

St. Joseph's Home Care Annual Report

2021



Carolyn Gosse
President

ST. JOSEPH'S HOME CARE PRESIDENT'S MESSAGE

As we reflect on this past year, it's difficult to find the right words to describe our collective experience. It's an important time to reflect on what we've experienced, and also take stock of the important lessons learned. Activities we took for granted before, such as visiting our loved ones and attending school had been completely upended. There have been many challenges and difficulties experienced by our patients/clients, families and colleagues. We have also been profoundly impacted by a changing world, one more urgently focused on equity, diversity and inclusivity. The Black Lives Matter movement has sharpened our focus on this important work.

In our report, we describe accomplishments and challenges, but more importantly we strive to tell the story of how our staff and patients/clients experienced this past year. As our stories highlight, the pandemic presented many challenges for our team, but what is most impressive is how the human spirit overcame these challenges. Theresa's story (p. 11) is a compelling perspective of the personal and professional impact of the Covid 19 Pandemic on our workforce. Our frontline staff and clients were also inspired to maintaining social connections, and physical activity, by initiating the virtual day program (p. 15), in partnership with St. Joseph's Villa.

We've learned a lot over the past year, including finding new ways to work, being creative and resourceful. We are grateful for new partnerships that enabled the launch of programs such as the CovidCare@Home program in Hamilton, Niagara and Kitchener. We partnered with more than 75 stakeholders across these three regions, and partnerships such as these will be critical in the future as we support Ontario Health Teams.

The home care sector has been very challenged this year, despite this, we will be called upon to support the extensive post-pandemic recovery in our healthcare system, including the significant number of patients whose surgeries were deferred. We will also be focused on supporting aging at home, and contributing to the modernization of Home and Community Care, in alignment with the Ministry of Health's Home Care transformation agenda.

We will always look back on this year as a very challenging one, but it's also one I will remember fondly for the incredibly compassionate care provided to our patients/clients and how our teams stepped up to help in a crisis. I have enormous respect and gratitude for everything that our team has done over the last year, our frontline staff, our leadership team, our partners as well as our patients/clients and their caregivers. I'm proud of how we've been able to support each other during this truly unprecedented year.

As we look forward to the end of the pandemic, we know that the weeks and months ahead will still be challenging, but we begin this new phase comforted by the amazing contribution of science – Covid 19 vaccines. We looking forward to our lives slowly going back to normal over the next few months, but not without reflecting on the loss that we've experienced in our personal and professional lives.

Carolyn



ST. JOSEPH'S HEALTHCARE HAMILTON PRESIDENT'S MESSAGE

I can't imagine that our healthcare providers at St. Joseph's Home Care (SJHC) could have created a greater example than this year for how to live the mission, vision and values of St. Joe's. SJHC has always been there for our community; in this exceptional year, our healthcare workers at SJHC have made exceptional contributions to a community in need.

Those contributions to tackling issues related to the COVID-19 pandemic cut a swath across this city, and touched upon multiple needs through the course of the year.

- SJHC was integral to the success of the COVID Care @ Home program, which provided clients with COVID-19 the support and confidence to stay at home to get the right help for their needs.
- SJHC stepped up to support the growing need to care for patients in transitional care spaces, as hospitals required bed space to care for COVID-19 patients, and long-term care homes worked diligently to keep their residents safe. It meant SJHC healthcare workers provided needed staffing for the Alternate Health Facility and First Place Hamilton.
- Attending again to the needs of the vulnerable in our community, SJHC supported staffing needs for the vaccination clinic at First Place as we entered the vaccine rollout phase of the pandemic.

Through all of this, there has been the necessity to adapt to Public Health guidelines and regulations around distancing and safe public health practices. For those at SJHC, it's meant ensuring the right PPE is donned and doffed at every new home, for every client, and that hand sanitizing is a constant action to prevent spread of infection.

Throughout this year, our healthcare workers at SJHC showcased their compassion, skill, and desire to keep clients and each other safe. This sense of dedication expanded to utilizing virtual visits to see clients when there was a need to self-isolate due to exposure.

Thank you to everyone at St. Joseph's Home Care. Your work and commitment are inspiring. You are truly among the healthcare heroes of this pandemic.

Melissa

A MESSAGE FROM THE ST. JOSEPH'S HEALTH SYSTEM



Sister Anne Anderson
Chair, St. Joseph's
Health System



Winnie Doyle
Interim CEO & President

For over 15 months our staff, clinicians, volunteers, and communities have endured unimaginable challenges due to the COVID-19 pandemic. We have been called to serve and care for one another in unprecedented ways.

While we are on the precipice of a return to safely gathering with our loved ones and families, recovery efforts to address the impact of the pandemic on our overall health and wellbeing, as well as the consequences of deferred care, will demand courage, leadership, and resolve from each of us.

We have all endured loss and made tremendous sacrifices. The pandemic has exposed longstanding injustices in our healthcare system created by racism, structural inequality as well as funding issues. It has shown us how critically important the social determinants of health are to building strong, healthy, vibrant and inclusive communities.

The pandemic has also connected us to St. Joseph's Health System's mission to live the legacy through compassionate care, faith and discovery like never before. For many it has rekindled why we work in health care and has inspired the next generation of health care workers to continue this work.

Our member organizations have brought the legacy of the Sisters of St. Joseph to life particularly during this pandemic to show the impact of compassionate care embodied in the values of dignity, respect, service, justice, responsibility, and enquiry.

As we approach a new season we reflect back on the hard months that characterized this New Year. A year that so many had hoped would be different and usher in new hope and a return to normal. Instead, it was a period of immense pressure and instability. Ontario's health system was pushed to the limits of its capacity. For so many in the St. Joseph's Health system community – particularly women who were called to care for their families, loved ones, neighbours and friends while also having to work and manage other responsibilities – you have endured enormous hardship. It will take time to understand the impact of this historic time on ourselves, our families, our communities and our health system.

As we emerge from Wave 3, knowing we still are living with uncertainty, we are cautiously turning our hearts and minds to recovery. We are committed to building a stronger, more connected, and compassionate health system that is safe, welcoming and equitable for all. This is a once in a lifetime opportunity for transformation, innovation, and collaboration. St. Joseph's Health System is committed to being leaders in this work.

To each of you, those you care for, work with, and serve we offer our gratitude and deepest thanks.

Sister Anne Anderson & Winnie Doyle

ST. JOSEPH'S HOME CARE BOARD OF DIRECTORS



Adriaan Korstanje
Chair



Lynn McNeil
Vice-Chair



David Tonin
Treasurer



Bill Koornstra



Peter Szota



Catherine Olsiak



Leo Perri

A MESSAGE FROM THE SJHC BOARD CHAIR

The unprecedented challenges of the pandemic brought forth the spirit of humanity in us all, and it shines brightly in the work that is being done at St. Joseph's Home Care. It's both inspiring and heartening to see the tireless efforts being made on behalf of the patients and families that we serve.

As members of the SJHC Board of Governors, our role is to monitor organizational performance and provide guidance in areas of mission, vision and values in our community.

In this time of great trials, your outstanding accomplishments, strength, ingenuity; along with your courage, compassion has been reflected in the care St. Joseph's Home Care brings to clients every day, and specifically throughout the COVID-19 pandemic.

Thank you, St. Joseph's Home Care Team.

Adriaan Korstanje, Chair

Our Mission

Living the Legacy: Compassionate Care. Faith. Discovery.

Every day the people who work at St. Joseph's Home Care live this mission in pursuit of our vision.

Our Vision

"On behalf of those we are privileged to serve, we will deliver an integrated, high-quality care experience, pursue and share knowledge, and respect our rich diversity, always remaining faithful to our Roman Catholic values and traditions."

We commit ourselves to demonstrate in all that we undertake - the values instilled in our organization by the Sisters of St. Joseph of Hamilton.

Our Values

Dignity. Respect. Service. Justice. Responsibility. Enquiry.

SJHC STRATEGIC PLAN 2020-2025

2020/2021 ACCOMPLISHMENTS



Leaders in Integrated Care

We will be provincial leaders in the delivery of coordinated and integrated home care services.

- Expanded of the ICC Program-All planned surgeries from SJHH (who require home care) supported by SJHC in the community
- Implemented of COVID Care @ Home



Responding to our Clients, Caregivers and Community

We will develop innovative, state of the art programs to meet the needs defined by our Clients, caregivers & community

- Increased the number of virtual visits in the visiting program by 20% from baseline
- Increased the number of patient partners



An Inspiring Place to Work and Learn

Our people are the heart of our organization. Together we learn, grow and do extraordinary work to make a positive difference in the lives of those we serve.

- Increased the nursing student (RN and RPN) and PSW student placements within our visiting program, ICC and CSS programs
- Developed and implemented a comprehensive workplan to support a stable, high performing visiting program, with a focus on: Staffing/Recruitment



Excellent Care

We will provide services through operational excellence that is delivered with compassion, dignity and respect for each person we serve.

- Addition of the Community Connector role in the ICC Program
- Virtual Day Program, partnering with St. Joseph's Villa

SJHC INITIATIVES

CORPORATE HEAD OFFICE - ON THE MOVE

In partnership with St. Joseph's Villa (SJV), SJHC will be relocating our corporate office to the 2nd floor of SJV-Margaret's Place Hospice in Dundas in October 2021.

This exciting decision will allow us to be in close proximity to SJV, and we are thrilled to build on this partnership.

SJHC is engaging in, and committed to the change management process this means for our staff. We will also be partnering with SJHH for a centrally located satellite office space.

We are excited to be calling this beautiful space our new home.



COVID-19 VACCINE CLINICS & SUPPORT

Over a 1-week period our COVID Care @Home Coordinators, and our Community Connectors called over 400 active ICC patients directly to inquire about any assistance they may need in getting to their vaccine appointments.

The majority of patients had received the vaccine or had a booked appointment however the team assisted several patients with setting up appointments and or connecting with local Public Health Units to identify the need for an in-home vaccine appointment.

CSS Managers made over 300 phone calls to support the mobile vaccination process; enabling at-risk seniors to be scheduled for their vaccine.



2020/2021 FLU SHOT INITIATIVE



The St. Joseph's Home Care, Human Resource Team & our Quality Manager researched and prepared our corporate head office to be able to offer in-house flu vaccines for our staff. Working with Public Health and our Nursing staff, we were able to vaccinate more staff in a convenient and accessible way.

The purchase of a designated vaccine fridge brought learning opportunities for our staff on vaccine storage and the importance of temperature control.



EQUITY, DIVERSITY & INCLUSION



The primary focus of the Equity, Diversity and Inclusion (EDI) Committee is to create a safe space where members of under-represented or marginalized groups within St Joseph's Home Care can engage in honest, transparent and valuable discussions that shed light on the workplace experiences for the purpose of continuous quality improvement within the organization aimed at promoting equitability, respect and inclusion within St Joseph's Home Care.

The EDI Committee discusses matters pertaining to systemic and structural barriers to diversity, equity and inclusion within the organization and join with Senior Leadership to co-create strategies that improve diversity, equity and inclusion at all levels of the organization.

2020/21 Milestones

- Employee Engagement Survey Completed
- Equity, Diversity & Inclusion Statement of Commitment Drafted
- Equity, Diversity & Inclusion Committee Created; Terms of Reference Drafted

Next Steps

- Partner with St. Joseph's Health System to develop and implement a strategic plan

Grace Akah, RN, BScN, MHM

Clinical Nurse Manager, Assisted Living, Transitional Care Bed Program
Chair, SJHC Equity, Diversity & Inclusion Committee



SJHC 2020/2021 QUALITY IMPROVEMENT PLAN

Staff Safety is a priority at SJHC. Our staff have been encouraged to report incidents, and near misses, where their safety was at risk so that this information is captured, and action plans implemented.

This presented a change management opportunity, as historically incidents have not consistently been reported. They have been considered ‘part of the job’. This change helped us to educate our staff; no incident is ‘part of the job’. The safety of our staff, and our community is a priority.

STAFF SAFETY

Reported Employee Incidents

TARGET: >12

RESULT/CHANGE: 43

QUALITY CARE

% Of Charts Which Passed All Audits for Wound Care Documentation

TARGET: 85%

RESULT/CHANGE: 88%

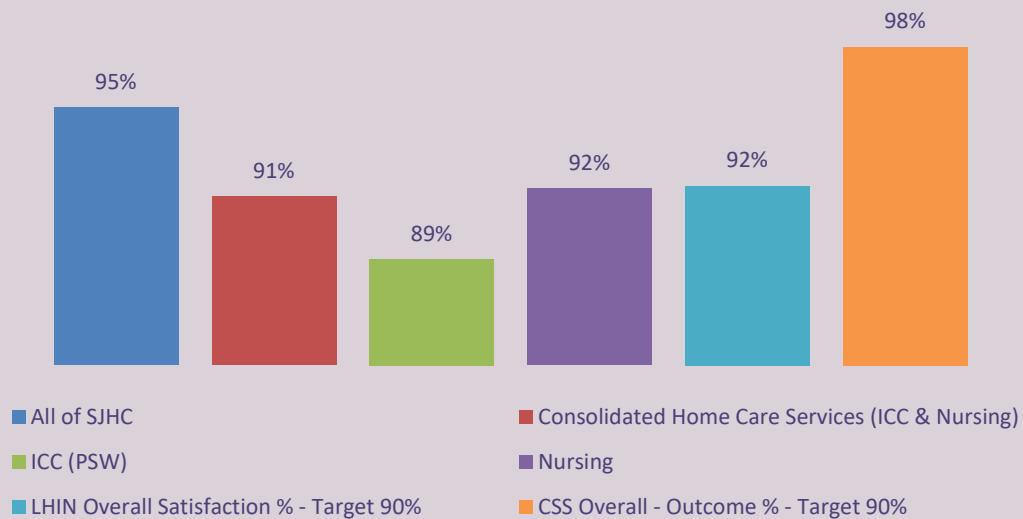
PATIENT-DIRECTED CARE

Increase Number of Patient & Family Advisors Supporting SJHC

TARGET: 5

RESULT/CHANGE: 8

2021/2021 PATIENT SATISFACTION SURVEY



SJHC 2020/2021 CARE IN THE COMMUNITY

OUR CLIENTS

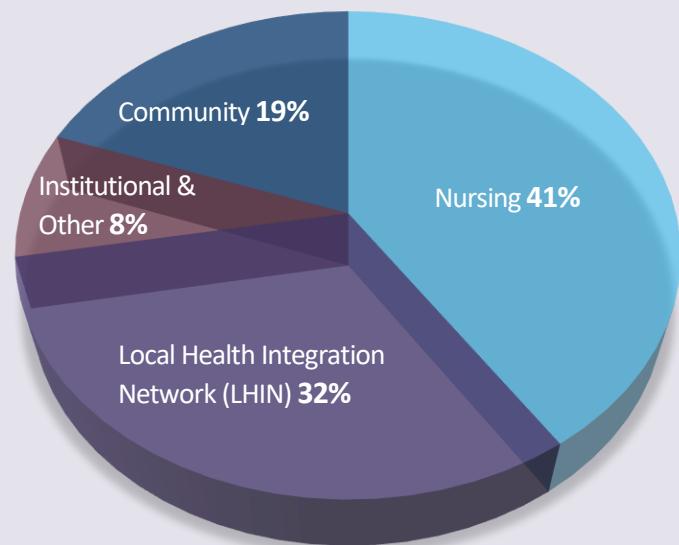
14,115 Hours of Community Support Services for **419 Clients**

64,008 Nursing Visits, 1,947 Patients Visiting Nursing Program

36,333 Visits for **2,470 Patients** Integrated Comprehensive Care Program

94,986 Days of Resident Care for **639 Residents/Clients**
Supportive Housing

OUR FUNDING FISCAL 2020/2021



OUR STAFF

Total **319**

Front-Line **269**

Long-Standing (10+ Years) **100**



SJHC VISITING NURSING PROGRAM



THERESA HASTINGS, RN REFLECTIONS ON THE PAST YEAR FOR A VISITING NURSE

Theresa Hastings, a Registered Nurse with over 37 years' experience, describes what it has been like being a home care nurse in the community for the past 15 months.

Initially, when little was known about the COVID-19 virus, Theresa recalls feeling very frightened about what this meant for her personally, her family members and her patients. She spent the first month sleeping in a spare room, immediately washing her uniform for fear of infecting her family or patients with the virus. Patients too were very worried about care providers coming into their home and exposing them to illness.

Over time, asking screening questions, wearing PPE and 'smiling with your eyes' became a familiar practice. For some patients, who were receiving end of life care, they delayed going into hospital or hospice

because they wanted their family members to be able to visit. Theresa acknowledged how important this was to her dying patients and was grateful to be able to support them in receiving the care they wanted.

The use of virtual visits was also a wonderful way to communicate with patients who may not need a physical visit, yet needed to stay connected to a nurse.

For her personally, she found the weekly communications from President, Carolyn Gosse, on-going messaging about sufficient and available PPE and even weekend calls from the SJHC Leadership Team about contact tracing very supportive; concern for her safety and welfare was so appreciated.

In looking forward, Theresa feels very optimistic about the availability of vaccines in our community. She indicated that her patients are excited to announce to her that they have received their vaccination and she too is very grateful for being able to be vaccinated early due to her essential healthcare role in the community.

Although it was a scary, challenging time Theresa identifies with the special role a visiting nurse plays in providing comfort and care to patients, as she may be the only person they see for days. With mask, shields, gown and gloves, a home care nurse is there to make a difference and answer the call.



SJHC INTEGRATED COMPREHENSIVE CARE PROGRAM (ICC)

The ICC Program Team had to be incredibly nimble, flexible and innovative during the COVID-19 Pandemic. During the first wave we saw a significant decrease in our patients referred to the program, as a result of surgeries being deferred. The ICC Team had a willingness to work in different settings.

The ICC Team quickly transitioned to working in the Visiting Nursing Program, at First Place with the expansion of the Transitional Bed Program, St Joseph's Villa 2East Wing helping hospital patients waiting for Long Term Care (LTC) beds, and with further expansion of virtual care visits. They provided care, where care was needed. Nurses who needed to self-isolate at home were often able to support virtual care visits.

Transitioning to these settings did not come without challenges; and many lessons were learned. Our ICC staff were grateful for the experience.

All of our nurses, PSWs and partner providers answered the call of patient care, showing their fierce dedication to SJHC and the patients they know rely on them in order to remain in their homes.

During the pandemic, the ICC Leadership Team considered how best to help the community during these unprecedented times. In partnership with 75 other organizations, SJHC designed and delivered the COVID Care @ Home Program. Based on our extensive knowledge and expertise in chronic disease pathways, we modelled an in-home and virtual care support program for COVID-19 positive patients within our system (Niagara, Hamilton, and Kitchener/Waterloo).

We engaged our existing partners with this work and developed additional community partnerships with Public Health and Primary Care. This was the first ICC program where the program was coordinated primarily in the community, by SJHC. We also utilized a Community Connector to reach each patient within 24 hours of intake into our program.

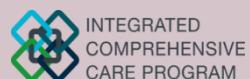
Our Community Connector was vital to supporting our patients during isolation as they have extensive knowledge of community programs available. We established processes for referrals from Acute Care, Public Health, Primary Care/Family Health Teams, and self referrals from local Emergency Rooms.

The COVID Care @ Home Program has reached over 500 local residents who were able to stay in their homes and feel supported through our well established '1 number to call 24 /7' process.

Additionally, the ICC Program Team was recently able to assist local businesses with On Site COVID-19 Swabbing of staff & visitors. This ensures a safe workplace for all. SJHC and the ICC Program Team have received several positive media posts from patients that had been touched by the COVID Care @ Home Program, and so grateful for the care we provided.



Michelle Zivanovich,
RN, BScN, CNeph (C)
Senior Manager ICC



CARE COORDINATORS

Mary Beth Carter
Gurwinder Jassal
Jennifer Swant
Melissa Walker
Victoria Zychowicz

COMMUNITY CONNECTORS

Marisa Ciotta
Cassandra Pollard





2,470 ICC Clients
101 ICC Dialysis Clients
36,333 Completed Visits
13,887 Phone Call/Virtual Visits

COVID CARE @ HOME



Building off the successes of past innovations in integrated care and community partnerships across St. Joseph's Health System, St. Joseph's Home Care (SJHC) launched COVID Care @ Home in November 2020, and supported referrals until June 4, 2021.

COVID Care @ Home was a new model of care that will serve as a blueprint for future programs, linking up providers and connecting patients to care wherever they are, whenever they need it.

COVID Care @ Home (CC@H) demonstrated patient-centred care, innovative partnerships, and value in the following ways

For Patients

- ✓ Supported over 500 patients with an average duration on program of 25-30 days for Acute Care Referrals, and 14-20 days for Community Referrals (Primary Care, Public Health @ Self Referrals)
- ✓ Co-designed community referral program with three local Ontario Health Teams and dedicated patient and caregiver advisory group
- ✓ Supported centralized intake across 10 referral sources – including innovative self-referral portal
- ✓ Resulted in a low readmission rate; Initial evaluation results indicate that 3 per cent of patients required planned readmission back to hospital

Innovative Partnerships:

- ✓ Maintained a regional approach tailored to local care paths in three cities: Hamilton, KW, Niagara
- ✓ Integrated with existing RPM (Remote Patient Monitoring) programs in each region
- ✓ Worked across local and regional tables engaging over 75 partners on weekly basis
- ✓ Through St. Joseph's Home Care, the CC@H program successfully introduced additional Home and Community Care Capacity in the regions of Hamilton, Niagara and Kitchener Waterloo – including forging new relationships with home and community care providers in KW area
- ✓ Successfully coached SMGH through first application for lead agency status

Value:

- ✓ Facilitated contribution of in-kind hospital resources in the Hamilton, Niagara and KW regions to support referrals and intake from Acute Care
- ✓ Provided in-kind contribution of resources from the Centre for Integrated Care to develop robust Evaluation program
- ✓ Provided in-kind contribution of St. Joseph Health System resources to establish innovative on-line self-referral portal.

We believe that this collaborative spirit will play a critical role in recovery planning and inspire how we bring care to the most vulnerable patients.

Our hope is that we can continue to build on this powerful, collaborative model to support seamless, connected care in the community.



CENTRE FOR INTEGRATED CARE

The Centre for Integrated Care (CIC) is an innovation centre committed to evidence-based research, education and evaluation to support the advancement of Integrated Care across Canada.

It is a 'practical hands-on' resource for our System members and strategic partners to help drive the development, adoption and evaluation of models of Integrated Care; with additional research, educational, advisory, quality improvement, performance management and partnership activity.

The CIC is committed to enabling sustainable transformational system change through the development and adoption of models of Integrated Care. The experienced advisory and coaching services team collaborates with our System members and partners with numerous healthcare providers to support their Integrated Care journey.

The CIC is committed to partnerships with patients, caregivers, providers, funders, and academic organizations to achieve our objectives and to enable the advancement of Integrated Care across Canada.



Centre for Integrated Care

A LIVING LAB: CANADA'S LARGEST INTEGRATED CARE PROGRAM

St. Joseph's Home Care and the CIC are integral partners in the development of new models of integrated care, with over 17,000 patients served, and over 30,000 Hospital bed days saved.

St. Joseph's Home Care has established a proven track record of effectively implementing new Models of Integrated Care at scale, coaching multiple organizations, serving diverse clinical populations, driving value for health care dollars, and improving outcomes for patients.

SJHC COMMUNITY SUPPORT SERVICES

RETHINKING CARE: SJHC FOOD SERVICES PROGRAM

The SJHC Food Services Program Team, managed by Colin Duncan support seniors in our community in creative ways. The team implemented an entire new grocery store delivery program in 6 hours.

Staff created shopping lists, with over 35 items, so that seniors can order items they need such as at cereal, juice, milk, and toilet paper at cost so that they do not have to go to the grocery store. Meal delivery service is also available to seniors in their apartments so they can stay home and stay safe.

Staff offer meals that are healthy, ensure comfort and provide something positive for our seniors something to look forward to in their day.

Some of the compliments we have received are ‘thank you for the wonderful job of delivering our meals right to our door with smiles’ and ‘I might be going stir crazy, but I’m well-fed’.

For 2020, we had 247 clients who had 884 deliveries of food.



VIRTUAL DAY PROGRAM



Social isolation during the COVID-19 pandemic. In order to help address this, St. Joseph's Villa in partnership with St. Joseph's Home Care, received one-time funding from the Hamilton Niagara Halton Brantford LHIN to operate a virtual day program for our clients at First Place.



The funding of \$6,495 was used to purchase equipment and internet fees. Programming consisted of exercising and discussion groups, 4 sessions each week.

Feedback from clients: ‘nice not to be alone’; ‘now I have things to discuss’; ‘I like discussions and we have a lot of laughs’.



CSS EXPANSION TIMELINES

1995	Wellington Terrace ALP & Cafe
2006	In Hospital PSWs
2007	Gwen Lee Supportive Housing
2008	Neighbourhood Model for Seniors at Risk
2009	Private Pay PSWs
2010	Safety at Home Falls Prevention Program
2011	Food Services to Adult Day Programs
2013	Park Street Hub
2013	First Place Transitional Bed Program
2015	Collaborative Care Model
2016	Community Connector
2017	First Place Supportive Housing
2019	First Place Specialty Care Unit
2020	First Place Pandemic Support
2020	SJHH Satellite Health Facility Pandemic Support
2020	SJVD Alternate Health Facility Pandemic Support

PARK STREET SOUTH ASSISTED LIVING PROGRAM

Park Street South Assisted Living Program is a ‘hub’ model of home care service for clients residing at 155 Park Street and the surrounding area. Services include personal support such as dressing, personal hygiene, assisting with mobility, assisting and monitoring medication use and wellness/safety checks.

PSW teams are in the building 24 hours a day and are available on a scheduled basis, or as needed. Referrals and the waitlist for this program are managed by Home and Community Care Services. SJHC currently has 41 clients who are receiving services as part of this hub model. One of our success stories is an 85-year-old client who transitioned from another service provider to our program.



Veronica, PSW

Initially the client and her daughter were very reluctant to have our services because the client was very fond of her former PSW and had difficulty with change. Our team respected the client’s preference so we started slowly with doing laundry and cleaning services. We gradually introduced PSW visits when her regular PSW could not make a visit. Over time, we were able to take over the service to help the client remain in her home. The daughter was very pleased with this person-centered approach.

She no longer had to worry about caring for her mother and could now focus on spending quality time with her. We provide security checks three times a day, showers three times a week, daily medication reminders and light housekeeping and laundry. The daughter reached out to the manager to say that ‘I can’t thank SJHC enough for being so patient with us through this transition and wrapping services around my mom in order for her to continue to live independently in her own home’.



FIRST PLACE ASSISTED LIVING AND TRANSITIONAL BED PROGRAM

First Place Transitional Bed program is a licensed Retirement Home. In this congregate setting we have 34 transitional beds; 10 specialized transitional beds; and 6 assistive living beds. Additionally, we have 6 hospital funded beds, created to support the hospitals with bed flow pressures during the COVID-19 pandemic.

In partnership with St. Joseph’s Health System Labs, we were able to do prevalence testing of our residents and staff every two weeks.

In January 2021, to reduce the spread of COVID-19 in congregate settings, our site was chosen by Public Health to host a COVID-19 Vaccination Clinic for our residents and staff. We have consistently had 90 to 95% of our residents vaccinated.

During the pandemic, much attention was directed to congregate settings provincially and in our community due to concerns about the vulnerability of our seniors. Our team worked very hard to ensure that our residents were safe by following the guidelines established by the Ministry and Public Health. Some of these procedures are screening of staff and residents of COVID-19 symptoms, conducting Personal Protective Equipment Audits, high touch cleaning and virtual programming.

A big thank to our staff, residents and family members
for learning with us during the pandemic.

SJHC CONNECT WITH US!

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www.facebook.com/StJosephsHomeCare

www.linkedin.com/company/st-joseph's-home-care

SJHCPresident@stjhc.ca

SJHC OUR SERVICES

Community Support Services: Community & Marketed Services

- At Home Personal Care & Companionship
- Home Cleaning & Maintenance
- Food Services
- Supportive Housing at Gwen Lee, First Place,
- Park St., Wellington Terrace, Neighbourhood Model for Seniors at Risk
- Collaborative Care Model
- Retirement Home and Transitional Beds at First Place
- Private Personal Support Services
- Safety at Home Falls Prevention

Home Care Services: Nursing & Integrated Comprehensive Care (ICC)

- Visiting Nursing
- COVID-19 Testing Support
- Shift Nursing
- Private Duty Nursing
- Foot Care
- Integrated Comprehensive Care Program

Corporate Services:

- Finance and Accounting
- Human Resources, Payroll and Health & Safety
- Quality
- I.T. and Operations
- Communications
- Site Leadership