Villa St. Gabriel Villa celebrated its 5th year anniversary on March 30, 2016. In honour of this occasion, dignitaries, residents, family members, staff and volunteers attended a special liturgy and celebratory event. Monseigneur Jean-Paul Jolicoeur of the Diocese of Sault Ste. Marie provided a special liturgy in recognition of Villa St. Gabriel Villa’s 5th anniversary. A host of dignitaries and special guests including: Marc Serré, MP Nickel Belt, France Gélinas, MPP Nickel Belt, Evelyn Dutrisac, Councillor Ward 4 and Gerry Montpellier, Councillor, Ward 3, were in attendance.

Since its opening on March 28, 2011, Villa St. Gabriel Villa has had many firsts and acknowledgements:

- Accredited by CARF International;
- Designated as a fully French language service facility under the French Language Services Act;
- Recognized through the financial support of donors such as the Knight of Columbus, the Monique-Landry Sabourin Memorial Fund, the Gabriel and Laura Belanger Fund and the St. Joseph’s Foundation of Sudbury; and,
- Most recently, acknowledged as part of the St. Joseph’s Health Centre, with the 2016 Community Builders Award in Health Care.

As a Board, we are proud that we have been able to build on the tradition of Catholic Health Care in our community by addressing the unmet needs and by rising to the challenge of funding, building, and operating this beautiful facility – Villa St. Gabriel Villa - a facility that 128 residents, at any given time, call home.

I am humbled by the compliments we receive from residents and their loved ones about the excellent care provided by all who work at Villa St. Gabriel Villa. I applaud the staff for an excellent job this year in upholding the mission and values and ensuring that those who are the most frail and vulnerable in our society receive the care and compassion they deserve.

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

- VSGV was the recipient of large donations from the Belanger family and the family of Monique Landry-Sabourin. The donations, along with funds raised by this year’s Gala have been put toward the completion of the 2 Healing Gardens at VSGV in 2016. The cost of the total project is $165,000. The landscaping contract was awarded to Hollandia Land and Environment Solutions and work commenced in May as soon as the ground thawed.

- Our VSGV Resident Council has assisted 15 residents in participating in a survey funded by The Change Foundation. The purpose of the survey (which is conducted in partnership with OARC, OANHSS, OLTCA and the Family Councils’ Program) is to learn about the role, function, communication and leading practices of councils across Ontario.

- The “Make a Wish” program granted a wish to a VSGV resident. The resident’s wish was to meet the Sudbury Wolves hockey team and to attend a game. On September 11th, the wish was granted when the team visited the resident at VSGV and provided the resident with free tickets to a game, an autographed jersey and hockey stick, as well as a game of hockey in the neighbourhood dining room.
We were pleased to receive notice that effective January 1, 2016, all non-profit Long-Term Care Homes would be exempt from municipal property taxes. The Ministry outlined an “Implementation of Funding Recoveries related to the 2016 Municipal Tax Allowance Fund (MTAF) for Homes that are newly exempt from Property Taxes” process. We anticipate recovering the funds already paid out for the first part of the 2016 year.

During the past year VSGV experienced Personal Care Assistant staffing challenges. Internal and external strategies were developed, including a meeting with the NE LHIN to outline the specific challenges in regard to recruitment and retention. In addition, meetings were conducted with various stakeholders, including College Boreal, Cambrian College, and the Ministry of Northern Development and Mines. Internally, the Occupational Health Coordinator implemented mental health strategies to aid in decreasing “burn-out” and sick-leaves. I am pleased to report that VSGV has managed to fill its compliment of staff, but continue to hire casual staff to ensure that full time permanent staff are able to take their much deserved vacation over the summer months.

A Quality Improvement plan was filed for St. Gabriel Villa this year with Health Quality Ontario outlining a number of initiatives that the Villa will be focusing on in the upcoming year. The plan:

- included challenging but realistic targets for improvement (and the justification for choosing those targets);
- identified the initiatives that we have planned to help us achieve those targets; and,
- outlined how organizational leadership is held accountable for achieving the targets that we have set.

As a matter of priority, we continue to work toward a culture where quality is entrenched in who we are and what we do. Our work toward this end involved:

- maintaining focus on our Lean management philosophy;
- educating staff about our strategic directions and helping them to understand how these relate to our core values and the Quality Improvement Plan;
- educating our staff about the quality improvement tools and resources available to them;
- continuously enhancing our performance measurement, reporting and monitoring practices;
- working toward full conformance with CARF’s accreditation standards; and,
- routinely reviewing and updating our annual Quality Improvement Plan.

For 2016-2017, we aim to:

1. **Improve resident and staff safety** by boosting hand hygiene compliance; raising staff immunization levels and compliance with our internal immunization policy; and, increasing the percent of staff with a current mask fit-test on file.

2. **Optimize our organizational effectiveness** by addressing challenges related to staff attendance; improving job satisfaction; further reducing costs; and, engaging volunteers in new and meaningful ways.

3. **Promote an integrated and resident-centred approach to care** by aligning our processes of care with best practice; enhancing inter-professional collaboration; continuing to educate our staff about ethical decision making; continuing to provide spiritual and religious care services and programming; monitoring resident satisfaction using surveys and Resident Rounding sessions; and, strengthening our community partnerships.
In the development of our Quality Improvement Plan our Board of Directors are engaged at the governance level. Our Board sub-committees:

- Monitored outliers among management-level indicators and recommend further remedial action as appropriate;
- Provided feedback on the performance measurement system overall and the management-level indicators chosen;
- Analyzed trends in our performance over time;
- Ensured that quality improvement initiatives are evaluated; and,
- Report on quality initiatives to the Board of Directors through the Chairs of the board committees.

Our Board of Directors ensured that a continuous quality improvement philosophy was embedded in the organization’s By-laws, strategic plan, position descriptions and other internal processes.

Overall, this has been a productive year and one that has resulted in enhanced satisfaction from our residents. I would like to conclude by thanking all staff, volunteers, physicians, and Villa-specific directors and managers for their ongoing dedication and devotion to Villa St. Gabriel Villa and the people we serve. I would like to extend a special thank you to Ray Ingriselli, Site Administrator and Dr. Gauthier, our Medical Director. 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:

Linda S. Wilson, Chair
Villa St. Gabriel Villa