



VICTORIA SAWATSKY, RN

By: Natasha Voogd



Who Makes Up SJHC is a segment that will be featured in each newsletter issue to highlight a department or a person at St. Joseph's Home Care (SJHC) to inform all staff of what goes into the everyday work of different departments or people. This season's issue highlights visiting nurses with an overview of what each Registered Nurse (RN) in visiting nursing does on a daily basis.

As a new member of the St. Joseph's Home Care team, I wanted a better understanding of the types of care the visiting nurses provide to a variety of clients in our community. Therefore, I embarked on a day in the life with a visiting nurse, Victoria Sawatsky.

I started my day with Victoria at 8:30 a.m. to learn about the duties and responsibilities of a visiting nurse.

With a warm welcome, Victoria explained the basics of how a SJHC visiting nurse receives their assignment, and described the numbers of clients and the varying complexities of care. She explained her clients may range from children to the elderly, and receive many different types of care including injections, education and wound care, to palliative care.

At 9 a.m. we were on our way to the first client's house. She explained that Roger* is an older gentleman who has end stage Chronic Obstructive Pulmonary Disease (COPD) and he is receiving palliative services. COPD is a chronic inflammatory lung disease that causes obstructive airflow and is usually a result of long-term exposure to irritating gases, most often cigarette smoke according to the definition from the Mayo Clinic. Victoria is Rogers's primary care nurse and has been following him for some time, providing continuity of care. As we entered

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Pictured above: Victoria Sawatsky, RN



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President's Corner

A Message from Jane Loncke, President



As St. Joseph's Home Care embarks on a new season of thanks and time spent with family and friends through the upcoming holidays, it is important to thank those who make this organization thrive and the people that make an impactful difference in the lives of our clients.

Each one of St. Joseph's Home Care staff have an integral role to play in serving our clients, keeping seniors in their home, and providing the best quality care. There have been many compliments within each program, some of which are featured in this issue's newsletter, so I'd like to thank each and every one of you for making a positive impact in so many client's lives, and truly living the legacy of the Sisters of St. Joseph through compassionate care.

I'd like to also congratulate all of the Length of Service and Awards of Excellence recipients that were recognized at this year's Staff Recognition Awards. Novelett Nembhard and Pauline Rodney, 20 years of service recipients, are but a few that have dedicated many hours to this organization, and I thank you all as you are all the heart of SJHC. Congratulations to Amy Pickernell, Aden Hiscox, Carla Stickland, and Linda Tessier on receiving the Awards of Excellence. Your colleagues and the nominating committee recognize all of you as employees who have gone above and beyond in your area of work.

As we reach a new season, there is also a potential partnership that SJHC could be entering with Bayshore Healthcare. SJHC and Bayshore have completed Phase One, which was the discovery phase; learning about each other's ways of operations, models of care, and potential areas of growth and opportunity. Strategic discussions continue.

Many of you have been informed or have read about the new Medical Assistance in Dying (MAID) or Physician Assisted Death (PAD) from St. Joseph's Health System and within the news. I want to inform you that SJHC had its first MAID inquiry

and it was dealt with calmly and professionally by the care team in conjunction with the Community Care Access Centre (CCAC). If any staff receives an inquiry about MAID/PAD, I ask that you speak to your manager directly, who will work with the appropriate director and myself to address the request, as SJHC is a conscious objector. If you have further questions about this process, please speak with your manager and they would be happy to clarify any uncertainty.

If you have any questions or concerns, you may send your messages to Natasha Voogd by e-mail at nvoogd@stjhc.ca, by phone at ext. 2225, or anonymously by placing a note in Natasha's mailbox (in the front copy room in the corporate office), so I can respond to your queries as they come up.

If there are any topics that you would like discussed in the *President's Corner*, send your ideas to nvoogd@stjhc.ca.

SJHC's Annual Staff Recognition Awards

On October 13, 2016 St. Joseph's Home Care hosted its annual Staff Recognition Award event to celebrate staff that have dedicated many years of service, and recipients of the Awards of Excellence. SJHC is very fortunate to have dedicated, mission-driven staff working throughout the Hamilton community and the surrounding area to improve to lives of our clients every day.

This year, the event was held at a new location, the Waterfront Banquet and Conference Centre, also known as the Royal Hamilton Yacht Club. It was a beautiful sunny evening, with a picturesque view of the Hamilton harbour and a great time was had by all.

Congratulations to all Length of Service and Awards of Excellence recipients, as well as the Event Planning Committee who made this night a great success.

Below are some memories shared by staff during the evening.



Kitchener Waterloo Integrated Comprehensive Care Project Group



Diane Draper and Carla Stickland



Novelett Nembhard and Candy Laidlaw



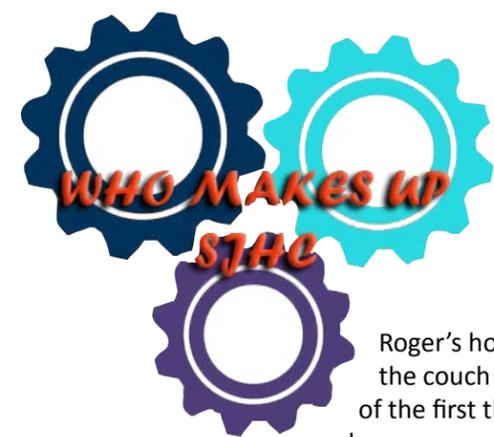
Marina Staresinic and Amy Pickernell



Ellen Silverglen, Lori Lawson, Aden Hiscox, and Linda Norris

\$5000

Was raised for United Way!
United Way helps to make programs and services possible, such as our housekeeping services.



VICTORIA SAWATSKY, RN



Roger's house, he was sitting on the couch watching TV and one of the first things I noticed was that he was connected to an oxygen tank and the tubes ran through the whole house to ensure accessibility. As a part of his weekly check-in, Victoria completed a full nursing assessment which included checking for swelling or cracks in the skin of his legs and feet, and encouraged him to apply cream to prevent dryness and risk of infection. She checked his weight which provides information about any fluid buildup as well as his nutrition. Victoria checked his vital signs, pulse, blood pressure, and temperature which were all stable. She then listened to his lungs with her stethoscope to check for good air entry, and checked for any rattles or wheezes that could indicate worsening of the COPD, fluid in the lungs, and potential infection. Victoria then reviewed his medication regime, asking if there were any changes and if he had any concerns about how they were working. She reminded him about his emergency medication kit antibiotics in case he needs them. That completed Roger's weekly check-in and we were off to the next client.

The second client, Emily*, has metastatic colon cancer. Metastatic cancer is cancer that spreads to other parts of the body, and metastatic colon cancer starts in the colon or rectum and spreads through to your body through the lymphatic system, according to the National Cancer Institute. Recently, doctors found spots on one of Emily's lungs, and a biopsy was done the day before we saw her. She expected the results within a matter of days. As a result of the colon cancer, Emily had chronic constipation that made her very dehydrated and nauseous. Her blood pressure was very high, which increases the risk of stroke. This could be a side effect of chemotherapy. Therefore, she had been put on blood pressure medication. Emily has a very supportive husband who has been taught to help with her care. When we arrived to Emily's house, Victoria sat with Emily and asked her how she is doing and if she had any side effects from her biopsy. Emily told Victoria that her throat was still very sore and she is still quite nauseous. This was preventing her ability to eat solids, but she found a Gatorade flavor that she can keep down – the yellow one! Victoria suggested to Emily that she should start taking the anti-nausea pills every morning to allow her to eat some solid foods. Victoria proceeded to ask her about her other symptoms to assess if the medication is

working. Victoria then completed her nursing assessment. Emily is also diabetic, so Victoria checked Emily's feet to see if they were swollen or had any open areas. Victoria provided education to Emily related to the importance of keeping her feet clean and dry to prevent infection, and encouraged her to wear white tube socks to protect her feet and allow her to see any draining cut or injury. On to the next client!

We then find ourselves visiting the third client of the day. Kathy* is a long standing client who Victoria has seen for about two years now. Kathy has advanced multiple sclerosis (MS), which according to the Multiple Sclerosis Society of Canada is an autoimmune disease of the central nervous system (brain and spinal cord). When Victoria first started visiting Kathy, she would see her once or even sometimes twice a day because of the severity of Kathy's wounds, but now Victoria will see her three times a week as her Primary Care Nurse. The MS has affected her spinal cord and Kathy has a very difficult time moving, therefore she stays in bed all night until a health care worker comes in to assist her with her morning routine and into her power wheelchair. Wound care is provided to Kathy based on best practice standardized pathways, which have been implemented by the Community Care Access Centre (CCAC) and part of her care plan. Victoria reports the progress of the wound healing regularly. Victoria also documents any changes and interventions in the client's personal chart, which is kept in the home. However, this will be changing shortly to allow all documentation to be completed electronically on the nurses' iPad.

I left the ride along with a greater understanding of the care that our visiting nurses provide to a wide variety of clients. I am proud to work for an organization whose staff members are so dedicated to their clients, demonstrating that they care and never hesitate to assist clients in any way – they truly go above and beyond.

Visiting nurses are one of many cogwheels Who Makes Up SJHC, demonstrating day to day client care. A huge thank you to Victoria for this experience, and to all the RNs in Visiting Nursing who are but one group who provide excellent, quality care to all of St. Joseph's Home Care clients.

*Names changed to maintain client confidentiality

4 Tricks to Avoid the Afternoon Slump

Choose wisely at lunchtime

What you eat a lunch will play a very significant role in how you feel later on in the afternoon. Choose a meal that includes protein, which will make you feel full for a longer period of time. Protein options include: lean chicken, fish, tofu.

Another important element in your lunch that will help you feel full longer is healthy fats. Try snacking on avocado, nuts, and seeds. Don't ignore complex carbohydrates like brown rice, sweet potatoes or whole grain breads; these help provide a shorter-term boost of energy while your body is processing the proteins and fats.



Plan snacks ahead of time

If you have healthy snacks on hand, you are more likely to avoid the temptation of reaching for a sugary, fat-laden snack when you feel an afternoon hunger pang. Opt for nutritious snacks that will help you sustain energy like nuts and seeds, yogurt with fruit, or hummus with vegetables.

Increase your water intake

Are you sure you are hungry? You might actually be thirsty. Keeping hydrated helps cognitive performance, weight loss, and chronic disease prevention, and can prevent that afternoon sleepy feeling. Think beyond plain water too. Try making a cup of tea or flavouring your water with cucumber, strawberries, lemon or mint, but remember to skip the sweeteners.

Move around

We work in a number of different environments. Some of us work sitting indoors all day, some have work that is much more physical. Regardless of your work environment, take the time to stretch and move around every hour. If you work at a desk, try standing up during telephone calls. If you are indoors, try going outside for a walk during your break. The idea is to change your movements and stretch your muscles.

Past Chair Receives Prestigious Mission Legacy Award



Congratulations to Mr. Carl Santoni (pictured left), Past Chair of the St. Joseph's in Hamilton Joint Boards of Governors for receiving one of this year's prestigious Mission Legacy Awards at St. Joseph's Healthcare Hamilton!

Mr. Santoni has been a long standing board member, and we value the guidance you provided to St. Joseph's Home Care through many strategic initiatives, changes, and opportunities.

The recipients of the prestigious Mission Legacy Award embody characteristics that reflect the legacy of the Sisters of St. Joseph. The individuals are those who has made an exceptional contribution to the health care ministry, and has gone above and beyond the call of duty to contribute to the mission and legacy of the Sisters of St. Joseph.

There is no doubt that Mr. Santoni embodies all of these qualities and is very deserving of this award.

Please join us in congratulating Mr. Santoni, and wishing him all the best in his future endeavors.

Kudos for SJHC Staff

Dear Annette,
I can't thank you enough for your support. From the first meeting mom and I had with you and Rita, I felt like the two of you really cared. What a blessing in today's day and age. I liked the way the two of you talked right to my mom, asking her what she needed; what they could do for her.
For the first time in 96 years, my mom really needed help. If she couldn't get the help she needed, she was ready to go into a nursing home, but I didn't want that for her. I kept hearing her say that she just couldn't do it on her own anymore. She was tired, and needed help.
You and Rita had help in place in no time at all. The PSW's have been amazing. Generally, they are warm, friendly, caring and helpful; willing to do anything to make mom's life a bit easier. From my mom's reports, the best part of each visit is the hugs, kisses, conversation and laughs. There is such a difference in her voice after one of the PSW's has been there.
Annette, you and Rita have always made me feel like I can call you anytime with a concern. Someone has always answered my call and is willing to help out in any way they can. I truly have never met a group of women so dedicated to making seniors lives more bearable. I don't know what mom and I would have done without your organization. Thanks to you, my mom will be able to stay in her own home, for the time being at least.

Dear Annette and Rita,
It's impossible to find the words to say how grateful I am for the love and care that my mom gets from the PSW's from St. Joseph's Home Care. It's the little things that count, like the way some of the ladies massage mom's feet and legs. I thought it was sweet, but I didn't think of how it would help with the circulation in her legs and feet. Mom has been complaining lately about having trouble walking. She says how weak her legs are getting. We even talked about a wheelchair, but she hates to give in. Then there is Lee, who helped mom get ready for church this morning. She combed mom's hair and put on her earrings and necklace. It meant the world to mom. Both tasks have become very difficult because of her arthritis. (She had to call and tell me that she was going to make it to church this morning...on time!) Mom said how Lee hums while she is doing her job. She said how good it makes her feel. When I called mom first thing this morning, she really didn't even want to get out of bed. She gets so discouraged because everything is such an effort now, and she gets so tired, so quickly. Many thanks to Josie, Melinda, Leovy, and Lee, amongst others, for their love and support. They're like rays of sunshine in my mom's life!

Dear Annette and Rita,
Many thanks for helping me out. The magic has already begun. Mom called this morning to tell me that Josie had already been there and what an angel she was. She told mom she'd be coming for the next three days. Mom was so pleased! (I think it really put mom's mind at rest.) Yesterday, while mom and I were having lunch, Yolanda dropped by. She was lovely. Thanks to St. Joseph's Home Care I feel I can go away for a few days, with my husband, for the first time in four years, and relax and enjoy myself. P.S. Mom just called to say that Lee had dropped by to keep her company while she was having lunch.

If you have any kind words that have been passed along to you or your program, please send an email to nvoogd@stjhc.ca to be featured in the next issue!

Staples Features St. Joseph's Home Care

In one of the recent issues of Staples' newsletter, St. Joseph's Home Care (SJHC) was featured as an example of an organization that has greatly benefited from the discounts that Staples is able to provide to various organizations worldwide. Manager of IT and Operations, Ellen Silverglen, was featured in the article describing the situation of the struggle that SJHC went through before stumbling upon the Staples advantage. Before Staples came into play, all of SJHC's supplies were ordered through multiple vendors where some were long standing, but only contacted Ellen once or twice a year to check in and stay in touch.

Ironically enough, Ellen stumbled upon Staples as a potential vendor when browsing the internet for a table that could be used also alongside a hospital bed, and to her surprise, she found one on the Staples website. She quickly realized that Staples had a Business Advantage line, which would be very convenient for all of our supply needs. After contacting Staples Business Advantage, Ellen and the account manager discussed how Staples could provide low cost competitive pricing for traditional office products. Ellen gave the account manager a long list of items that are constantly ordered, and for about 98% of them, he was able to provide a better price than our previous vendors.

"Here's where it gets interesting," said Silverglen. "We had started the relationship with office supply type ordering. And then when Becky (specialty sales representative) came in and we chatted, I explained to her that we provide both PSW (personal support worker) home care services and nursing home care services. When Becky heard the type of work that we do, she said 'well, you know, we do have someone who specializes in sourcing products for medical businesses. And we'd love to see if we can help you out in that area too.'"

Just like the office supplies, Ellen gave a long list of medical supplies that are frequently ordered, and the Staples team was able to consistently surpass the other vendors with a better price.

One of the many perks of the Staples and SJHC partnership is that employees are allowed to use the Staples Business Advantage online system to buy their own personal supplies at a discounted price.

"They are constantly checking in," said Silverglen. "Do we have everything we need? Have we thought about this? They're very proactive, and they really live the customer service mantra. It's been a pleasant surprise, and it's turned into a really nice partnership."

STAPLES
Business Advantage™



8 Benefits of Gratitude

With Thanksgiving behind us, it is still a good opportunity to remember to focus on how we can all reap the benefits from daily expressions of gratitude, now and year-round. Here are eight benefits of displaying gratitude:

Improves your attitude

Being grateful increases feelings of optimism and positivity, which in turn reduces stress and improves our mental fortitude, or our ability to meet challenges as they arise.

Builds stronger relationships

Saying ‘thank you’ isn’t just polite. Whether you are expressing gratitude to a loved one, an acquaintance or a complete stranger, it sows the seeds for a stronger relationship.

Improve mental health

Studies show that writing down what you are grateful for can ease feelings of frustration and anger.

Enhances physical health

Did you know that people who are thankful tend to be healthier? Not only do grateful people report feeling healthier, they also tend to exercise more often and get annual check-ups with their doctors.

Boosts self-esteem

Keeping in mind what you are grateful for helps you maintain a sense of perspective.

Promotes better sleep

Writing down what makes you thankful every day can help boost your mood, which will in turn help you get a better night’s sleep.

Increases empathy for others

Gratitude promotes sensitivity toward other people’s feelings.

Spreads happiness

Thankfulness impacts overall well-being, making you happier and more satisfied with your life.

Kindness Matters: Pass It On Badges

There are many staff members at St. Joseph’s Home Care that go above and beyond their job requirements to care for clients and their needs, and even take the extra step to make things fun for them.

Linda Tessier, Personal Support Worker with Kitchener-Waterloo Integrated Comprehensive Care (ICC), created something that started off as a fun idea for a couple of clients, but ended up sparking conversation amongst many others.



Last year, some of Linda’s clients were watching TV and heard more negative news than good, and that’s where the idea for the “Pass It On” badges was created. Linda designed and printed these badges, placed a plastic cover on them, and added a pin to adhere to their clothing. The premise of the “Pass It On” badges was to “put more emphasis on good, on kindness and how if each of us can add to the days of someone else by doing random acts of kindness, and sparking interest about if we keep kindness simple, we can change things for the positive” said Linda. Many clients ended up loving the badges and what they represented, and sparked neighbours, friends, and strangers to ask about what these badges were all about. It is something that everyone was able to participate in, even clients who were not able to leave their apartments wore them, which generated friendships.

Welcome Aboard!

NAME	PROGRAM AREA
Mavia Lawes, RPN	ICCP (KW)
Angela Martin, RPN	ICCP (KW)
Sally Matsi, RPN	ICCP
Emmanuel Uboho, RN	ICCP
Melissa Beeton, PSW	Neighbourhood Model
Chaturika Matagamage, Server/Cleaner	First Place Food Services
Teresa Melaya, HSW	Wellington Terrace
Dawn Parsons, RN	ICCP
Erzsevet Szalaine Ban, Server/Cleaner	First Place Food Services
Jessica Chomik, PSW	Wellington Terrace
Marina Staresinic, Manager of Human Resources	Corporate
Ronnie Jezamine Obligacion, DA	Wellington Terrace
Eman Salamoun, Manager of Finance	Corporate
Diana Isokpenhi, RN	Visiting Nursing
Courtney Martinoni, RN	ICCP (KW)
Lyndsay McCracken, RN	Visiting Nursing
Sylvie Rea-Peters, PSW	Marketed Services

NAME	PROGRAM AREA
Claire Odrach, Server/Cleaner	First Place Food Services
Bothaina Mohamed, Server/Cleaner	First Place Food Services
Kelly Mauricio, Program Assistant	Visiting Nursing
Lohifa Pogoson, Program Assistant	ICCP



Noticing the Little Things

By: Kathy MacNeil and Natalie Smith, Kitchen Staff at First Place

Kathy MacNeil and Natalie Smith, both in Food Services at First Place, helped save a client's life by just being aware and attentive to their surroundings. Simply through knowing the client's routine and truly caring for them, they were able to save someone's life. Here is their story, as told from Natalie Smith's point of view:

A regular resident of ours that was last seen on a Wednesday night at dinner time did not come in on Thursday morning, but this was not out of the ordinary for him. Dinner time arrived on Thursday, and he had not come down, which was odd because two of his favourite dishes were on the menu that night. I was a bit concerned and asked a few residents that play Bingo, which he plays every Tuesday and Thursday, if he attended. They said no he wasn't there. That night I called Kathy saying "[The resident] was not in all day." We both agreed that it was not like him to miss dinner.

The following morning, Kathy and I had watched to see if he would come in. He had a tomato plant in his window, which he was so impressed with. I had looked up at his window and noticed the plant was burnt. As the day progressed, Kathy and I were getting more and more concerned and worried. He has several medical conditions such as Chronic Obstructive Pulmonary Disorder (COPD) and Emphysema. I kept saying to Kathy "something is wrong," and she agreed. By the time we closed at dinner, we couldn't let this go. We called the maintenance number to get a hold of Bob, the superintendent, and when he showed up we stressed the great concern for this resident. He had mentioned they are not allowed to enter the units. We told him the days that [the resident] was not seen, and said he would call the police to see what procedures can be done.

Bob came in early the next morning and said the police arrived; they opened his door, and found him unconscious on his floor. [The police] called an ambulance and had him rushed off to the hospital. It had been two days that he had been unconscious in his apartment. He came home several days later, and had no idea that he had passed out. They told him he was very lucky that he was found when he was, because he probably wouldn't have made it. He had come to Kathy and I and said "He owed his life to us." We said "no way, we are just glad you are fine and home now." He had a medical alert, but it didn't go off due to him not being aware of passing out. We are happy to see him every day knowing he is fine.

"That night I called Kathy saying '[The resident] was not in all day.' We both agreed that it was not like him to miss dinner."

October: Community Support Services Month

Community Support Services (CSS) are very important and essential services for many clients that St. Joseph's Home Care serves in the Hamilton community and surrounding area. Last year, we celebrated the birthday of Michael Macyk, who lives at Gwen Lee, as he turned an impressive 105 years old. He recently celebrated his 106th birthday and received a few special surprises. A CityHousing Hamilton staff member wrote to Her Majesty the Queen about Macyk's birthday coming up, and Macyk received three letters wishing him a very happy birthday: one from the Queen of England, one from the Governor General, and one from the Mayor of Hamilton. The wonderful care and services that our staff provide to clients in our community, such as Macyk, are integral in making a difference in their lives alongside celebrating the little things - like their birthday. Thank you to all CSS staff for your dedication and hard work in the community.



Left: Staff celebrating Michael Macyk's impressive 106th birthday.



Left: Macyk receiving his three letters from the Queen, the Governor General, and the Mayor.

Personal Emergency Planning - Part 4

Emergency Kits and Resources

Now that you know about the Public Warning System, types of alerts, and have made a plan to help you and your family manage through an emergency situation, it's time to get a survival kit together. Be prepared to be self-sufficient for at least 72 hours.

Your emergency survival kit should have everything you and your family would need to be safe and take care of yourselves for at least three days immediately following an emergency.

You can purchase a pre-packaged kit from various stores like the Canadian Red Cross, but if your family has particular needs, making your own kit ensures you cover all your family's needs easily.

YOUR SURVIVAL KIT

Essentials

- Your emergency plan (including any documents and important papers)
- Food (choose items that won't spoil, such as canned food, energy bars and dried foods, enough for three days)
- Manual can opener
- Bottled water (4 litres per person for each day)
- Flashlight
- Radio (crank or battery-run)
- Extra batteries
- First-aid kit
- Hand sanitizer or moist towelettes
- Extra house keys and car keys
- Cash (especially smaller bills and change)
- Zip-lock bags (to keep things dry)
- Garbage bags
- Cell phone

Special Considerations

- Items for babies and small children—diapers, formula, bottles, baby food, comfort items etc.
- Prescription medication
- Medical supplies and equipment
- Pet food and supplies
- Any other items specific to your family's needs

Additional Items

- Basic tools (hammer, pliers, wrench, screwdrivers, work gloves, dust mask, pocket knife)
- Duct tape (to tape up windows, doors, air vents, etc.)
- Candles and matches or lighter (place candles in deep, sturdy containers and do not burn unattended)
- Water purifying tablets

- Whistle (to attract attention, if needed)
- Change of clothing and footwear for each household member
- Sleeping bags or blankets
- Personal items (toilet paper, soap, toothpaste, shampoo, comb, other toiletries)
- Playing cards, travel games, other activities for children

Make sure your kit is easy to carry. Pack the contents of your kit in backpacks or duffle bags in case you need to evacuate quickly. Don't overload the bags. Store your kit in a place that is easy to reach (like your front-hall closet) and make sure everyone in your family knows where it is.

Your kit does not have to be built overnight. Spread your shopping over a few weeks. Purchase a few items every time you go to the store.

Your water supply is meant to cover what you would drink, as well as what you might need for food preparation, hygiene, and dish washing.



Check and refresh your kit every year: check best-before dates on food, replace batteries and water supply, make changes to the supplies as needed. It might be convenient to do this at the same time you review and update your emergency plan.

RESOURCES

To learn more about emergency preparedness, visit GetPrepared.ca. Other helpful website you should keep in mind when making your personal emergency preparedness arrangements are:

- Emergency Management Ontario www.ontario.ca/emo
Telephone: (416) 314-3723 / Toll-free 24 Hour line: 1-877-314-3723
- Environment Canada Weather Office www.weatheroffice.gc.ca; 1-900-565-4455; a \$2.99 per-minute charge applies
- Canadian Red Cross www.redcross.ca/prepare 613-740-1900 or check for your local branch phone number.
- St. John Ambulance www.sja.ca 613-236-7461 or check for

continued on next page...

your local branch phone number. Toll-free: 1-888-840-5646

- Salvation Army www.SalvationArmy.ca 416-425-2111 or check for your local branch phone number.

WHAT TO DO IN AN EMERGENCY SITUATION

You have spent time preparing yourself and your family to identify emergency situations, make a tailored plan for your family and preparing an emergency kit.

If an emergency situation arises:

- ✓ Follow your emergency plan.
- ✓ Get your emergency kit.
- ✓ Make sure you are safe before assisting others.
- ✓ Listen to the radio or television for information from authorities. Local officials may advise you to stay where you are. Follow their instructions.
- ✓ Stay put until all is safe or until you are ordered to evacuate.
- ✓ Teach children how and when to dial 9-1-1 as well as how to call the designated out-of-town contact.
- ✓ Limit phone calls to urgent messages only. Keep calls short to free up the lines for others.

EVACUATION ORDERS

Authorities will not ask you to leave your home unless

Did You Know...

Has there been a time where you know someone sent you an e-mail, but there are too many to scroll through to find it? Or maybe you are looking for an important document that was emailed to you. In Microsoft Outlook, there is a very handy search function that can be useful for everyone. Just type a key word that would be in the e-mail, or the senders name, and it will make finding emails a lot easier! The e-mail search function on your Blackberry is easier to find, but here is where you can find it on your computer:



they have reason to believe that you may be in danger. Follow instructions from authorities. If you are ordered to evacuate, take your emergency kit, your wallet, personal identification for each family member and copies of essential family documents with you. Bring a cellular phone and spare battery or charger with you, if you have one. Use travel routes specified by local authorities.

If possible, leave a note telling others when you left and where you are. Shut off water and electricity if officials tell you to do so.

If you have time, call or e-mail your out-of-town contact. Tell them where you are going and when you expect to arrive. Once you have arrived safely, let them know. Tell them if any family members have become separated.

If you go to an evacuation centre, register your personal information at the registration desk. Do not return home until authorities advise that it is safe to do so.

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Send comments, questions, story ideas, or suggestions to:

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