

ST. JOSEPH'S LIFECARE CENTRE BRANTFORD

RESIDENT FAMILY NEWSLETTER



Campus of Care saw growth and success in several key areas in 2024



John Woods, Integrated President
 St. Joseph's Lifecare Centre Brantford
 St. Joseph's Villa Dundas
 St. Joseph's Health Centre Guelph

As the new Integrated President at SJLCB, it has been a wonderful education for me over the last couple of months to learn of the great strides this team has made during the past year to expand or improve our program offerings, all with the goal of better serving those who depend on us for care.

This is made possible through the input and support of resident families, our primary partners in the delivery of care. I am truly proud to be part of this team.

In this issue, we have shared summaries of several initiatives that were begun or enhanced in the past twelve months.

If you would like to learn more about any of the initiatives

mentioned here, I encourage you to reach out to the administrative team or the staff in the home area caring for your loved one. Your input is always needed and appreciated.

Thank you for continuing to keep our St. Joseph's Lifecare values top of mind in your ongoing interactions with our residents, staff, physicians and healthcare service partners. We become better when we work together towards a common goal.



To accommodate an increase in IPAC reporting for protocols resulting from the COVID-19 pandemic, the IPAC team was expanded in 2024 to include an IPAC associate. This is helping us to develop and deliver IPAC initiatives that are an important part of resident care.

2024 saw the introduction of the touchpoint cleaning application called Glo-germ, a technology-based process that uses photo-

graphy to generate before and after images illustrate the differences after cleaning. Data gathered from this process helps direct education to the departments, and provides feedback on areas for improvement and where enhanced cleaning techniques/protocols can be implemented.

IPAC now provides a monthly communication to both resident and family councils. A number of families have emailed to express their gratitude for making this information available. Please continue to make suggestions and offer feedback; the care of residents is our greatest priority.

SJLCB IN THE NEWS 2024

[Seniors benefit from cat therapy.](#)

[TEMI the robot enriching lives at long-term care](#)

[Grandpals program great intergenerational experience](#)

[Hike or Bike for Hospice participants paying it forward](#)



**SHELLEY
MURRAY**

**LIFE ENRICHMENT
MANAGER**

Recreation Therapy

The Recreation Therapy department continues to find creative ways to enrich residents' lives with meaningful and engaging activities. Horticulture therapy was re-introduced in 2024, providing calming experiences that connect residents to nature.

Residents enjoyed memorable outings this past year, including a lakeside day trip to Mount Pleasant where a highlight was catching a 12 inch fish!

Residents delighted in witnessing chicks and ducks hatch onsite thanks to an incubator project.

Events like the St. John's College Valentine's Day Dance and on-going visits with little ones through the Grandpals program provide wonderful opportunities for inter-generational connections that bring great joy to residents.

As shared in a previous issue, the Grandpals program was featured in a CTV news story as a great example of intergenerational programming.

A highlight through the summer was the enhanced lunch program of made-to-order barbecued steak or chicken, funded by family and resident councils.

The lunches featured delicious accompaniments and local peaches with ice cream.

Two therapists received dance training from the GERAS Centre for Aging Research, bringing fun, movement, and health benefits to residents through dance.

Thanks to a grant from the Rotary Club of Brantford - Sunrise, memory

boxes have been installed outside of each resident's room on Bluebird Terrace. It is our hope that through community support, we will be able to install memory boxes for every resident across all eight home areas.



Memory boxes capture important moments and memories in each person's life, helping to connect them to who they are the things they have accomplished and enjoyed over their lifetime.

Restorative Care

2024 was a remarkable year for restorative care, with several key achievements improving resident outcomes and care delivery. All documented restraints were successfully removed by fall 2024, fostering a safer and more resident-centered environment.

Falls huddles, introduced in January 2024, empowered frontline staff with insights through biweekly or as-needed discussions focused on individuals who are at high risk of falling.

In March, frontline PSW staff received advanced transfer training, emphasizing safety and adaptability through the "up the ladder" approach. This initiative enhanced both resident and staff safety, supported by CQI findings.

June saw the transition from bed safety assessments to bed entrapment assessments, streamlining processes within restorative care

for timely and accurate evaluations.

Collaborative efforts across teams, including Rec Therapy, Restorative, Physio, PSWs, RPNs, and Social Work, led to several residents regaining independence. This whole-team approach highlighted the power of teamwork in overcoming physical setbacks.



"This is the absolute best thing I've seen on Facebook today. I hope they all had a wonderful time." Dianne Bomberry

Spiritual Care

In 2024, the Spiritual Care program at St. Joseph's Lifecare Centre continued to shine as a cornerstone of holistic support for residents, fostering an inclusive and compassionate environment.

We provided:

- **Consistent On-Site Services:** weekly Sunday services were provided without interruption, even during outbreaks, thanks to robust safety protocols. Virtual services were also available, ensuring residents could continue their spiritual practices seamlessly during outbreaks.
- **Diverse Programming:** a variety of opportunities, including interfaith services, Bible studies, Catholic Masses, and hymn sings, enabled residents to connect, reflect, and grow spiritually. *con't page 3*

.... *Spiritual care, con't from page 2*

Notably, a new monthly home-wide hymn sing, led by a dedicated volunteer, became a cherished addition.

· Memorial Services: the reintroduction of memorial services honoured the lives of residents who had passed, offering solace and a space for collective remembrance. These initiatives underscore the program's unwavering commitment to supporting spiritual well-being, fostering comfort, connection, and community for all.



**CHITRA
JACOB**

**MANAGER
QUALITY,
INNOVATION AND
LEARNING**

In 2024 Quality Improvement Huddles were introduced.

Purpose:

To enhance the resident and family experience through teamwork and collaboration.

Who Participates:

All front-line staff, allied health professionals, and support staff will participate in a huddle when on the unit. Residents and families are also encouraged to participate. Opportunities for improvement are sought from all huddle participants.

Expected outcomes:

Enhance team communication; help prioritize tasks and focus on resident safety; builds collaboration across departments; address concerns proactively; highlight the good work on the units and provide support for frontline staff

Why hallway? Impacts to care?

Boards in the hallway increase transparency and accountability. Meeting in hallways also encourages families and residents to join more than just closed-door meetings. Impact to care should be minimal. Huddles should be no more than 10 minutes; staff ensures that residents are safe and looked after before coming to huddles and respond to any and all bells/calls as needed.



**NATALIE
SAVILLE-
TOWNSEND**

**DIRECTOR OF
LONG-TERM CARE**

I am delighted to share that several members of the SJLCB clinical team are presently working towards new educational designations. A number of PSWs are in various stages of completing an RPN program, with two individuals having completed their licensing exams. One RPN is currently enrolled in the RN program at McMaster University, and another RN on our staff is working towards a Nurse Practitioner designation.

We are proud to provide a nurturing environment to help each team member achieve their dreams and I wish them the very best in their academic pursuits.



I am pleased to share that Cindy Perrodou will be joining the St. Joe's team on February 9th as our new Administrator.

Cindy is a highly experienced Administrator with over 17 years of progressive leadership in long-term care and assisted living environments. Please take a moment to introduce yourself to Cindy when you see her on the units.

Star of the Month

Congratulations to
JEANETTE McLEAN

January 2025



Jeanette was nominated by resident family members Sean & Tammy who shared: *"Jeanette exemplifies SJLCB core values. She genuinely cares for our mom & all residents in her care. She has a way of persuading mom to take her meds, eat, shower, and do things when moms initially says "no." She keeps us informed of what is happening with mom each day. She advocates for mom's care, ensuring fellow staff & shifts know mom's needs. Unfortunately, mom passed away on December 12, Jeanette was compassionate, caring and kind and treated mom with dignity and respect through her final days.*

Jeanette is truly a STAR worthy of this recognition."

Thank you, Jeanette, for demonstrating St. Joe's values and being a great example for others.

RESIDENT FAMILIES:
**You, too, can nominate a
deserving individual for
Star of the Month.**

**[Click here to download
the nomination form.](#)**

Please Welcome Dr. Montour to Hummingbird Way and Pine Trail



Dr. Amy Montour

As we shared in the December issue of Resident Family Newsletter, Dr. Amy Montour is currently covering on Chestnut Court while Dr. Anokye is away on maternity leave. Effective February 1st, 2025, Dr. Montour is also caring for Dr. Anokye's residents on Hummingbird Way and Pine Trail.

Dr. Montour comes to SJLCB with a wealth of experience and knowledge in the care of the elderly. She is a Haudenosaunee physician from Six Nations of the Grand River.

She holds a Doctor of Medicine degree from McMaster University, as well as a Master of Science degree in Nursing from McMaster University.

Dr. Montour works clinically as a general practitioner, palliative care physician and as an independent consultant and educator focussing on incorporating Indigenous ways of knowing into the design of systems and delivery of health care. She has extensive experience working in many different clinical settings, including clinic, hospital, home care and long-term care.

Please join us in welcoming Dr. Montour to our Home, and do introduce yourself when you see her on the units. We extend our best wishes and blessings to Dr. Anokye and family on the recent birth of their child.



Portering Residents in Wheelchairs – Footrest Use

Ministry of Long Term Care Compliance Order Jan 2025

For the safety of residents, the following guidelines MUST be followed when moving (portering) residents in wheelchairs:

To keep everyone safe, follow these rules when helping residents in wheelchairs:

- Residents who can move their wheelchairs by themselves do not need footrests attached.
- Always put footrests on before pushing a resident in a wheelchair. Take them off when the resident arrives.
- Wheelchair bags will be given to residents who need footrests put on and taken off often.
- If a resident who can self propel wants to be taken somewhere outside their room, remove footrests when they arrive so they can move on their own.
- Each resident who utilizes a wheelchair will be assessed by Physiotherapy/Restorative and/or a Registered staff member to decide ideal use of footrests. This will be documented in Residents progress notes and updated in their care plan under the "Mobility Section". These assessments will occur at admission and as required related to significant change of status.

Failure to comply with footrest protocols can inhibit residents who are able to self-propel, endanger a resident being transported, and remove a resident's right to maintain their independence through independent movement.

Helping people move safely is a team effort. Staff, family members, and residents all work together. This teamwork makes sure everyone stays safe and healthy.



resident spotlight series

Luella albin

mother • entrepreneur
gifted musician • volunteer

Every life is a story

At St. Joseph's Lifecare Centre, we believe every life is a story.

Luella Albin's story is the first in what we hope will be a series of stories celebrating each individual's unique life.

Share your loved one's story

We invite you to help us tell the stories of our residents.

Send us a few details about your wife, husband, partner, mother, sister, brother, grandmother, grandfather or friend and we'll share their story in a future issue of the Resident Family newsletter.

[Please click here to complete the information sheet.](#)

Now 86 and living with dementia, Luella Albin may not be cruising down the Grand River on the company boat or teaching teenagers the art of performance, but for 50 years, that is exactly how she spent her days.

Luella Albin was born with a gift. From a very young age, she could listen to a song and then sit down at a piano and play it back perfectly.

At age 12, Luella took her talents to Caledonia Presbyterian Church, where she became a member of the choir, and eventually became the organist and director of both the children's and the adult choir.

In 2005, the church presented Luella with a personalized work of art in gratitude for her 50 years of dedicated service.



"That was a special day for Mom," says her son Blain.

"She dedicated her life to volunteering at the church and during those years she was also raising me and my sister Dana, and was a partner with my father in the family business."

The family business was Grand River Dinner Cruises, a thriving company that John and Luella Albin started in 1978.

"Every summer Mom hired teenagers to work as servers on the boats, and one day it occurred to her that perhaps she could teach them to sing and perform in order to offer our guests a show," Blain shared.

"That's when musical performance cruises became an option for tourists cruising the Grand River."



Luella and husband John discuss the day's activities on the newly constructed dock at Grand River Dinner Cruises in Caledonia. (1978)

Blain says although Luella prefers to stay close to her room on Hummingbird Way, every now and then she'll indulge him by taking a stroll to McMillen Hall to sit and play at the piano.

"Having dementia, there's lots that she has forgotten, but music isn't one of them," he says.

"She still plays like a pro."

[Click here to watch Luella play the piano.](#)



Family Council News

Our Mission

We are dedicated to the promotion and improvement of health, welfare, quality of life and happiness of all St. Joseph's Lifecare Centre residents.

At our Family Council Meeting on January 21, the following was moved and carried:

- Recreation music entertainment program \$125 per month for 2025
- That an average of \$100 per month be available to support the residents that qualify under the Resident Assistance Fund program for 2025



Photos from our December Social

On left: Resident Nancy and daughter Lisa



On right: Resident Doreen and daughter Brenda

Family Council Resident Assistance Fund

The Resident Assistance Fund was initiated by need, and assessed and approved by and through collaboration with St. Joseph's Lifecare Foundation and SJLCB management in June, 2019. Funds come mostly from monthly donations from active family members who signed up to contribute. This form is included in the New Resident Admissions package. We emphasize that such donations are totally voluntary and are kept in strict confidence. The identity of residents who require this fund will never be disclosed to Family Council or its members.

GOALS OF THE FUND:

- To meet needs of our residents who do not have funds or have family to provide needed clothing, amenities for services, i.e. foot-care, hair care, etc.
- To support SJLTCB excellent recreational activities like music programs for which there is no charge to the resident, but budget constraints limit the availability of these programs.

REQUEST OF THIS FUND FOR INDIVIDUAL RESIDENT NEED:

Where you recognize a need, please notify staff in the resident's home area. Staff can make a request to Shelley Murray, Life Enrichment Manager at smurray@sjltc.ca or by calling 519-751-7096, ext 3315.

[Download Form](#)

A big welcome to new residents and families of St. Joseph's Lifecare Centre! To learn more about the Family Council and how you can get involved, email sjlcfamilycouncil@gmail.com or call the Family Council Chair, Michelle MacInnis at (519) 802-2951.

2025 Family Council Executive: Michelle MacInnis, Chair (519) 802-2951; Sandy Crowther, Vice Chair (519) 446-2625; Sally Summerhays, Treasurer (519) 771-6093; Linda Fess, Secretary (519) 756-4504; Associate Executive Council Members: Dana Miller (519) 753-2288; Michelle Hennessey (647) 649-9104; Marian Austin (519) 750-3341.

Upcoming Council Activities

Tuesday, February 18

Family Council Meeting, at 1:30 p.m. in the 4th floor boardroom. Guest Speaker Mieke Ewen, Integrated Chief Operating Officer. We will welcome Cindy Perrodou, SJLTC Administrator.

Sunday, February 23

Resident & Family Social, in McMillen Hall (Level 1) at 1:30 p.m. Join us for friendship, fun, refreshments. Doug Hunt will be providing entertainment!

Your Input and Feedback Is Important! Family Council is critical in advocating for the needs of residents and their families, and contributing to the delivery of high-quality, resident-centred care.

Congratulations on your special day!



February 25

Happy 102nd Birthday

ENID WATTS

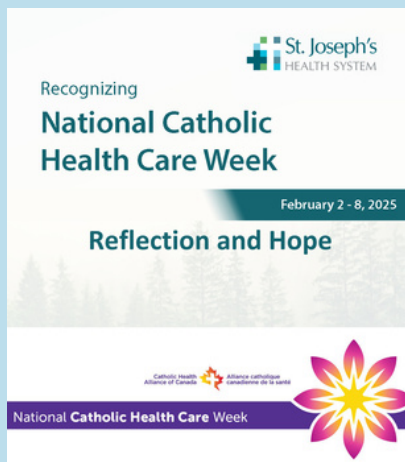


February 26

Happy 100th Birthday

LELAH SPIECE

Recognizing National Catholic Health Care Week Feb 2 to 8: Reflection and Hope



From February 2-8, 2025, St. Joe's joins healthcare organizations across Canada in recognizing National Catholic Health Care Week.

As one of Canada's largest faith-based healthcare organizations, St. Joseph's Health System (SJHS) members are united by a shared commitment to living the legacy of the Sisters of St. Joseph through compassionate care, faith and discovery.

As a member of the Catholic Health Care Alliance of Canada and the Catholic Health Association of Ontario, SJHS compassionately cares and advocates for the needs of patients, residents, clients and families. Our more than 10,000 dedicated healthcare workers live the mission daily, embodying the hope and transformative power of faith-based care.

Together, we follow in the footsteps of the Sisters of St. Joseph, who responded courageously to the greatest needs of their time.

From specialized clinics and services that serve the unique needs of vulnerable populations to supportive, affordable housing that offers wrap-around support for seniors and people with complex needs, we are living our mission.

As St. Joe's celebrates National Catholic Health Care Week, all healthcare workers are invited to take part in activities to deepen your connection to our mission:

- Attend the 'Caring for our Common Home' Webinar on February 6 to reflect on our shared responsibility to care for one another and the earth.
- Reflect on the Legacy of the Sisters of St. Joseph by reading Keith Metcalfe's reflection and photo journal after discovering the Sisters' origins and heritage.
- Connect with your spiritual care staff to explore how spiritual support can bring healing and hope to clients and residents. At SJLCB, please reach out to Shelley Murray, Life Enrichment Manager (smurray@sjlhc.ca or 519.751.7096 Ext: 3315) who can help coordinate Spiritual Care requests.

Together, let us honour our legacy, celebrate our present, and commit to building a future rooted in hope and compassionate care for all.

**SAVE
THE
DATE!!**

**Wednesday, February 26 is
PINK SHIRT DAY!**

Stand up against bullying.
Choose kindness and wear pink on February 26.



Join Our Board!

Be part of a community that is reimagining care, advancing health beyond our walls, and inspiring meaningful connections.

Our Board of Trustees is looking to recruit individuals who:

- ✓ Enjoy collaboration and teamwork
- ✓ Value compassion, accountability, respect and excellence
- ✓ Are committed to quality care
- ✓ Have a passion to serve others and strengthen their community
- ✓ Have experience in, but not limited to: finance, law, property management, human resources, technology, communications; equity, diversity, and inclusion planning

Time Commitment: 2-3 hours per month. Meetings are typically held virtually with an occasional in-person meeting.



**APPLY
TODAY**

Please submit your application by **Feb 7th** to **wes.atchison@sjhcg.ca**. For more information, call (519) 824-6000 x4403.

Visit us at www.sjlc.ca