



Accreditation Survey Results: Next steps

Many of you have been asked to fill out a survey or two in order for St. Joseph's Home Care (SJHC) to maintain exemplary standing with Accreditation Canada. Accreditation Canada works with health care organizations, holding them to a set of standards, to help them improve quality, safety, and efficiency so they can offer you the best possible care and service. The formal process of Accreditation, which some of you may remember, occurs every four years. St. Joseph's Home Care's last Accreditation was 2014, therefore our organization will be going through the process again for April 2018. In 2014, SJHC attained exemplary standing, and we are striving to maintain that status.

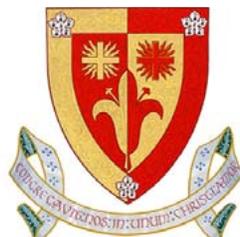
The **Staff Engagement Survey** that was distributed in the fall of 2016 is a survey that occurs every year to figure out what each division has been excelling at, and how they can improve. Each director was encouraged to engage their staff to establish goals for 2017 and have them be fully implemented by Accreditation in April 2018.

The second survey for front-line staff only was the **Patient Safety Culture Survey**, which measured how staff feel about how SJHC is doing to keep our clients and staff safe in the workplace.

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A Message from Carolyn Gosse, President

position St. Joseph's Home Care as a leader in community care now and in the future. We are currently on track with new deadlines, and we will be communicating the changes and vision in early June. I sincerely appreciate your patience throughout this time as I know the wait has been quite some time for many staff.

One way to hear from staff, which has been very beneficial in developing our vision, is our staff surveys completed for Accreditation Canada. In the fall, we asked all staff to complete an annual Staff Engagement Survey to identify gaps and celebrate successes. Senior management from the three divisions worked with their staff to create goals addressing their lowest scored category/categories. The results can be seen on the next page.

The second survey was the Patient Safety Culture Survey, which was completed by front-line staff to address client and staff safety. The scores can be reviewed on the next page as well. Overall, SJHC is doing an excellent job with client safety,

I have now been with St. Joseph's Home Care (SJHC) for a few months, and I have learned so much from all of you and how we can all work together to be a leader in home and community care.

Our partnership with Bayshore continues to evolve. We have extended the duration of Phase 1 to develop a comprehensive plan to ensure we

but we need to address concerns that staff have raised in the survey. A work plan, much like the one for the Staff Engagement Survey will be created for the Patient Safety Culture Survey, which will be communicated in the near future.

There are many exciting events to look forward to in May such as North American Occupational Safety and Health (NAOSH) Week from May 7-13, 2017, Personal Support Worker Day on May 19, 2017, and National Nurses Week from May 8-14, 2017. Stay tuned for planned activities and contests.

I would also like to take the time to say thank you to all staff. You have all done an outstanding job in caring for our clients and treating them with utmost respect. I have heard many compliments from individuals and programs at SJHC, and it truly makes me proud to work with you all.

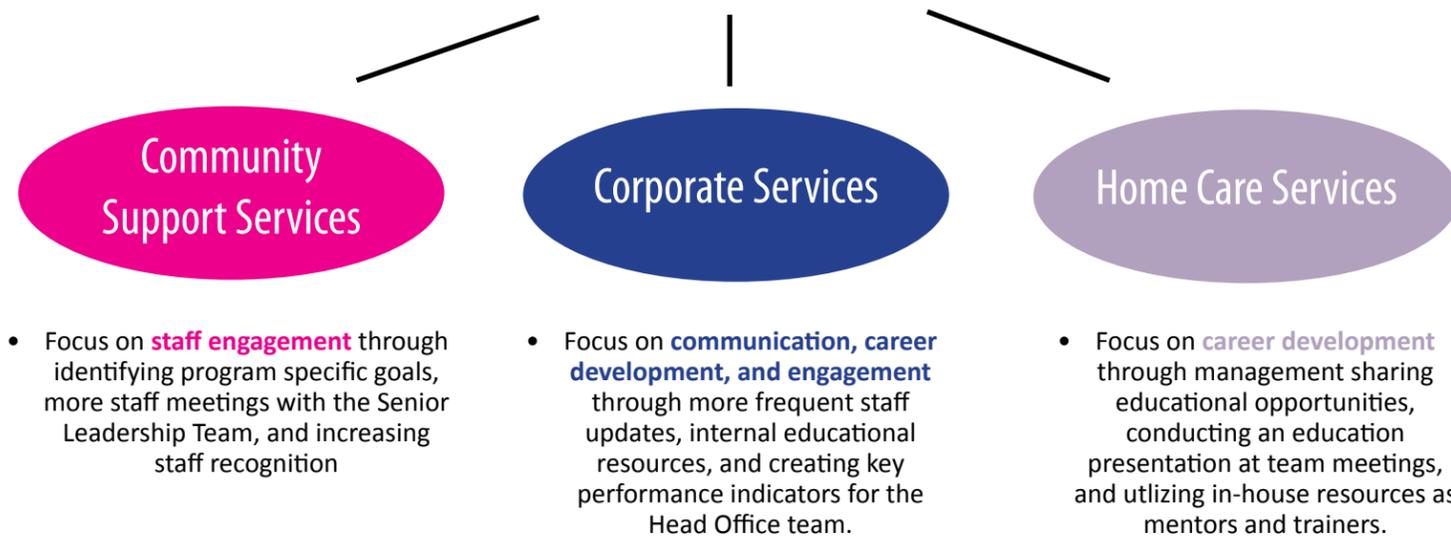
If you have any questions, comments, or concerns I encourage you reach out to me any time by emailing cgosse@stjoes.ca , or you can also email SJHCFeedback@stjhc.ca in regards to any issue and your question will be followed up by the appropriate team lead within 24 hours. If you would like to remain anonymous, you may place a note in Natasha Voogd's mailbox in the front copy room at Head Office.

President's Corner

NEXT STEPS Continued from page 1

Now that many of you have completed the Staff Engagement Survey for Accreditation, a work plan has been created based on the results, as seen below.

STAFF ENGAGEMENT SURVEY RESULTS



***Please note that the above are just some of the goals that you have chosen to work towards this year as a team. If you have any further questions about these results and goals, please contact your supervisor/manager.**

PATIENT SAFETY CULTURE SURVEY SCORES

SJHC received **green flags (great work)** for these two statements:

1. Please give your area of care an overall grade on client safety.
2. Please give your organization an overall grade on client safety.

This means that the majority of the front-line staff scored "good" or "very good"

SJHC received **red flags (priority area of improvement)** for these three statements:

1. Making a serious error may cause a staff member to lose his/her job.
2. If I make a serious error I worry that I will face disciplinary action from management.
3. Making a serious error would limit my career opportunities around here.

This means that the majority of the front-line staff scored "poor" or "very poor"

***Please be on the lookout for work plans in each division to address the red flags.**

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



By: Natasha Voogd

In this issue of **Who Makes Up SJHC**, Arlene Marcon is highlighted as the Personal Support Worker (PSW) Team Lead at our Wellington Terrace site. Arlene has been a committed member of St. Joseph's Home Care for 23 years come this September. Arlene is only among three in total that have been at Wellington Terrace since the program first began. In 1994, Arlene began as a PSW in Wellington Terrace, and has since become an organizer, problem solver, scheduler, and more, extra to her daily PSW duties and responsibilities. After many years of dedication, demonstrating leadership, and learning a variety of tasks, Arlene accepted the role of Team Lead.

Arlene's Team Lead responsibilities include creating care plans for each client at Wellington Terrace, scheduling staff, covering vacations, ordering supplies, working with Tunstall (the emergency response line), and many more day-to-day duties. She also works with the Support Services Coordinator for the Region of Halton, Tamara Warwick, daily to resolve client and staff issues and requests. As well as being the Team Lead, Arlene is a full-time PSW.

In the mornings, many of the PSWs can be found doing personal care such as showers and distribution of medication. I join Arlene at 12 noon for a glimpse into a typical afternoon of a PSW working in supportive housing. I am greeted with a big smile from Arlene and a positive attitude - proud to give me a tour of the building. Wellington Terrace is an apartment building located in the heart of downtown Burlington where clients in all units are being cared for by a SJHC PSW.

Arlene gives me a tour of the recreation room/dining area and we venture into the kitchen where I am greeted by Ronnie, a Food Services Worker. Arlene explains that staff record what every client orders from the cafeteria on the computer and they are charged monthly from the Region



ARLENE MARCON, PSW Team Lead, Wellington Terrace

of Halton. As we head back to the elevators to visit our first client of the afternoon, I take a peak at the large laundry room in the main lobby where some of the PSWs do laundry for the clients.

The first client is a 97-year-old woman who has been at Wellington Terrace for 18-19 years. She is quite self-sufficient but needs a little help with medication reminders and the dishes. She loves to bake and will often make treats for the staff, neighbours, or family visitors. As I chat with the client about her beautiful plants in her solarium, Arlene does the client's dishes, and ensures that she takes her daily afternoon medication. Arlene explains that any care that PSWs provide, must be recorded in the client's logbook to ensure other PSWs are aware of any changes. Arlene also explains that all medication comes in a sealed blister pack to ensure they are giving the client the right amount of medication at specific times. After the dishes are complete, we head off to visit the next client.

The second client of the day is an Iranian gentleman in his 70s who does not speak English very well, but has been at the building for around two years. Arlene explains that PSWs will often go in with cue-cards with pictures on them to break down the language barriers and let the client know it is time to eat, take medication, shower, etc. Today, this gentleman's new glucose meter was delivered, as he is diabetic. Arlene mentions that PSWs always let the client's take their own blood sample, but since this is a new glucose meter, she will let a nurse set it up with the client at another time. Arlene notes to let Tamara know that this gentleman needs to see a nurse. Arlene finishes his dishes, and then we are off to see the third client.

At the last client's apartment I am greeted by a very friendly woman who has Multiple Sclerosis (MS), which is an

autoimmune disease of the central nervous system affecting the brain and spinal cord. The client is mobile with the help of an electric wheelchair and is able to do many things on her own. As I walked into her apartment I took in the wonderful smell of pizza, which she had heated up herself for lunch. She has been in the building for 13 years, and has a breathtaking view of downtown Burlington from her living room, and a gorgeous view of the lake from her bedroom - what she calls her "million dollar view." Arlene helps her with her medication and does the dishes for her. Arlene takes a quick peak at a bruise on the client's ankle, but the client cannot recall how she may have got the bruise. She mentions that a nurse will be visiting her on Wednesday and will have a look at it then if it gets any worse.

At the end of the afternoon, I left feeling very proud to have such wonderful staff like Arlene representing SJHC and

caring for our clients in small ways that make a big difference in their lives. Arlene mentioned many times that she loves what she does because she helps people to stay independent in their own homes, which is what SJHC values and promotes for all clients in our community.

If you would like to recommend a staff member for a highlight, please contact Natasha Voogd:

Email: nvoogd@stjhc.ca

Phone: Ext. 2225

KUDOS TO SJHC STAFF

“Sylvie has been doing a wonderful job. She has gently massaged the clients legs, reducing her edema. The client praises her work and looks forward to seeing her. It is nice to see the look on the clients face, when describing her pleasant visit with Sylvie.”
Thank you Sylvie!
- Client from Integrated Comprehensive Care PSW program

“I just wanted to tell you how glad I am that you gave me Marianne. She travels with me for my medical appointments at the Juravinski Hospital. She is wonderful and she has been so terrific. You should give her employee of the month - she's just terrific!”
- Client of Marianne Amodeo, Community Connector

“Recently I have had reason to call SJHC on behalf of an ailing neighbour. This elderly gentleman has several very serious health issues and unfortunately there is no family close by, so I have been providing assistance as needed. When I called to request help because of my concern with falls and home safety, I was connected to Shami. I cannot begin to express my appreciation for Shami's warm and caring way in which she listened and provided direction and hope in our phone conversation. Her knowledge, experience and compassion for the needs of the elderly really impressed me, as did her kind and considerate manner in dealing with me!”
- Evelyn Beale

WANT TO NOMINATE A COLLEAGUE FOR AN AWARD?

STAFF RECOGNITION AWARDS

Each year we recognize staff members for their commitment and dedication to St. Joseph's Home Care. We are a very fortunate organization to have staff who live out the mission, vision, and values of our organization daily to help improve the lives of our clients.

This year's Staff Recognition event will be held in the fall with the date to still be determined. Our Length of Service award recipients are chosen based on the amount of years they have been with SJHC as of March 31, 2017. We present awards to employees that have been here 5 years, 10 years, 15 years, and 20 years - each receiving a different gift to thank them for their dedication and service.

Along with the Length of Service awards, there is also the Award of Excellence. This award is presented to four individuals, each representing a different division within SJHC. The categories are Home Care Services, Community Support Services, Corporate Services, and Leadership.

If you would like to nominate a colleague for an Award of Excellence, please contact Amy Pickernell for the nomination form by emailing apickernel@stjhc.ca. Nominations will be accepted until July 30, 2017. Each nomination will be reviewed by a committee and chosen based on a blind vote.

MISSION LEGACY AWARDS

The community of St. Joseph's Home Care shares a deep belief in the values that our founders, the Sisters of St. Joseph of Hamilton instilled in our organization: that it is an honour to serve – and in particular to ensure that those most vulnerable and marginalized have access to compassionate, high-quality care.

The prestigious Mission Legacy Award occurs every three years at SJHC and recognizes extraordinary individuals who have made an exceptional contribution to the health care ministry of the Sisters of St. Joseph of Hamilton, St. Joseph's Home Care (SJHC), and/or St. Joseph's Health System (SJHS).

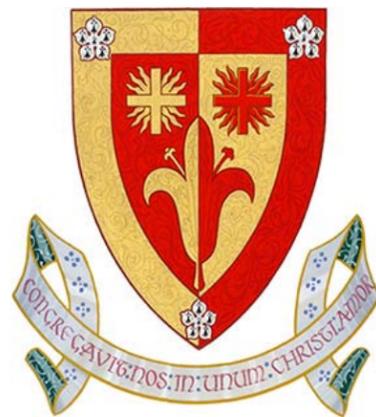
Those eligible are any of the following individual, groups/teams who have gone above and beyond the call of duty to contribute to the legacy and Mission of the Sisters of St. Joseph of Hamilton, St. Joseph's Home Care, and/or the St. Joseph's Health System.

- Employees (frontline to management)
- Physicians
- Posthumous candidates
- Sisters of St. Joseph of Hamilton
- Volunteer Board Members
- Volunteers

As the Mission Legacy Awards recognize only those individuals who devotedly embody the values of our founders, a limited number of award winners are named each year. Contributions of award winners are seen as generally equivalent.

For more information on how to nominate an individual for this prestigious award, visit

www.StJosephsHomeCare.ca/MissionLegacyAwards 



FIRST PLACE TRANSITIONAL BED PROGRAM FEATURED IN HNHB LHIN BLOG

Donna Cripps is the CEO of the Hamilton Niagara Haldimand Brant Local Health Integration Network (HNHB LHIN) and writes various stories for her blog and the monthly newsletter. In the March issue of Donna's Blog, our very own First Place Transitional Beds program was mentioned alongside an upbeat client story.



The client was a patient in the hospital for a few months as a result of having Vascular Disease and needing an amputation of both her legs. She was moved to a Transitional Care bed at First Place as she needed assistance to cope before she was able to live independently in her own apartment.

At First Place, the client was well cared for by the SJHC staff and she was able to regain her strength and learn how to transfer into her wheelchair by herself. After only two weeks, she was able to move back to her own apartment and live independently with the help of community supports.

This story is a wonderful example of the everyday work our staff do to give clients the best chance at an independent life while able to stay in their own homes.

To read the full blog post, visit <http://www.hnhblhin.on.ca/en/newsandevents/donnasblog/march2017.aspx> 

BAYSHORE STRATEGIC PARTNERSHIP UPDATE

The Bayshore strategic partnership update given in the previous newsletter announced the new leadership of Dr. Carolyn Gosse as President of St. Joseph's Home Care and Vice-President, Integrated Care, St. Joseph's Health System, as well as Anita Fitches as the new Senior Director from Bayshore Healthcare. Phase One of the operating plan was scheduled to be complete in the beginning of May, but there are a couple of items that still need to be finalized and reviewed by the Joint Boards of Governors who make the ultimate decision and approval. Therefore, the partnership has been extended until early June.

The Senior Leadership Team understands that it has taken quite some time to announce and finalize the operating plan in its entirety, but they are ensuring that every item is discussed in detail to continue providing the best possible care to our clients and improve on becoming a leader in home and community based care. It is important to the senior team to maintain transparency along the way, therefore when the operating plan is finalized it is priority that all staff will be notified through all staff communication methods and huddles.

If you have any questions regarding the partnership, please contact:

[Carolyn Gosse, President by email cgosse@stjoes.ca](mailto:cgosse@stjoes.ca) or phone at ext. 2225.
[Anita Fitches, Senior Director by email afitches@stjhc.ca](mailto:afitches@stjhc.ca) or phone at ext. 2247.

MAY MADNESS

Personal Support Worker Day is May 19, 2017!

Stay tuned for activities that SJHC will be planning to celebrate our wonderful and dedicated in CSS.

Visit www.seiuhealthcare.ca/pswday for more information.



MAY 19TH IS PSW DAY

National Nursing Week is May 8-14, 2017!

Stay tuned for activities that SJHC will be planning to celebrate our wonderful and dedicated RNs and RPNs.

Visit www.ona.org/news-posts/celebrate-nursing-week-2017/ for more information.



NAOSH Week is May 7-13, 2017!

Stay tuned for activities that SJHC will be planning to celebrate North American Occupational Safety & Health (NAOSH) Week.

Visit www.naosh.org for more information.



DID YOU KNOW...



Before we were called St. Joseph's Home Care, we were St. Elizabeth Visiting Nurses. To the left is a pamphlet from 1946 describing the services our nurses provided. Can you believe the charge for service in the 40s was only \$1 per visit? However, if people were not able to pay, we still ensured that we would provide services to those in need - our mission that runs true today.

WELCOME ABOARD!

NAME	PROGRAM AREA
AnnMarie Palmer, PSW	Park Street Hub
Amber Wilcox, PSW	Park Street Hub
Chayra Fabian, Dietary Aid	Wellington Terrace
Terydel Melaya, Dietary Aid	Wellington Terrace
Sarah Norman, PSW	Wellington Terrace
Sally-Ann Afedoe, RPN	Visiting Nursing
Sanja Radivojsa, PSW	First Place Assisted Living Unit
Lana Alcock, Program Assistant	ICCP Marketed Services
Cliford Amoateng, PSW	ICCP
Leila Canlas, RN	Visiting Nursing
Dawn Ondriska, PSW	ICCP
Luma Younan, Server/Cleaner	First Place Food Services
Sinead O'Neill, Program Assistant	Visiting Nursing
Renz Ortiz, PSW	Marketed Services
Rovi Ortiz, PSW	Marketed Services
Samantha Proc, RPN	Marketed Nursing
Farrah Sneyd, RPN	Marketed Nursing

NAME	PROGRAM AREA
Elya Bay-an, PSW	First Place Assisted Living Unit
Lisa Lee, PSW	Park Street Hub
Antonietta Hammond, Program Assistant	Visiting Nursing
Lina Seguban, PSW	Marketed Services



What's New In OHS

Tips for Working Alone

Providing care in homes and the community raises significant safety challenges because of the isolation and lack of control employers and workers have over the work environment. If at any time a worker feels unsafe or threatened, they need to trust their instincts, leave the situation, and go to a safe place.

Plan your travels...

When visiting clients in the community the first step is planning ahead. It is important to get to know the area, particularly the safe areas in the district (make note of nearby police stations, public telephones and other public buildings like hospitals and restaurants/stores open late). Plan the safest route to and from the client's home, even if it isn't the most direct. Dress code is also very important in the planning process; do not wear clothing that may restrict your movements or get caught/pulled on, as well as wear non-skid shoes that allow you to move quickly and safely. Always ensure you have your cell phone or communication device with you and that it is fully charged.

Client Visits...

Elevators:

Stand close to the control panel with your back to the wall; be aware of the alarm and if anyone bothers you, press the button for the floor you are closest to and press alarm-do not push stop. Get off as soon as possible and knock on the first available door. *If avoiding an assault yell FIRE and kick the walls.

Hallways:

Stick to the center of the hallway, avoiding alcoves and hidden corners. In a hallway emergency, knock on as many doors as possible and yell FIRE. *If you fear serious injury to yourself or other, pull fire alarm.

Stairwells:

If you must use stairs, keep count of the number of floors you are ascending or descending as some buildings do not have floor doors numbered.

BEFORE entering a client's home:

- Do not enter a home if there is visible threat to safety (e.g. drugs, alcohol, weapons, pornography, animals out of their cages) or where your instinct tells you not to.
- Before getting out of the car/entering home, check the surrounding location and activity; observe the environment for signs of used syringes, odours, clutter, people fighting etc. and follow SCAN. PLAN. PROCEED. process. *Trust your judgment and do not enter if your instinct tells you not to.

When IN a client's home:

- Do not remain at a visit where a client, a client's visitors or family are intoxicated, abusive, inappropriately dressed, where sexual comments/innuendoes are made or pornography is viewed in your presence.
- Leave if you are told to leave
- Sit where you have a good view of the bedrooms or hall to the bedrooms; if possible keep an open pathway for exiting and listen for anyone coming in from outside door.
- Verbal communication and body language are very important when dealing with potentially violent/aggressive clients
- Maintain behavior that helps to defuse anger by (1) presenting a calm, caring attitude, (2) not matching threats, (3) not giving orders, and (4) acknowledging the person's feelings.

*If you feel threatened, or the interaction is increasing a client's anger, terminate the interaction immediately.

*Personal attack TIPS- Make a scene, yell or scream as loud as possible-shout words like FIRE! STOP! HELP!; run to nearby store or nearest well-lit area and continue calling for help

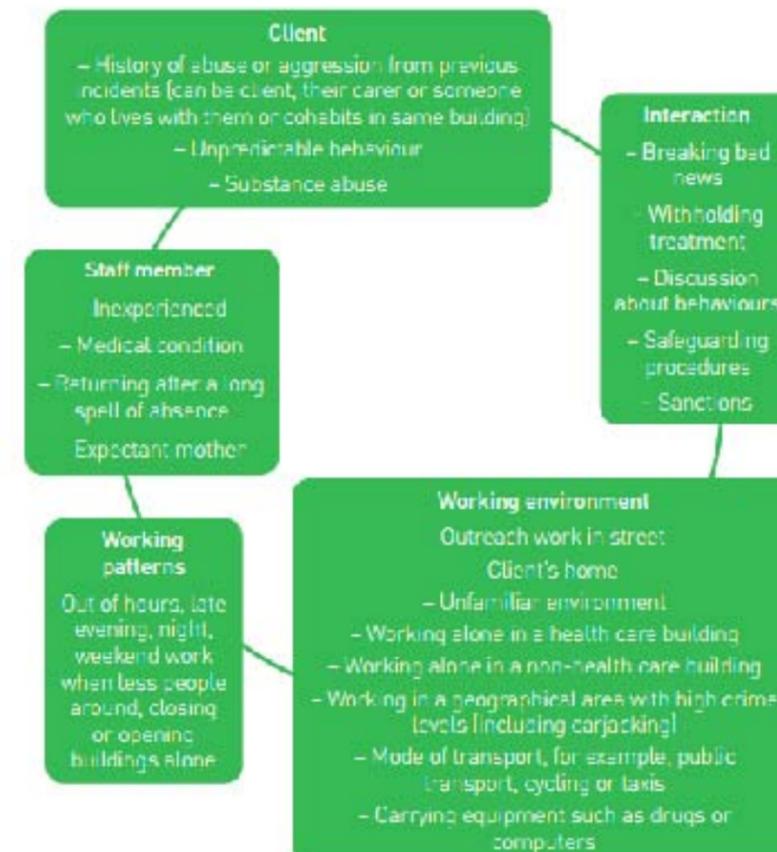
*If you are being pulled or dragged along, fall to the ground and roll

*When a weapon is involved- Never try to disarm. If possible, try to leave situation and call 911

Possible Control Methods...

- A "buddy" system
- Establish a check-in procedure. Make sure that regular contact is kept with all employees. Establish ways to account for people (visually,verbally) while they are working
- Periodic telephone contact
- Site specific plans created by supervisor, employee and JOHSC

When working alone always be aware of the risks of working alone (diagram), the measures you can take to ensure your safety, as well as communicate your concerns and whereabouts with your employer.



HOSPITAL CARE CONNECTOR UPDATE

By: Rebecca Buckland

Since May 2016, St Joseph's Home Care has been a contributing member of The Hamilton Seniors Isolation Impact Plan (HSIIP), a collaborative initiative to reduce isolation among seniors in Greater Hamilton. The HSIIP helps to ensure that isolated seniors in Hamilton have support and help when they need it, participate regularly in activities, feel connected to family, friends and acquaintances, and feel valued by those with whom they are connected. The expectation is that seniors who are less isolated will experience fewer hospital re-admissions and emergency room visits. Marianne Amodeo is St. Joseph Home Care's Hospital Care Connector with the HSIIP. She serves seniors being discharged from St. Joseph's Healthcare Hamilton. The Connector assesses their needs, links them to supports and activities, and follows up to ensure they are sustaining connections. Over the next three years, Marianne will work towards a goal of "anchoring" 356 isolated seniors in the communities where they live.



Below is an example of what is being done by the Hospital Care Connector, Marianne:

After spending three months in Rehab following a stroke, Mr. X, a single male who has no family members, was referred to the HSIIP by a Hospital Social Worker. The client needed help in re-establishing the life he had before the debilitating event. In the time since the stroke, he lost his health card and birth certificate, lost his Job, and was at the brink of being evicted from his apartment. Mr. X's restricted mobility and the fact that he had no phone made it virtually impossible for him to reach out for help. During a home visit with the client, Care Connector Marianne Amodeo helped him prioritize his concerns. Together, they developed a step-by-step plan that would connect Mr. X. to the community resources he needed. Marianne was able to postpone the payment due dates on the bills that accrued in the months while Mr. X was hospitalized. She helped him apply for a health card and a copy of his birth certificate. Marianne explained how to connect with the Ontario Disability Support Program (ODSP) and secured taxi vouchers so that the client could afford to travel to the ODSP office. By chance, Marianne met Mr. X's neighbor in the hallway. The neighbour agreed to let Mr. X. use her phone when needed and said that she would occasionally check in on him. After eight weeks of working together and after sending a referral to the Community Care Access Centre (CCAC) to suggest the need for an Occupational Therapist home assessment, Marianne and the client met for a final visit. She handed over a file containing the paperwork he would need on his journey to recovery. Mr. X. stated that the guidance he had received at the beginning of his journey gave him the confidence to continue on his own.

SJHC Corner is published quarterly by:
St. Joseph's Home Care

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

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All submissions are subject to editing and approval prior to publication

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