



## FIRE INSPECTION AT FIRST PLACE A SUCCESS

This fall, SJHC had a fire evacuation drill with the City of Hamilton Fire Department at the First Place Assisted Living Unit and Transitional Beds programs. SJHC was evaluated on new regulations that require operators of a seniors residence be able to evacuate all residents within a set timeframe once the fire alarm has activated. SJHC has 80 minutes to evacuate residents in the Assisted Living Unit and Transitional Beds programs.

The retirement residence floor at First Place had sprinklers and smoke alarms already in place, but the new regulations also required that residents be evacuated more quickly and in a different way – a vertical evacuation instead of a horizontal evacuation as was in the evacuation plan put in place by SJHC. With the new regulation in effect, SJHC revised its evacuation plan, purchased evacuation sleds for residents and trained all staff at First Place on how to use the evacuation sleds and carry out vertical evacuations.

One particular challenge for the evacuation drill is that we did not want to disturb residents and needed to have stand-ins for the residents. Staff from across our programs rose to the challenge and volunteered to stand in for residents – some staff even brought family members and friends out to help. Volunteers were strapped into the evacuation sleds and pushed down three flights of stairs by PSWs from the First Place Assisted Living Unit and Transitional Beds programs.

The fire evacuation drill was a success and SJHC evacuated “residents” within the allowed time and the Fire Department has given SJHC the all-clear on the Fire Evacuation Plan for the First Place Assisted Living Unit and Transitional Beds programs.



*First Place staff work together to evacuate “residents” (rather, volunteers from other SJHC programs as stand-ins for residents). Top Photo: Lori Lawson, never far from her Blackberry, is evacuated in an evacusled. Bottom Photo: Staff receive the good news from the Hamilton Fire Department that the evacuation drill was successful.*



As we celebrate the holiday season and the coming New Year with our families and friends, I want to take the opportunity to wish every staff member and your families a merry Christmas and a New Year full of happiness, health and success.

This time of year gives us an opportunity to reflect on our successes over the past year and set some important goals for the coming year. We have made it through another year of service to our community, our 96<sup>th</sup> year.

Thank you to each of you for living our mission, vision and values in your daily work. Our journey to build on our strong foundation of service to our community continues. We make a real difference in the lives of our patients, clients and residents and your contributions have a lasting positive impact.

# President's Corner




I am particularly mindful of our staff who will be working to provide care for patients, clients and residents through the holidays. Thank you for your dedication as we continue to deliver care at this special time of year.

On behalf of the entire leadership team, we wish you a safe and happy holiday season and look forward to seeing you in 2018.

## WELCOME ABOARD!

NAME & POSITION	PROGRAM AREA
Lillian Akapong, RN	Visiting Nursing
Edna Caceres, PSW	Observational Care
Paul Couldridge, RPN	Visiting Nursing
Yamileth Dimas, PSW	First Place ALU
Tekla Dissanayake, PSW	First Place ALU
Sandra Edwards, PSW	Observational Care
Hannah Galicia, PSW	First Place ALU
Lyka Gingino, PSW	Neighbourhood Model
Jocelyn Hamoy, PSW	Gwen Lee
Marg Henhawk, RPN	ICC

NAME & POSITION	PROGRAM AREA
Chelsea Jillard, Program Assistant	Visiting Nursing
Micheline Lalonde, PSW	First Place ALU
Matanda Mbangi, PSW	Observational Care
Nadege Petrus, PSW	Observational Care
Annah Pondai, RPN	Visiting Nursing
Diego Sanchez, RPN	ICC
Michelle Smith, PSW	First Place ALU
Krystle Snow, PSW	Observational Care
Joanne Stinson, RPN	ICC
Mareceli Vergara, PSW	Wellington Terrace



# understanding ACCREDITATION

St. Joseph's Home Care is well on our way to preparing for the on-site survey that will take place on April 30, 2018 and May 1-2, 2018.

Accreditation is an ongoing process of assessing our quality improvement processes at SJHC against standards of excellence to identify what is being done well and what needs to be improved. It involves all members of the organization, from the Board of Directors to frontline staff, as well as members of the community like patients and families and community partners. This process allows us to understand how to make better use of resources, increase efficiency, enhance quality and safety, and reduce risk.

There are 4 distinct elements in the Accreditation cycle:

### **1. Self-assessments:**

Early in the Accreditation cycle, we conducted self-assessment surveys to gauge how SJHC was meeting the requirements in the standard, identifying areas of strength and gaps.

### **2. Measure, Improve, Prepare:**

SJHC has completed 3 required surveys to help us identify further areas for improvement: the Patient Safety Culture Survey, which gauges frontline employees' impressions on how SJHC's patient safety practices are working; the Work-life pulse, our staff engagement survey that provides insight into the relationship between the organization and employees; and, the Governance Functioning survey, a self-assessment tool completed by SJHC Board members. The results of these surveys provides insights and helps SJHC identify more specific areas for improvement and develop action plans.

In addition to the surveys, the management team is looking at the requirements in the standards and how our processes and practices align with these requirements. This work has started with a gap analysis of the requirements and what processes are already in place

and working well, and whether there are any processes that need to be reviewed or implemented.

### **3. On-site Survey:**

A team of surveyors will be at SJHC for 3 days starting April 30, 2018 to evaluate our processes. The surveyors will talk with staff, management, patients and families through the on-site survey. Surveyors offer valuable feedback on best practices and how other organizations have approached similar challenges.

### **4. Report and Decision:**

The surveyors will provide a report with their findings during the survey, along with their Accreditation Decision (this is where we would find out if we have received Accreditation with Exemplary Standing again). This report also includes recommendations for further improvements to our processes and practices.

To prepare for the on-site survey, regular meetings have been scheduled to review and adjust our processes to meet the requirements from Accreditation Canada.

We have established a Steering team for Accreditation. This team is responsible for oversight of the preparation for Accreditation; liaising with Accreditation Canada and ensuring SJHC is meeting the timelines set by Accreditation Canada for different elements of our Accreditation; and, preparing work plans and working with managers to ensure the alignment of processes with the Accreditation Canada requirements are on schedule.

In addition, we are also reviewing the recommendations for improvements that were included in the report from our last Accreditation cycle in 2014 and providing updates on what has been done to implement these recommendations.

Look for regular updates and information on our processes and other preparations for the Accreditation Survey starting in mid-January.

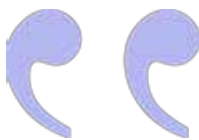
# Santa Senior

Clients from different programs have enjoyed receiving Christmas presents through the Santa Senior Project of the Hamilton Academy of Medicine



## compliments

We have received lovely compliments from family members of clients who tell us the difference we make in their loved ones' lives each and every day.



I just got a very nice call from my Aunt R. She was surprised to get a visit from you today along with the lovely gifts. She was so excited that she told me it was like being a kid again. She waited until you guys left

before she let herself cry "happy tears". Apparently it took at least two hours before she stopped shaking and settled down. Again this was all a good rush!

She figures that she won the lottery even though she did not buy a ticket. Please thank your sponsors.

She wants to thank you all for your support and kindness. This goes for the rest of the family as well.

Merry Christmas and Happy New Year to all of you.



*\* Names have been removed to maintain client confidentiality*



Mom and I want to thank you and the "angels" from St Joseph's Home Care for helping mom get through each and every day. The service you and your team provide is invaluable.

A special thanks goes out to Lee, for getting mom up and out in time for church each Sunday. It means so much.

Thank you as well to P.S.W's, like Lisa and Amber, who take the time (when they have a few extra minutes) to sit and visit with mom. She gets so lonely now that she has trouble getting around.

I've said this before, but I'll say it again, I'd love to see your model of Home Care be the model of the future. Thanks to you and your team, seniors can live out their life in their own home, with dignity.

Love to all of you! We hope you and your families have a wonderful Christmas and an amazing New Year!





# REDUCING HOLIDAY STRESS

Source: *Psychology Today*

The holidays are supposed to be a festive combination of time spent with family, celebrations with friends and after work get-togethers with colleagues.

Reality, however, can be very different for many who experience holiday-related stress: additional demands in an already full schedule, the pressure of perfection (finding the perfect present, being the perfect host, having a perfect family, being the perfect sibling/parent/child, you get the point), crowded malls, even trying to keep up with friends and family can lead us feeling exhausted.

There are some relatively easy steps you can take to help reduce holiday stress.

## Centre yourself

Each person centres themselves differently. Whether you do this by going to church and praying, meditating, yoga or journaling, take time for yourself.

## Set expectations

Even if you are busier than usual during the Holidays, each day still has 24 hours, just like the rest of the year. Instead of trying to do everything and ending up exhausted, make a list of what is important to you and take small steps each day to accomplish the important things.

## Exercise

Exercise helps regulate anxiety by releasing endorphins and reducing levels of the stress hormone cortisol. Don't have to hit the gym for hours at a time? Try going for a brisk walk, take the stairs, or join a yoga class.

## Remember your Beauty Sleep

You might be tempted to stay up late wrapping gifts or baking for the holidays, but lack of sleep can have a

negative impact on memory, judgement and mood. Try to go to sleep at a reasonable hour and make sleep a priority.

## Budget, budget, budget!

Overspending during the holidays can send stress levels soaring. Make a budget and stick to it. It could be as simple as a list of people you want to buy a gift for and the amount you want to spend on each gift.

Lower your stress levels for next year: consider saving for Christmas throughout the year. Putting away as little as \$20 each month will help reduce financial-related stress next year.

## Don't overbook yourself

Holiday parties are fun. Running around like a chicken with its head cut off for the whole month of December shopping, baking, wrapping and trying to make a daily social engagement is not fun. If you feel obligated to attend an event or activity that you don't want to go to, it's okay to say no and send a tactful regret.

## Stop Aiming for Perfection

Focus on what's important to you (happiness, gratitude and being with family) instead of perfectionism (stressing out about finding the perfect gift or being the perfect hostess or keeping to a strict diet).

Things do not have to be perfect – not the tree, not the presents, not the meal(s) – none of it. Enjoy the time with loved ones and shush that voice in your head that is insisting you do more or be better.

As we reflect on the meaning of the holidays, do what feels right for you and your loved ones and find a way to tap into the spirit of the holiday season without all of the stress and "noise" associated with it.

# celebrations

Employees in programs across the organization had a great time celebrating the Christmas season!



## SAFETY GROUP NEWS



St. Joseph's Home Care is a member of the Wellington at Work Safety Group and received a rebate cheque of over \$14,000. This rebate recognizes our work to incorporate the prevention of workplace injuries and illnesses into our daily work.



From left to right: Rod Cook (Vice President of Workplace Health and Safety Services, WSIB), Ashley Pallotta (OHS Coordinator, St. Joseph's Home Care), Alicia McLeod (HR Projects Coordinator, St. Joseph's Home Care), Elizabeth Witmer (Chair, WSIB), Carmela Coffa (Safety Group Representative, WSIB), and Al Kruzins (Safety Group Leader).

Safety Groups provide a structure for an organization's work in the prevention of workplace injuries and illnesses, providing guidance in identifying risks, implementing policies and procedures, and planning for continual improvements related to workplace health and safety. Since these groups are composed of representatives from different organizations, it also provides a learning opportunity as each member can learn from the experiences of other members.

# BUYING BOOTS THIS WINTER?

Falls can have lasting consequences that change a person's quality of life. We know that wearing the proper footwear can significantly reduce the risk of slips and falls on ice and snow.

Before going out to buy a new pair of boots, you might want to check out [www.ratemyreads.com](http://www.ratemyreads.com). The website is run by iDAPT, the research branch of the Toronto Rehabilitation Institute at the University Health Network. They tested both work safety footwear used by industrial workers, metal studded/spiked shoes and over-shoe traction aids, as well as casual footwear worn by just about anyone.



Over 90% of the more than 200 pairs of boots tested did not meet the criteria for slip resistance in icy conditions.

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## SJHC BURSARY FUND



St. Joseph's Home Care has a bursary program to help employees who are pursuing continuing post-secondary education related to their field of employment.

All full time and regular part-time employees of St. Joseph's Home Care can submit a request for tuition reimbursement through this program. Casual part-time employees can be considered in exceptional circumstances. Employees on WSIB or long-term disability must be performing modified work or modified hours in order to qualify for funds.

Employees must show successful completion of a course from a recognized college or university or Boards of Education that is related to their work and/or has the ability to be

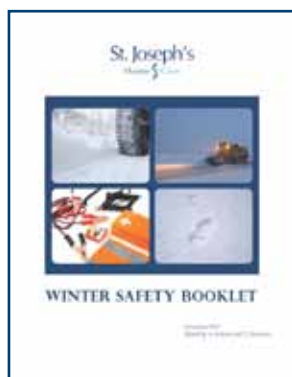
applied on-the-job.

The modest fund is meant to provide tuition assistance to employees in SJHC's commitment to ongoing education and learning. Applications forms are available from the Human Resources Department, or your Program Manager, and are also located on the network.

Full details about the program, including deadlines for submitting requests for the different semesters, are detailed on policy HUM 29 Bursary Fund.

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## WINTER SAFETY BOOKLET



We have revised the Winter Safety Booklet to help staff be safer this winter. Whether driving in snowy and icy conditions or walking outside in the cold, the booklet offers tips on how to reduce risks associated with winter, including car maintenance information, a list of items to include in your vehicle emergency kit, a winter driving refresher and preventing falls when walking on snow and ice.

# 7 TIPS TO AVOID GETTING SICK THIS WINTER

Source: *Psychology Today*

Have you noticed that, as the weather gets colder, it seems like a lot of people around us are getting sick?

With more colds and flu around, and more people spending time together indoors, it's more likely that you'll get sick, too. There are some simple steps you can take to ward off infections and minimize the chances you will become ill:

## Get enough sleep

Although individual sleep needs can vary, most adults need at least 7 hours a night. Sleep deprivation suppresses your immune system's ability to fight off infection.

## Eat well

Remember to eat breakfast, lunch and dinner each day. Each meal should contain a carbohydrate, a protein source, and a fruit or vegetable; and, it's best to eat your biggest meals earlier in the day. Avoid sugary foods and drinks; sugar has been shown to slow your immune cells down.

## Exercise regularly

Exercise, even just going for a walk, pumps your circulation around your body and boosts your immune function. If you have not exercised in a while, start with moderation and don't push yourself too hard.

## Wash your hands

We know about the importance of hand washing to prevent infections when providing client care, but it is important to wash your hands at all times, especially before eating and as soon as you get home after being out and about. Avoid touching your mouth, nose or eyes with your hands, as this is how viruses and bacteria enter your body.

## Reduce stress

Slow down. Stress hormones produced by your body when you are rushed and harried weaken your immune system's ability to respond to invaders.

## Have fun

Laughter and positive social interaction are both great for your immune system. Play and have fun. Remember to take time to spend time with people you love.

## Stay warm

The old advice about bundling when it gets cold outside up was right. Research has shown that warmer body temperatures can prevent the spread of the common cold virus. Carry a scarf or shawl with you so you can easily add a layer.

Finally, if you do get sick, see your doctor if that cold isn't going away after a week.



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