



STRATEGIC PARTNERSHIP

Bayshore
HealthCare

St. Joseph's
Home  Care

In March 2016, the leadership team from St. Joseph's Health System (SJHS), including Dr. Kevin Smith and Dr. David Higgins, as well as Jane Loncke, former Interim President, hosted a St. Joseph's Home Care (SJHC) Town Hall. During the Town Hall, Dr. Smith and Dr. Higgins announced that SJHS was looking into a strategic partnership with various home and community care organizations.

A few months later in June 2016, it was announced that Bayshore

Healthcare was the organization that SJHS would be working with to explore the opportunity for a strategic partnership to help shape the vision and the future of SJHC. This was identified as an initial phase, that consisted of reviewing and understanding operations and implementing recommendations to strengthen current home care and community support services, and prepare for an expanded role. As many of you remember, there were various Bayshore employees that came around

the corporate office for a few months in the summer to learn from SJHC and observe our processes and procedures.

There were ongoing discussions between SJHS and Bayshore Healthcare, as well as the Joint Boards of Governors (JBG) to come to a decision if Bayshore and SJHC were a good fit for each other and if this partnership would ultimately benefit our current and future clients' needs.

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President's Corner



A Message from Carolyn Gosse, President

I hope everyone had a wonderful holiday season, and Happy New Year!

I have only been a part of St. Joseph's Home Care (SJHC) for a little over a month now, but all of you have made me feel very welcome and a part of the SJHC family.

Being a part of the Integrated Comprehensive Care (ICC) project since the beginning has helped me develop a rapport with many of you, however I look forward to learning from all of you on how SJHC can be more innovative through ways of integration.

This is an exciting time for us as we begin our partnership with Bayshore Healthcare. Anita Fitches, Area Director at Bayshore Healthcare, and I have been working together to develop a plan on ways we can collaborate together to create efficiencies and new opportunities. Anita has been acting as the Senior Director for St. Joseph's Home Care, and has adjusted with ease.

Over the past month or so, there has also been a few Bayshore employees speaking with different individuals

to learn more about their roles, and to discuss ways of efficiencies with SJHC employees. So far, there has been discussions with Finance, Payroll, Care Coordinators and Program Assistants, Human Resources, and I.T. There will be further inquiries within the Integrated Comprehensive Care (ICC) program in the near future to figure out ways that SJHC and Bayshore can help each other grow and really make an impact for home and community integrated care models.

I look forward to progressing in this journey along with each of you, and it will be exciting to see how this strategic partnership can progress not only St. Joseph's Home Care, but home and community care on a larger scale.

If you have any questions, comments, or concerns I encourage you reach out to me any time, or you can also email SJHCFeedback@stjhc.ca in regards to any issue at any time, 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, Corporate Office.

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

UNITED WAY FUNDRAISING

Every year, St. Joseph's Home Care (SJHC) raises money through various fundraising events during the months of October to the end of December for United Way of Burlington and Greater Hamilton. Many of us may use United Way programs and not even know it, as there are over 50 programs and services in just Burlington and Greater Hamilton. United Way provides many programs and services to children, adults, and seniors in our community, including SJHC's housekeeping services. Our housekeeping services consists of four cleaners and about 24 clients. Providing our clients with even basic housekeeping services can be of great help and assistance to those that have difficulty doing basic chores around their houses. This program is one of many that helps keeps seniors in their homes.

This year, our collective goal was to raise \$3,000.00 and together we exceeded that benchmark! Thank you to everyone who donates to United Way, whether that be through donating \$2/week to wear your favourite pair of jeans on Fridays, through payroll deduction, or through our various events we held during the last three months. We have successfully ignited possibility in our community.

Below are some highlights from SJHC's United Way fundraising events:



WE RAISED

.....
\$3,116.00
.....

WITH YOUR HELP!



STRATEGIC PARTNERSHIP CONT'D...

On December 6, 2016, SJHS was thrilled to announce and confirm that SJHC was going to embark on phase one of a strategic partnership with Bayshore Healthcare.

With this new and exciting opportunity for a long-term partnership, new leadership was announced to help guide SJHC through this time of change and transition. Jane Loncke, former Interim President of SJHC, initially came on board at SJHC on an interim basis and led SJHC for almost three years. She initiated great success for home and community care for SJHC, and was a large part of the progression of SJHC in the last few years that has made SJHC appealing to many different home care agencies nationwide.

On December 6, 2016, Dr. Carolyn Gosse, previous Director of Clinical Programs at St. Joseph's Healthcare Hamilton (SJHH), was welcomed as the new Vice-President of Integrated Care, St. Joseph's Health System, and with that would assume the role of President, St. Joseph's Home Care. As mentioned in the all staff memo regarding new leadership here at SJHC, Dr. Carolyn Gosse brings many years of experience as previous Director at SJHH and former Director of Pharmacy Services at SJHH for eight years, following the completion of her Doctor of Pharmacy degree

at the University of Florida in 2005. Many of you may have first interacted with her as the Project Lead for the Integrated Comprehensive Care (ICC) project for St. Joseph's Health System. Since 2014, Carolyn has been working with the Ministry of Health and Long-Term Care (MOHLTC) on the implementation of integrated funding models Ontario wide.

As a part of the strategic partnership with Bayshore Healthcare, an integrated role was created as Senior Director at SJHC, which was assumed by Anita Fitches, MBA, RN. Anita joined SJHC December 12, 2016 as a senior and experienced director from Bayshore Healthcare. Anita reports to Carolyn as SJHS develops an operating plan designed to bring our organizations more closely together, enhance our operations, and create new and improved opportunities. The plan will be presented to the JBG in March 2017 for consideration and ultimate approval. Once the JBG and all parties have approved of the plan, it will be communicated to all staff.

If there are any questions surrounding this strategic partnership, please do not hesitate to contact Anita Fitches by email afitches@stjhc.ca or by phone at ext. 2247, and/or Carolyn Gosse by email cgosse@stjoes.ca.



AMY PICKERNELL, CORPORATE PROGRAM ASSISTANT

In this issue of *Who Makes Up SJHC*, Amy Pickernell is highlighted as the Human Resources/Corporate Program Assistant at St. Joseph's Home Care (SJHC) located at the Corporate Office. Amy began her career at SJHC in September of 2013 as a temp to help with the overflow of work occurring at the time. The process of hiring an assistant for Human Resources (HR) was already being configured, and it was to include front desk duties as there was no one at the front desk to assist visitors and staff. During Amy's time at SJHC as a temp, she learned a lot about the organization including the systems used such as Quadrant and Procura. This gave her the confidence to apply for the new HR/Corporate Assistant position, and she began this exciting new opportunity in March 2014.

Beginning with what some of her day-to-day tasks are, Amy mentions that her job is 90% HR related however, it also includes assisting payroll and front desk related tasks. She is responsible for many of the administrative duties that fall under HR, and you have likely heard from her or seen her friendly face at some point in your career at SJHC. Amy has been a large part of the employee orientation re-refresh at SJHC that will begin this month. She is responsible for sending out offer letters to welcome successful candidates to SJHC. A new process that will now follow is that she will send the successful candidates a welcome package, which includes a request for a police check and important policies that employees then send to Amy **before** their orientation or first shift. By staff bringing in their signed papers to Amy beforehand, it allows for an early connection to be established, so that they feel a sense of familiarity on their first day. The goal and vision for the new orientation is to facilitate a more interactive and less overwhelming experience for new employees through PowerPoint that is easy to understand and absorb.

The new employee orientation was a large project that Amy was a part of, but there are many other day-to-day responsibilities she balances. When employees begin with SJHC, Amy inputs all of their information into Quadrant and Procura. Quadrant is SJHC's main employee database that holds all employee personal information, benefits, completed training, immunization records and more. Procura is primarily used to facilitate scheduling. Amy is the lead for Surge Learning, which is SJHC's system to assign employees

mandatory training such as WHMIS training, important policies that need to be read annually, and many others. She is responsible for setting up the courses, assigning them to the appropriate staff members, exporting reports that are requested (such as staff who have completed all of their Surge Learning courses), and she is always willing to answer any questions that staff have about their training. As well, Amy is responsible for any job postings that need to be distributed. She writes the postings, with the approval of the manager, and distributes them internally and ensures that they are distributed externally. On a biweekly basis you can find Amy assisting Payroll with the processing and verifying of employee hours and pay for smaller departments.



With the goal of being more paperless in mind, Amy has recently set up exit interviews to be completed electronically through Survey Monkey. Once an employee has resigned, Amy will send a link to their email that will outline the exit survey for feedback on their experience at SJHC.

Some of the front desk role responsibilities include being the lead for the phone systems to ensure that extensions and names are correct, being the lead for the corporate office Xerox machines to ensure that the supplies are available, being responsible for inquiry phone calls to our main line, being responsible for any general HR related questions that employees have, ordering of supplies, setting up courier pick-ups and drop offs, organizing Boardroom bookings, and facilitating the SJHC bursary fund.

When asked what she loves about her job, Amy responds that she really enjoys the variety of work, and that each day is different. She loves interacting with other employees, and she gets fulfillment from being constantly busy and learning new skills along the way. She is a proud member of SJHC because this is a compassionate non-profit organization helping seniors in need and providing essential services. Amy is very excited in the ways the organization can grow, as well as herself, and she is excited to be a part of this change.

NEW SJHC BOARD MEMBER



St. Joseph's Home Care (SJHC) would like to extend a warm welcome to Ms. Barbara Beaudoin, a new member of the Joint Boards of Governors (JBG) this year who sits on the Board for SJHC.

Ms. Beaudoin was an Automobile Dealer in the Southwest Ontario and Niagara Region for 31 years. She has served in various capacities on numerous Boards and Foundations in the Hamilton area for over 20 years, is a member of the Institute of Corporate Directors, and is a recent graduate of the ICD.D program at Rotman School of Management.

Ms. Beaudoin's family has some background history connections with St. Joseph's Healthcare Hamilton. Her father served on the Board for St. Joseph's Healthcare Foundation, and he had received kidney care at St. Joe's for many years. Ms. Beaudoin's family has been very generous in their contributions to the hospital, and now we are thankful to have Ms. Beaudoin on the Board as an advocate for St. Joseph's Home Care.

KUDOS TO SJHC STAFF

On behalf of the family of Gail Darres Twish to express our appreciation for the care, consideration and support given to my sister Gail during her illness. Gail passed away November 4th and my family wanted to sincerely thank you for your help. We especially wanted to Victoria, Lindsay and Sharon for the extra special care and kindness shown to Gail, it helped her and us cope better during her final days.”
- Thora Spencer

I would like to thank you for the care you have given my husband Steve! It was greatly appreciated, so thank you.”
- Dorothy Debicki

I want to thank the visiting nurses who cared for my husband during his illness until his recent death. Falan, Sharon, Lindsay and Victoria, you were all wonderful; caring and compassionate. As you all know, Gary wished to die at home. I was unsure if I would be able to meet that wish, but you all helped me so much by giving me encouragement and teaching me how to do what was needed. I especially want to thank Sharon who was with us when Gary passed. It was such a comfort.”
- Gary's children and his wife, Mary Boya

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!



CAROLYN GOSSE & ANITA FITCHES

Carolyn Gosse

What have you enjoyed most here at St. Joseph's Home Care?

I've had the privilege of working with the SJHC team since 2012. Everyone was incredibly welcoming to me when I started my role with ICC, and I've always been genuinely impressed with the dedication, creativity, innovation that every member of the staff demonstrates. The dedication to improving the clients' care and care experience is obvious in everything the team at SJHC does, including our colleagues in the CSS programs, Visiting Nursing program, ICC, and our corporate staff.

What are some challenges you see facing in this role?

Any leadership role in healthcare requires a lot of flexibility, nimbleness and innovation, since the healthcare system as we know it is changing at an incredibly rapid pace. Patients' First (Bill 41) is a great example of changes happening in our system today. However, I see this as a great opportunity for SJHC to be leading the way in some of the transformation that will be happening in our system over the next five years and beyond.

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

My mother and grandmother were nurses, so it seemed quite natural to me to pursue a career in healthcare. Healthcare is unique because it blends a strong focus on science, evidence and research, while also seeing the direct impact on clients we serve every day. It's very rewarding, regardless of what our role is in healthcare.

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

I was raised on the East Coast (New Brunswick) until I attended the University of Montreal at the age of 20. I moved to Hamilton to complete my pharmacy residency program at St. Joseph's Healthcare Hamilton, and have since made Southern Ontario my permanent home (I now live in Milton).

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

I love spending time with my kids and husband (they made me say that :); I have a nine year old son and 11 year old daughter who are both very active in sports (hockey and figure skating); it's a good bet that if it's a weekend, you can find me at a rink.

What is a motto you try to live by and/or a famous quote that sticks with you?

Quote: "People will forget what you said, people will forget what you did, but people will never forget how you made them feel."

Anita Fitches

What have you enjoyed most here at St. Joseph's Home Care?

It's been a very rewarding experience coming into SJHC. I've thoroughly enjoyed getting to know the team and learning about the ICC model that St. Joe's is leading. There has been a lot of work and collaboration to grow this model. I look forward to being a part of this work moving forward.

What are some challenges you see facing in this role?

Developing a partnership between our two organizations is relatively new to both of us so that is a challenge in itself. Also, our challenge is to really understand our two organizations from a business and system perspective which takes time and expertise. I am confident with the teams we put together that we will be successful.

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

When I was quite young, I knew I wanted to be a nurse and care for other people. Fortunately, as my career progressed and opportunities presented themselves, I developed my skills in health care management and operations. This gave me the opportunity to oversee the care that was being provided and influence positive changes that affect people for the better. I can't see myself working anywhere but in health care.

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

I currently reside between Hamilton and Smiths Falls. I was born in Brockville and raised just outside of the town of Smiths Falls.

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

My passion is running. There is nothing like going out for a long run where you can clear your mind and feel completely energized at the same time. I enjoy spending time with my family and closest friends around the simple things in life. Often this includes going for hikes, spending time at our cottage, playing card games and going to community events together.

What is a motto you try to live by and/or a famous quote that sticks with you?

Always challenge the status quo but always keep humble and kind.

Christmas Spirit Throughout SJHC

The Christmas and holiday spirit spread to many sites of St. Joseph's Home Care (SJHC) filled with food, fun, and laughter. Many of SJHC staff celebrated the holidays with pot lucks and gift exchanges that allowed staff time to catch up with colleagues and share a few laughs and stories.

Below are some photos from some of the celebrations:

Corporate Office - Pot Luck and Secret Santa



First Place Christmas Celebration



Gwen Lee Snowflake Social



Park Street & Neighbourhood Model Christmas Lunch



Reverend Rip Kirby Award of Excellence Recipient



The Reverend Rip Kirby Award of Excellence was established in 1995 to recognize St. Mary's General Hospital (SMGH) employees who demonstrate a commitment to the mission, values and to excellence, in the spirit of the award's namesake. Reverend Rip Kirby served as SMGH Director of Pastoral Care from January 1985 until his sudden death on April 30, 1995. He was a visionary leader whose wise, warm, generous and caring attitude earned him the respect of patients, staff, families and physicians.

Alisa Paneghel, a Registered Nurse and Integrated Comprehensive Care (ICC) Coordinator has worked at SMGH for 11 years. Alisa was nominated for the reverend Rip Kirby Award of Excellence for her commitment to patient and family centred care.

Alisa treats each day as an opportunity to teach others and learn something new. She delivers compassionate care to patients, ensuring they are fully supported through their journey at SMGH and when they return home. Her dedication to helping others is inspiring for patients, their families and the ICC team. She specifically dedicates her time to the cardiovascular surgery and congestive heart failure (CHF) stream.

Alisa enjoys coming to work every day knowing her role makes a difference in the lives patients and their families. Alisa is "proud to be a nurse and honoured to work with such a great team in the ICC program."

Welcome Aboard!

NAME	PROGRAM AREA
Alicia McLeod, HR/OHS Assistant	Corporate
Silvia Baptista Flores, PSW	Marketed Services
Kimberly West, RN	Visiting Nursing
Geeta Lushy, RN	Visiting Nursing
Joanna Whyte, RN	ICCP
Michele Pinciario, PSW	Collaborative Care Model
Wendy Sells, RN	Visiting Nursing
Jade Murillo, RPN	Visiting Nursing
Dariana Paraschiv, RN	ICCP



Santa Senior Initiative 2016

Year after year, the wives of various physicians in the Hamilton area give many of our clients perhaps the only gifts that they receive on Christmas Day. We have partnered with the Hamilton Academy of Medicine for more than 20 years and we are very thankful for all they have provided to our clients. This year, many of our clients who receive these gifts are from various SJHC programs such as Community Support Services and our Visiting Nursing programs.

Many of our clients are seniors and do not have a close support system around them, therefore they often spend the Christmas season alone and without any gifts. With the generous donation of gifts that the Santa Senior Project provides, we were able to give 65 clients Christmas gifts, which all of the clients were tremendously thankful for this Christmas.

This project is one that SJHC values and is very thankful for, and with consent from our clients, we wanted to share some pictures of the overjoyed reactions of our seniors:



Angela Batelic,
Coordinator of the
Santa Senior Project



Armando Vanditelli
Gwen Lee



Carl Locken
Gwen Lee



Delia Shields
Gwen Lee



Lillian Chamberlain
Gwen Lee



Robert Arnold
ICC



Michael Macyk
Gwen Lee



Eleanor Raab
Gwen Lee



Harvey McMann
Gwen Lee



James Harley
Gwen Lee

All of the organizers of the Santa Senior Project do generous work, and the joyous reactions on our clients' faces are a testament to that. On behalf of our clients and our staff, we are deeply grateful for your generosity year after year. A special thanks to Angela Batelic for organizing this initiative for SJHC clients, so that they are able to have a joyous Christmas.

GOALS OF 2017!

Have you completed your Surge Training?

It is a new year, which means that this is the time that some of you create new goals for themselves to complete by the end of the year. Whether that be a fitness goal, an education goal, or a career goal, they all have something in common - they are goals to help you improve. At St. Joseph's Home Care, one way we would like to improve is with our Surge Learning statistics. As a whole, we all need to be more aware of the education provided to all staff, as well as mandatory documents that need to be reviewed regularly.

% of staff who have completed their Surge Learning as of December 31, 2016:

COMMUNITY SUPPORT SERVICES

62%

CORPORATE SERVICES

57%

HOME CARE SERVICES

53%

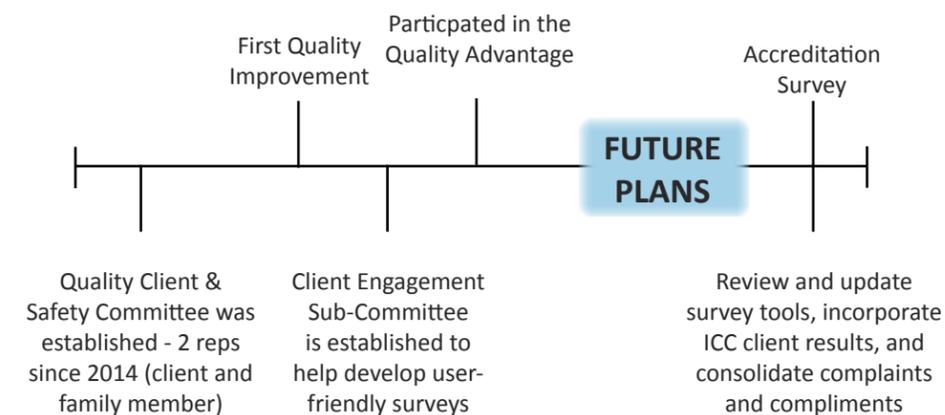
Let's get these numbers higher this year!

**Tip: Set a monthly reminder (email or phone) to login to Surge once a month and complete training*

Accreditation Ready?

Being prepared for Accreditation is an annual and ongoing process to ensure that we are able to receive exemplary standing and demonstrate that we provide excellence in client centred care. The SJHC team has been acknowledge by the Joint Boards of Governors by doing exceedingly well in hand hygiene and medication reconciliation! Another indicator that is meeting the target is the client satisfaction rates. We had never measured the private services for Community Support Services and Home Care Services, and we have collected the data successfully to reach the 92% target. Let's continue the great work! Here's a look at the current status:

	16/17 Q1 (Apr-Jun)	16/17 Q2 (Jul-Sept)	16/17 Q3 (Oct-Dec)	16/17 Q4 (Jan-Mar)
Community Support Services:				
Overall Satisfaction - Public Services	97.3%	100%	98.3%	
Overall Satisfaction - Private Services	100%	98.2%	N/A	
Home Care Services:				
Overall Satisfaction - Public Services	97.1%	94.5%	92.1%	
Overall Satisfaction - Private Services	98.9%	94.3%	N/A	



SJHC has also done well in the progression of our **Patient Engagement**. View the timeline to the left to learn about the journey to increased patient engagement

Tips for Winter Driving



Winter tires do make a difference

Even though we have been lucky with great weather so far, winter is coming and it is prudent to be prepared and proactive in winterizing your vehicle. Ensure your car has winter tires with the snowflake/mountain symbol to indicate they are winter tires. It is best to install them when the temperature drops below 7°C, as the rubber starts to harden on all-season tires and loses grip.

Are your lights working properly?

Winter is a great time to replace your headlights or rear lights before they go out, so that others can see your vehicle in a surprise snow storm.

Make sure your battery is fully charged

Test your battery before bad weather hits, and replace your old one if necessary. This is very important so that you don't get stuck on the side of the road in the cold.

Get the proper brakes

Winter tires are important for traction, but brakes are just as important. Check for squeaking, creaking, or rattling and make sure to get your vehicle serviced as soon as possible if anything seems off to you.

Keep a brush, scraper, and emergency kit in your vehicle

This may be an obvious one for the winter, but some people think their windshield wipers can take off the snow. This will in fact ruin them. Be prepared, and always ensure a brush and scraper are in your vehicle. You can purchase an emergency car kit in a variety of stores to keep in your vehicle at all times. Make sure the supplies are not expired or torn, otherwise replace the old supplies.

Don't drive impaired

You may think you just had a "couple of drinks" but any alcohol consumption above the legal limit will impair your vision and reaction time. Make sure to have a responsible designated driver, or call a cab. It's much easier to pay a cab than pay a fine or risk someone's life.

Don't text and drive

This is important to keep in mind any time of year, but also useful for the holiday season. Even if you want to send a quick text to say you "will be there soon," it is not worth the accidents that are caused daily by texting and driving.

As enjoyable as the snow can be in the winter, it is important to ensure vehicles are safe for you and your loved ones. Keep these tips handy as a checklist for any winter season.

Gentle Persuasive Approach (GPA) in Dementia Care: Supporting Persons with Responsive Behaviours

Gentle Persuasive Approach (GPA) training is an all-day evidence based training program that helps care providers deliver person-centred, compassionate care to individuals with dementia. The curriculum was developed in 2004 in Hamilton by a collaboration of individuals (AGE Inc.) who received a research grant from the Regional Geriatric Program. This program is now on its third edition and has been adopted into Personal Support Workers (PSWs) training for St. Joseph's Home Care (SJHC).

The GPA material focuses on four key areas: personhood, brain and behaviour, the interpersonal environment, and gentle persuasive techniques. A variety of educational tools are used such as videos, white board animations, interactive exercises, and sharing personal experiences in working with individuals with dementia.

Important teachings in this curriculum are:

- Individuals with dementia are people first and foremost, with a unique history and a capacity for interpersonal relationships.
- All behaviour has meaning, and to understand the behaviour we must know the person behind the illness.
- The onus is on caregivers to try and understand patterns and triggers, and respond respectfully and confidently to the individual with dementia.
- Reframe behaviour as a response attempt to protect/defend yourself.
- Despite our best efforts, sometimes protective behaviours occur and caregivers need to learn ways to protect themselves and the persons with dementia to reduce injury.

St. Joseph's Home Care has partnered with Certified GPA Coaches from St. Joseph's Healthcare Hamilton's therapy programs, to lead staff in various sessions along with Lori Lawson, Director of Community Support Services, who is a Certified Coach herself. The feedback that SJHC has received about the GPA sessions has been that it is an overwhelmingly positive experience!

For more information about GPA, go to www.ageinc.ca



Did You Know...

Do you find manually copying and pasting time consuming? Would you like to learn keyboard shortcuts, but find it difficult to remember them? Here is a list of handy keyboard shortcuts you can cut out and keep on your desk to make work a little more efficient:

1



Minimize all open windows
WINDOWS KEY + D

2



Save a document
CTRL + S

3



Copy / Paste
CTRL + C / CTRL + V

4

SPELLCHECK

Spellcheck
F7

5



Switch between open apps
ALT + TAB

6



Split Screen
WINDOWS KEY + LEFT ARROW
OR
WINDOWS KEY + RIGHT ARROW

Have You Heard About MAID?

MAID stands for Medical Assistance in Dying, and has been a hot topic for some time now. Dr. Kevin Smith and Sister Anne Anderson from St. Joseph's Health System (SJHS) sent a System-wide email stating the view of SJHS on MAID to reiterate that the whole System is a conscientious objector, but will continue to provide patient/client care as long as possible. There have been groups of staff members who have now had training and discussions about how MAID fits within St. Joseph's Home Care. As a refresher, or in case you were not aware, below are some common questions that people have surrounding MAID and what that means to St. Joseph's Home Care staff members.

Anyone can ask for MAID, but to be eligible they must be:

- Eligible for publicly funded health care in Canada and be 18 years of age or older
- Capable of making their own health care decisions (no substitute decision making)
- They voluntarily request MAID in writing with two independent witnesses (without external pressure)
- They give consent for MAID after being informed about all options, including palliative care

St. Joseph's Home Care is a conscientious objector:

- You are not compelled to provide/assist in MAID, but conscientious objection must not be directly conveyed to clients. No moral judgements about beliefs, lifestyle, identity, or characteristics should be expressed.
- Nurses who conscientiously object must transfer the care of the client to another nurse or health care provider who will address the client's needs
- Until a replacement is found, a nurse must continue to provide nursing care, as per a client's care plan, that is not related to activities associated with MAID

A patient/client tells you that they want to have medical assistance in dying:

- Take a breath - MAID is not an emergency procedure - respectfully acknowledge the request
- Call the Manager on-call
- Call the staff bioethicist (Steve Abdool) - 24/7 | 416-334-6132
- Call the CCAC case manager

Cues to elicit patients' values and goals for medical care at the end of life:

- What are you expecting?
- What do you most want to accomplish?
- What is most important in your life right now?
- What are you hoping for, and what do you hope to avoid?
- What do you think will happen, and what are you afraid of happening?
- What do you expect the end to be like (palliative)?

Using language to describe our commitment to the goals of care:

- "We will concentrate on improving the quality of your life."
- "We want to help you live meaningfully in the time that you have."
- "We'll do everything we can to help you maintain your independence."
- "We want to ensure that you are comfortable and peaceful."
- "We will focus our efforts on treating each and every one of your symptoms and, if necessary, this may include 'palliative sedation'."
- "Let's discuss what we can do to have you stay at home throughout."

Links to key documents:

CNO: <http://www.cno.org/globalassets/docs/prac/41056-guidance-on-nurses-roles-in-maid-july-4-vfinal.pdf>

MOHLTC: <http://www.health.gov.on.ca/en/pro/programs/maid/default.aspx>

Ministry Guidance for Patients: <http://www.health.gov.on.ca/en/pro/programs/maid/docs/maid.pdf>

CPSO: <http://www.cpso.on.ca/Policies-Publications/Policy/Medical-Assistance-in-Dying>



Wellington At Work Safety Group



In December, Marina Staresinic, Manager of Human Resources, and Lori Lawson, Director of Community Support Services, received a very generous rebate from Workplace Safety and Insurance Board (WSIB) at the Wellington At Work Safety Group. This rebate is presented to St. Joseph's Home Care annually at the year end Safety Group meeting. Well done to all of those that participated in health and safety!

Left to right: Lori Lawson, Marina Staresinic, Elizabeth Witmer (President of WSIB), and other colleagues

Falls Prevention Month

November was Falls Prevention Month, and St. Joseph's Home Care's Safety at Home Coordinator, Shamie Matinyarare, and Gurjot Jassy, Manager of Quality and Corporate Initiatives, went to the all three St. Joseph's Healthcare Hamilton campuses, as well as Sackville Hill Senior's Recreation Centre to participate in the Falls Prevention Month Fair. The fair included various partners and organizations who are helping to prevent falls within the senior population, and help them maintain a safe and independent environment in their own homes.

Examples of modifications SJHC recommends to make others homes safer include ensuring railings are secure, travel paths are clear, enough bright lighting, a safe mat at the entrance way, everyday dishes are within easy reach, and a flashlight is by the bed. Of course, all modifications are up to the client, but we are here to guide you and your family and help you make informed choices.

Learn more about the Safety at Home program on our website:
www.StJoesphsHomeCare.ca/SafetyAtHome



Left to right: Shamie Matinyarare and Gurjot Jassy

SJHC Corner is published quarterly by:
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Send comments, questions, story ideas, or suggestions to:

NATASHA VOOGD

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