

It has been an eventful year of constant change. We have focused on strengthening our services, improving results for our residents and positioning ourselves to tackle future challenges. In these pursuits, we have realized more than ever the value of engaging everyone to work together toward a common outcome...responding to the needs of the whole person – body, mind and spirit.

We saw the launch of our new Strategic Directions for 2015-2018, which reflect our intent to continue to set new standards in providing the highest quality of care to our residents. With this new strategic direction came a new vision statement and renewed operational goals for the upcoming year.

Late last year, St. Joseph's Villa was invited, and subsequently participated in a research opportunity with Dr. Marion Briggs, Director of Health Sciences and Inter-professional Education at the Northern Ontario School of Medicine. The research project titled "Toward an Integrated Theory of Practice" was designed to refine a health care theory of practice to ensure that it is easy to understand and clearly supportive of compassionate and inter-professional person-centered practices in healthcare. We are hopeful for successful results from this research once the information is compiled and a report released.

Our residents continue to play a fundamental role in the home by offering feedback through our Resident Satisfaction survey, quarterly resident rounding sessions, at Resident Council and participating in the day-to-day activities that make it their home. Our Resident Satisfaction Survey results are in and compiled. Action plans are being prepared and will be reviewed by a variety of stakeholders, including Resident Council, Family Council, Quality Council, and our Board.

Several operational activities of note occurred this past year including the following:

- This year 28 individual Christmas gift bags were donated to specific residents without family at SJV as part of the role of the Special Needs Committee. For Senior's Only also donated a stock of basic needs supplies including shampoo, conditioner, body wash, socks, etc. for resident use as needed throughout the year.
- The IODE Elizabeth Fry Chapter of Sudbury awarded SJV with \$ 3 127 for the purchase of a much needed Ultralift 3510XH lifts.
- New E-Z-grip Dishes were purchased to replace the glass dishware previously being used. Although expensive to change out an entire supply of dishware, these lighter, unbreakable and easier to handle dishes are safer for our residents. We were able to purchase them through a generous donation from a family member.
- The rolling overhead door in the receiving area at SJV has been replaced with a man door, making us compliant with new ministry standards and increasing safety to our residents.
- The SJV Quality Council finalized the contingency plans for loss of utilities such as water, heat, electricity and natural gas as part of the Emergency Procedures document.

- The annual fire inspection was conducted at St. Joseph's Villa on February 18<sup>th</sup>. There were no deficiencies noted. The Fire Safety Plan was reviewed and signed by our Fire Inspector. SJV successfully completed their Mock Evacuation on April 7<sup>th</sup> of one neighborhood within the guidelines. This exercise is coordinated by the Fire Department on an annual basis.
- We were successful in negotiating a 4 year collective agreement with Unifor on March 9<sup>th</sup> and 10<sup>th</sup>. This deal was ratified by the union members on March 25<sup>th</sup>. Increases over the four years are as follows: 1%, 1%, 1.5% and 1.3%. This agreement will be in place until March 2017.
- The maintenance repair shop at SJV had become overcrowded over the past 11 years with equipment and spare parts and other items cluttering the workspace, making it difficult to work in and creating inefficiencies. Through a LEAN project process a major revamp was conducted to streamline the workspace.
- SJV laundry software was updated to track linen inventories and automatically calculate linen needed by identifying a minimum and maximum stock on hand. This will eliminate frequent inventory stock counts and ensure adequate inventory for both SJV and SJCCC.
- On May 25<sup>th</sup>, a Staff Appreciation Event was held to celebrate the tremendous accomplishments of staff in their 5<sup>th</sup> and 10<sup>th</sup> year of service with the organization.

Overall, this has been a productive year and one that has resulted in enhanced satisfaction from our residents. I would like to conclude by saying that the most important and heartfelt gratitude that I have today is for our residents. You are the reason we are here today and every day. At this time, I would like to extend my gratitude to our Site Administrator, Gloria Richer, for her dedication and leadership at St. Joseph's Villa over this past year. We are very fortunate to have exemplary staff and I would like to thank all staff, volunteers, physicians, and Villa-specific directors and managers for their ongoing dedication and devotion to St. Joseph's Villa and the people we serve. It is each and every one of you who truly make a difference in the lives of our residents every day and with every interaction. Thank you for Caring...Beyond the Moment.

Respectively submitted by:

Jo-Anne Palkovits, Administrator  
St. Joseph's Villa