, whether in hospital, at home or in the community that involves a \$24 million investment in 2017-18 for 2,000 additional beds and spaces being made available across the province.

Increasing the supportive housing options in the community also helps solve overcrowding in hospitals. It improves patient flow by reducing the number of patients waiting in hospital or in a transitional care program for admission to affordable supportive housing and reduces emergency department wait times by improving access to acute medical beds within the area hospitals.



Participants from St. Joseph's Home Care included Carolyn Gosse, Aden Hiscox, Rebecca Buckland, Marianne Amodeo, Lori Lawson and Tanya Tomasino.



Mr. John Fraser, MPP (left) talks with Dr. David Higgins (centre) and Mr. Sonny Monzavi (right)

If there are any topics that you would like discussed in SJHC Corner, send your ideas to ttomasino@stjhc.ca.



On October 18, 2017, St. Joseph’s Home Care hosted the Mission Legacy Awards and Staff Recognition event. This event is an opportunity to celebrate the dedicated, mission-driven people who work at St. Joseph’s Home Care.

This year the event was held in a new venue: St. Naum of Ohrid Macedonian Orthodox Church & Banquet Hall on the Hamilton Mountain. It was a beautiful fall day outside, and this was reflected inside the hall with the fall-themed decorations.

This year’s celebration combined three different events – the Mission Legacy Awards celebrating individuals who embody the legacy of the Sisters of St. Joseph in Hamilton, the Awards of Excellence recognizing the work of staff who exemplify the values of our organization, and the Years of Service recognition honouring long-serving staff. While each is different, what all three have in common is that each is focused on the remarkable contributions made to the organization by the people who work here.

Congratulations to all the award recipients!

Mission Legacy Award Recipients

- Annette Simpson, Manager of Neighbourhood Model & Park Street Hub
- Mary Guise, SJHC Board Member, Joint Boards of Governors
- Natalie Smith, Team Lead, First Place Food Services

Award of Excellence Recipients

- Theresa Hastings • Arlene Marcon • Lori Lawson • Shamiso Matinyarare

Years of Service Recipients

30 Years

- Maureen Switenky

20 Years

- Marilyn De Jesus • Josephine Hazeweinkle
- Antionietta Kinnunen • Dhaiwantie Kissoon Maria Lopez
- Leticia Moore • Gertrudes Padua Narmattee Singh • Katherine Vandenbroek

15 Years

- Jocelyn Rubiano

10 Years

- Dawna Bidwell • Analita Concepcion
- Yeshewa Gebrenariam • Pauline Roach
- Genet Woldselassie

5 Years

- Harinder Ahluwalia • Leovegilda Andrade
- Lalaine Beaulac • Clarivelle Bernardo
- Samina Daniel • Sara Evans • Alicia Gallant
- Elizabeth Illeboye • Ingrid Mudrazia
- Tanya Tomasino • Erica Ventura • Kate Weeks

making memories...



WELCOME ABOARD!

NAME & POSITION	PROGRAM AREA
Lourdes Abaday, PSW	Park Street
Andrea Boyko, Clinical Nurse Manager	First Place
Sarah Burns, PSW	Marketed Services
Boey Chak, RN	Visiting Nursing
Christopher Denman, Program Assistant	Visiting Nursing
Odessa Fraser, RPN	Visiting Nursing
Natasha Fredson, PSW	Marketed Services
Alexandra Gardiner, Program Assistant	Visiting Nursing
Sara Goddard, Program Assistant	Visiting Nursing
Sharon Go Yo, PSW	Marketed Services
Jessie Griffin, RPN	Visiting Nursing
Kerry-Ann Hudson, RN	Visiting Nursing
Augustine Jiju, Server	First Place Food Services
Jennifer Johnson, Companion	First Place ALU
Brandi Leblanc, Senior Manager	ICC
Mhonica Lentejas, RPN	Visiting Nursing
Ashley Marquard, PSW	First Place ALU
Rubin Mathew, Program Assistant	Visiting Nursing
Loraine McLaughlin, Senior Manager	Visiting Nursing

NAME & POSITION	PROGRAM AREA
Monica Nwagwu, RPN	Visiting Nursing
Rangarirai Nyemba, RN	Visiting Nursing
Chelsea O'Donnell, PSW	Park Street
Victoria Sheweli, Care Connector	Marketed Services
Marites Sotto, PSW	Wellington Terrace
Edna Theobald, RPN	Visiting Nursing
Irene Thomas, PSW	Marketed Services
Julie Turner, Human Resources Manager	Corporate
Brittany West, RPN	Visiting Nursing
Amber Williams, PSW	Marketed Services
Ivenlyn Zheke, RPN	Visiting Nursing



compliments

Good work does not go unnoticed and we have received a beautiful compliment of the work being done by Shamiso Matinyarare in Falls prevention:

Over the past years since we began our Golden Girls Club, we have enjoyed and learned from many guest speakers. Your presentation today was by far the best one to date.

Thank you so very much for your informative, well-organized session which truly explained the many aspects of how to keep our living spaces safe and accident free...

Our time together was a great, enjoyable learning experience. Thank you so much.

Yours sincerely, The Croatian National Home Golden Girls



Loraine McLaughlin

What have you (or are you) enjoying most here at SJHC?

I have enjoyed and continue to enjoy the staff and the atmosphere here at SJHC. I come to work and I am smiling all day. People are always willing to help. There is a sense that everyone wants to collaborate to ensure that the patients get the best care.

What are some challenges you see in this role?

With community nursing, things are ever changing. Staff turnover is one of the biggest challenges as the volumes are unpredictable and the complexity of the patients increase. Because staff work remotely, it can be a challenge to keep them engaged. I will need to come up with some innovative ideas on how to manage turnover and staff engagement.

Was there a particular moment in your life that made you decide on a career in health care?

My mother had health issues for many years and was misdiagnosed at first. I knew at that time that I wanted to make a difference in healthcare. There is still a need for more change to get us to where we need to be, but with advancements in technology, we are heading in the right direction.

Where are your home roots, where do you currently reside?

I am originally from Jamaica, but have resided in Canada for many years. I currently live in the Niagara Region.

What do you like to do to relax and maintain a work-life balance?

Spirituality and family are important to me. Spirituality helps me maintain a positive attitude and keeps me balanced. Spending time with my family, including my pom-chi, keeps me grounded and happy. I take the time to relax my mind on the drive home from work, so that when I get home I am ready to spend time with my family, relax and unwind for the next day.

What motto do you live by? Or, what is a famous quote that inspires you?

Proverbs 3:5-6 Trust in the Lord with all thine heart; and lean not unto thine own understanding. In all thy ways acknowledge him, and he shall direct thy paths.



Brandi Le Blanc

What have you (or are you) enjoying most here at SJHC?

I like the people that I work with and the culture at SJHC the most. The culture is similar to St. Joe's. It's warm and inviting and the team is open to all the changes and expansion that are always happening within the model.

What are some challenges you see in this role?

The biggest challenge is resources. In the not-for-profit world you have to be innovative to grow, but you have to move the innovation forward with the existing funds and this can be a challenge. The best way to approach this is to be creative. Rethink and reorganize to find room in the funding for innovation.

Was there a particular moment in your life that made you decide on a career in health care?

I always wanted to be a nurse. My father is a paramedic and my favourite book as a child was his medical dictionary. Actually, my first Halloween costume was a nurse costume and I still have it. I was often sick as a child and was hospitalized several times and I still remember Nurse Nancy braiding my hair and making me feel better about being in hospital.

Where are your home roots, where do you currently reside?

I grew up in Norfolk County in tobacco country and now live in the Niagara region, not too far away from where I grew up.

What do you like to do to relax and maintain a work-life balance?

I like doing things that are creative. One of my favourite things to do is to decorate. I love to find items, like a frame or a piece of furniture and repurpose it so it has a new life.

What motto do you live by? Or, what is a famous quote that inspires you?

It's pretty simple, but my motto is the Golden Rule: treat others as you would want to be treated.

REMEMBERING MICHAEL MACYK

St. Joseph's Home Care staff members have said goodbye to Michael Macyk, a beloved long-time client at the Gwen Lee Supportive Housing program.

A client of St. Joseph's Home Care since 2002, Mike had built lovely relationships with staff at Gwen Lee and is dearly missed.

SJHC staff members were part of many of Mike's experiences in the last 15 years he lived at Gwen Lee. He had his very first telephone installed in his apartment so he could be connected to Lifeline, the fall alert system at Gwen Lee.

His obituary read:

Passed away at St. Joseph's Villa on Wednesday, August 16, 2017 in his 107th year. Dear friend of Bob Mann for many years. Special thanks to the staff at Gwen Lee Supportive Housing who will miss him. Born in the Ukraine, came to Canada and worked in many areas around Hamilton. Michael was involved with

the Association of United Ukrainian Canadians.

Born on October 16, 1910, Mike saw many, many changes throughout his life. For his 106th birthday celebration, Mike was surprised with a set of three letters, one from Her Majesty The Queen, one from the Governor General and one from Mayor of Hamilton, as we reported in the Fall 2016 newsletter.



Gwen Lee Supportive Housing staff, Marilyn DeJesus, Letty Moore and Esperanza Cawil celebrate Mr. Macyk's 105th birthday in 2015

Michael died in August from complications following a fall.

ACCREDITATION UPDATE

The Accreditation Survey is coming! Site survey dates are set for April 30 to May 3, 2018.

Accreditation is a demonstrated commitment to ongoing improvement to provide client the highest possible quality of care. SJHC is accredited through Accreditation Canada and the 2017 Accreditation Site Survey has been scheduled for April 30 to May 3.

During the Site Survey, SJHC will need to demonstrate implementation of Required Organizational Practices (ROPs), which are evidence-based practices that mitigate risk and contribute to improving the quality and safety. ROPs are categorized into six patient safety areas:

SAFETY CULTURE

Create a culture of safety within the organization

COMMUNICATION

Improve the effectiveness and coordination of communication among care and service providers



and with the recipients of care and service across the continuum

MEDICATION USE

Ensure the safe use of high-risk medications

WORKLIFE/WORKFORCE

Create a worklife and physical environment that supports the safe delivery of care and service

INFECTION CONTROL

Reduce the risk of health care-associated infections and their impact across the continuum of care/service

RISK ASSESSMENT

Identify safety risks inherent in the client population

Accreditation Canada defines an ROP as an essential practice that organizations must have in place to enhance patient/client safety and minimize risk.

For 2014-2018 SJHC received the Accredited with Exemplary Standing decision, which means that SJHC surpassed the fundamental requirements of the accreditation program. In 2018, SJHC is again aiming for Accredited with Exemplary Standing decision, which is the highest level of performance possible and would mean SJHC is achieving excellence in meeting the requirements of the accreditation program.

did you know

Ever notice that some people can make changes to documents, spreadsheets or presentations quickly and efficiently without even moving their hand from the keyboard to the mouse? These masters of efficiency are using shortcut keys – a series of key combinations that translates to computer commands or actions. Think of it like a secret language you can speak with your computer that helps you get things done more quickly. Here are some important shortcuts:

1



Insert a page break
CTRL + ENTER

2



Print
CTRL + P

3



Open the "start" menu
WINDOWS KEY

4



Select all
CTRL + A

5



Jump to the beginning or end
CTRL + HOME
OR
CTRL + END

6



Thesaurus
SHIFT + F7

REMEMBER TO JUST CLEAN YOUR HANDS

Hand hygiene is an essential client safety element for the prevention of infections and the spread of antimicrobial resistance.

Hand sanitizing with a 70 to 90% alcohol-based hand rub (ABHR) is the preferred method for cleaning hands (when hands are not visibly soiled). It is faster to use and more effective than washing hands, even with an antibacterial soap. ABHRs are also easier on the skin because they contain emollients to reduce hand irritation. Do not use an ABHR immediately after hand washing with soap and water as it will result in more irritation of the hands and do not dilute the ABHR with water (it will reduce the effectiveness of the product).

Hand washing with soap and running water must be performed when hands are visibly soiled because the effectiveness of alcohol is inhibited by the presence of organic material. If hands are visibly soiled and running water is not available, use a moistened towelette to remove the visible soil, followed by ABHR. Do not use bar soaps in health care settings; bar soaps are for individual clients' personal use only.



PRACTICE YOUR 4 MOMENTS FOR HAND HYGIENE FOR CLIENT SAFETY

In home health care, the entire home is the client's environment. Hand hygiene is needed on entry to, and exit from, the home as well as according during the 4 Moments.

1 Before initial client or environment contact

Clean your hands when entering a room before touching client or before touching any object or furniture in the client's environment to protect the client and their environment from harmful germs carried on your hands.

2 Before aseptic procedure

Clean your hands immediately before any aseptic procedure to protect the client from harmful germs, including his/her own germs, entering his or her body.

3 After body fluid exposure risk

Clean your hands immediately after an exposure risk to body fluids (and after glove removal) to protect yourself and the health care environment from harmful client germs.

4 After client or environment contact

Clean your hands when leaving, after touching client or after touching any object or furniture in the client's environment to protect yourself and the health care environment from harmful germs.

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All SJHC staff providing client care have access to ABHRs to make it easier to clean their hands right at the point of care.

Techniques for Using ABHRs Effectively:

Ensure hands are visibly clean and dry (if hands are visibly soiled, wash hands with soap and water).

- ☑ Apply sufficient product such that it will remain in contact with the hands for a minimum of 15 seconds before the product becomes dry (usually one to two pumps).
- ☑ Spread product over all surfaces of hands, concentrating on finger tips, between fingers, back of hands, and base of thumbs (these are the most commonly missed areas).
- ☑ Continue rubbing hands until product is fully dry.

Information Source: Best Practices for Hand Hygiene in All Health Care Settings (4th Edition, April 2014)

FUNDRAISING FOR UNITED WAY

United Way of Halton and Hamilton helps children, adults and seniors in our community. SJHC receives funding through United Way to provide housekeeping services to 24 clients.

Each fall, we take time to hold fundraising events with proceeds going to United Way of Halton and Hamilton.

Our goal for 2017 is to raise \$3,000.

In addition to the raffle during the Mission Legacy and Staff Recognition event on October 18 and the soup sale on Halloween, SJHC will be hosting a number of events over the coming months.

We will continue to invite vendors with some unique merchandise to our head office with a portion of proceeds to be donated to United Way.

Stay tuned for more details about our fundraising activities!





INTRODUCING THE EMPLOYEE REFERRAL PROGRAM

Know someone who would be an excellent member of the St. Joseph's Home Care team? SJHC has launched a new Employee Referral Program. Find out how you can help us hire great new members of our team and earn a day off with pay in the process.

The purpose of the program is to reward employees for helping introduce SJHC to individuals who would be a good addition to our team and have a broader pool of candidates for positions that open up across the organization. Forward us the resumes of those who you feel would make a good fit for our team and if they are hired you could earn yourself a day off with pay.

To help answer questions about who is eligible to participate in the program, how the program works, what a day off with pay means and how to claim the day off, we talked to Julie Turner, Manager of Human Resources about the Employee Referral Program.

1. Who is eligible?

A: The program is open to all union and non-union employees (full time, part time, casual, and contract), except those who are in a position to make a hiring decision.

2. Can I send an external application for an internal job posting?

A: The Employee Referral Program only applies to external job postings.

3. What if there are no job postings open, but I know someone I want to refer?

A: Resumes can be submitted at any time, even when there is no specific opening. These resumes will be kept on file for a minimum of six (6) months.

4. How do I submit a resume through the Employee Referral Program?

A: Complete the Employee Referral Form (HUM 08-62) and attach an updated resume for the candidate. Send the completed form and resume to the HR Administrator at Head Office before the job closing date. Make sure to

add the job posting reference number on the form.

5. What happens after the form and resume are submitted?

A: Candidates who have been referred through this program will receive equal and fair consideration during the recruiting and selection process. The HR Administrator will add the individual's resume into the group of applicants for the specific job posting, and will send it to the hiring manager for review. Should the referred person meet the qualifications of the role, they will be invited to an in-person interview in the standard manner.

6. How will an employee know when SJHC has hired the person they have referred?

A: When a person who has been referred by an employee is hired (for either full-time, part-time, casual, contract, union or non-union), the HR Administrator will notify the existing employee about the hire and will provide them with an approximate date in which they become eligible for their Referral Reward (this will be approximately 3 months from the new employee's start date).

7. Why the time lag between hiring the person who is referred and the award of the day off?

A: There are some criteria that needs to be met before the employee who has made the referral is eligible for the Referral Reward. Before the reward will be given, the new employee must meet all the conditions of their employment offer (eg. Vulnerable Sector Police Screening, etc.) AND The new employee is still employed with us 3 months after their hire date AND The referring employee is still employed with us at the 3 month anniversary date of the new employee AND There are no major performance issues on file for the new employee.

8. What does a "day off with pay" mean?

A: The day off will be paid based on the current wage rate and an average of the daily hours worked over the previous 4 weeks. Where there are difficulties determining the average daily hours worked in this manner, a case by case review will occur.

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9. How do staff members who have earned the day off with pay request to use it?

A: The day off with pay should be requested with at least 1 week notice, in order to allow appropriate scheduling. Managers/Supervisors have final approval on these requested dates. The day off must be taken within 6 months of earning it. Employees will forfeit their day off with pay if it is not taken within the 6 month window. The day off with pay will be processed through payroll in the standard manner.

10. How many people can each employee refer?

A: We welcome employees to refer as many individuals as they think would be a good addition to our team.

For more information on this new program, please contact Human Resources at (905) 522-6887 ext. 2233.



HAVE A FLU-FREE WINTER

Did you know that October was Influenza Immunization Awareness month?



Influenza, commonly called the flu, is a viral infection that spreads easily from person to person. In Canada, the flu season usually runs from November to April and, while some people are only mildly affected, others get very sick.

Flu symptoms usually start suddenly and can include some or all of the following:

- high fever
- cough
- muscle aches
- headache
- chills
- fatigue
- loss of appetite
- sore throat

In some people, especially children, nausea, vomiting and diarrhea may occur.

While most people recover from the flu in a week or 10 days, others may develop serious complications, such as pneumonia. Each year in Canada, it is estimated that influenza causes approximately 12,200 hospitalizations and 3,500 deaths and is ranked among the top 10 leading causes of death nationwide.

The population groups who are more susceptible to health complications from the flu include pregnant women, adults and children with chronic health

conditions, residents in nursing homes and other chronic care facilities, seniors, children younger than 5 years of age, and indigenous peoples.

The annual influenza vaccination is the most effective way to help prevent influenza and its complications.

You can also get the flu vaccine at a number of different locations like a doctor's offices, public health clinic or pharmacies. SJHC will also be hosting a clinic this fall at the head office for staff to conveniently receive their immunization. Stay tuned for more information on the SJHC flu immunization clinic!

Other important infection control measures you can take to protect yourself are:

- Avoid or limit contact with people who are sick
- Wash your hands frequently with soap and water, especially after you cough or sneeze, or use alcohol based hand sanitizer that contains 60-90% alcohol
- Cough and sneeze into the bend of your arm or into a disposable tissue, not into your hand(s).
- Avoid touching your eyes, nose and mouth with your hands
- Clean and disinfect objects and surfaces that a lot of people touch, like doorknobs, phones, or television remotes
- Keep your immune system strong: eat healthy foods and be physically active
- Get plenty of rest or sleep

For more information, visit www.fightflu.ca.

Preventing email viruses



Everyone at SJHC has a role in preventing email viruses

In Spring 2017, major corporations across the world were victims of a wave of ransomware attacks. Ransomware is a type of malicious software that threatens to publish the victim's data or permanently block access to all files unless a ransom is paid.

Countries affected included the United Kingdom, Spain, France, the United States and Canada. The ransomware attacks specifically targeted healthcare organizations and crippled the National Health Service in the United Kingdom, leading to the closing of Emergency Departments and the cancellation of surgeries and other important services. These attacks have prompted many healthcare organizations to beef up protections on networks, computers and mobile devices.

St. Joseph's Home Care has a robust firewall, along with regularly-updated antivirus, anti-spyware and anti-malware programs. In addition, our I.T. specialists take other precautions to protect our information like performing daily scans and regular back-ups of the files on our networks.

Nonetheless, we can never be too careful. It is indispensable that we all do what we can to remain vigilant and prevent email viruses and malicious software from getting on our network, especially when you take into account the amount of information, including clients' personal health information we hold, and other information that allows SJHC staff to serve clients on a day-to-day basis.

Consider these six rules for preventing viruses and other malicious software from getting on our network:

Rule #1 - Don't open an email attachment unless you know what it is and who it is from.

Most viruses spread by emails come one of two ways - in an attachment, or through a link to an infected website. Make it a rule not to open emails from unknown recipients. If an email in your inbox doesn't have a known recipient or a relevant subject, delete it without opening

it. Similarly, anything from a site or a service that you don't use or subscribe to should go.

Rule #2 - Be suspicious of your contacts

It might seem like a terrible thing to admit, but oftentimes virus are sent from accounts that mimic legitimate accounts (this is called spoofing). Beware of unexpected or unsolicited e-mail attachments. If you receive an e-mail from a known and trusted source, but did not expect an attached file from them, you may want to contact the sender to confirm that the attachment is legitimate.

Rule #3 - Avoid clicking on suspicious links

In the event that you do open an email from an unknown source, don't download or click on anything in the email. Links and attachments, in particular, can place you at great risk for contracting a computer virus. Unless you're absolutely certain of the validity of an email, refrain from clicking on any links from within the message. The same goes for any link in your browser, especially when they appear to be placed out of context.

Rule #4 - Never Respond to Email Hoaxes

Some examples of common email hoaxes include people asking you for personal information so that they can give you money, or emails that tell you something along the lines of "immediate action is required on your account" that can look legitimate. Simply opening any one of these types of email can infect your computer, so if it seems suspicious, just delete it.

Rule #5 - Use the preview function

Turn on the text preview function in Microsoft Outlook. Content previews give you a glimpse of the content in the email, minimizing your need to click on the email to ascertain its subject matter.

Rule #6 - Report Suspicious Emails

Not sure if the email you have received is safe or whether it might be infected with a virus? Send your suspicious email to spam@stjosham.on.ca. I.T. Specialists will determine if your email is safe or if it contains a virus or other malicious software.

FIRE PREVENTION WEEK WAS OCTOBER 8-14

The theme for this year is “Every Second Counts: Plan 2 Ways Out!”

Smoke and fire spread quickly, so every second counts when you need to evacuate.

There are two essential elements that save lives in a fire: working smoke alarms and a home fire escape plan.

Install smoke alarms

An early warning system like a smoke alarm is critical because the majority of fatal home fires occur at night while people are sleeping. Smoke alarms are simple to install and save lives.

Place smoke alarms at the top of stairways leading to bedrooms and at the top of stairs leading from the basement. Every home must have at least one smoke alarm for each floor where there are sleeping areas and ideally one should be installed in each bedroom.

Test your smoke alarms often and replace batteries at least every 6 months.

Plan to escape

When fire strikes, a planned step-by-step escape route can reduce panic and confusion and ultimately saves lives.

Sit down with your family and prepare a family fire escape plan. Draw a floor plan of your home showing all possible exits from each room. Plan a main escape route and an alternate escape route from each room, especially bedrooms.

Make sure your family knows to leave immediately when they hear a smoke alarm or someone yelling, “Fire!” Do not stop to take possessions and call 9-1-1 only when you are safely outside of the house.

Choose a meeting place

Arrange an outside meeting place and a safe location to call 9-1-1. The best place to meet is in front of your home or at a neighbour’s house.

Practice your plan

Conduct a fire drill at least once every six months. Sound the alarm and get everyone in the home to participate.

In a real fire, you must be prepared to move quickly and carefully without confusion. Don’t rush through the drill; make sure everyone knows exactly what to do. Teach children how to escape on their own in case you can’t help them.

Make your fire drill as realistic as possible. Vary your drill times (in the day and at night) and practice two escape routes; for example, one drill might place a fire in an attic while another might place it in a kitchen. Make sure everyone understands how escape routes are altered depending on different fire locations. Pretend that there are no lights, and that your escape routes are filling with smoke (remember to crawl low by the floor, where the air is coolest and clearest).

Remember to feel every door before opening it by reaching the door handle with the back of the hand to



test how hot it is. If the door handle is hot to the touch, the fire might be right behind the door and it may not be safe to open the door; if the handle is not hot to the touch, brace your shoulder against the door and open it carefully, but be ready to close it quickly if heat or smoke rush in. Close all doors behind you as you leave; this may slow the spread of smoke, heat, and fire.

After the drill, discuss what took place and how to improve.

Once out, don’t go back

Once outside and at the designated meeting place, stay outside. Never go back inside a burning building.

If your clothing catches fire:



STOP

STOP what you are doing. Don’t run, it could make the fire worse



DROP

DROP to the floor and cover your face with your hands



ROLL

Roll over and over on the ground to put out the fire



COOL

Cool burn with water and seek medical attention

SHOW KINDNESS TO THOSE AROUND YOU

Just in time for World Kindness Day on November 13, here are some free (or almost free) ways to show kindness to those around you:

At work

- ✓ Write a note of praise to a co-worker who has helped you
- ✓ Hold your tongue - Pause before speaking or writing when you are mad, agitated or doubtful
- ✓ Recognize the good in others
- ✓ Give credit where credit is due. Did a coworker help you with a project? Don't forget to thank them AND let their boss know how much they helped you.
- ✓ Compliment someone, instead of just thinking it
- ✓ Learn people's names. You probably know the names of your immediate co-workers because you see them every day, but do you know the names of colleagues at the office, or at a different department? Take the time to introduce yourself at the next work function.

In your personal life

- ✓ Hug your loved ones and take the opportunity to tell them you love them
- ✓ Rake or mow your neighbour's lawn
- ✓ Donate (your time, food for a food bank, your gently used clothing, etc.)
- ✓ Hold the door open for the person walking behind you
- ✓ Offer your seat to someone of the bus or train

- ✓ Offer encouragement to someone who looks upset
- ✓ Let someone who only has a few items go in front of you in line at the grocery store

- ✓ Volunteer

Anywhere

- ✓ Compliment the first 3 people you see today.
- ✓ Say hi to the person next to you on the elevator
- ✓ Try to make sure every person in a group conversation feels included.
- ✓ Smile
- ✓ Don't leave people hanging – Don't walk away while someone is talking to you.
- ✓ Say "please" and "thank you". It's a constructive way to show someone respect.
- ✓ Stop Negative Conversations. It doesn't take much to stop negativity. Make a conscious choice to prevent speaking badly about someone and steer the conversation onto more positive things.



Want more ideas? Why not log onto www.randomactsofkindness.org

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