



# ST. JOSEPH'S CONTINUING CARE CENTRE

## ANNUAL REPORT 2020 - 2021



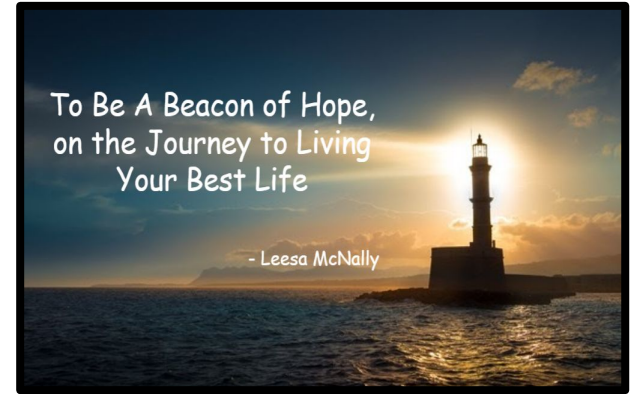
CENTRE DE SOINS PROLONGÉS  
**ST. JOSEPH'S**  
CONTINUING CARE CENTRE

# OUR MISSION

In the spirit of the Religious Hospitallers of St. Joseph, we reveal God's love and mercy through compassionate care focussed on the body, mind and soul of all those whose lives we touch.



# OUR VISION



# OUR VALUES

Dignity  
Spirituality  
Innovation  
Accountability  
Advocacy  
Safety  
Hope



# OUR FINANCIALS

## 2020 - 2021

<b>Total Assets</b>	\$ 25,886,343
Current Assets	\$ 4,113,398
Trust Fund Assets	\$ 22,068
Capital Assets	\$ 21,750,877
<b>Total Liabilities and Equity</b>	\$ 25,886,343
Current Liabilities	\$ 4,044,088
Trust Fund Liabilities	\$ 22,068
Long-Term Liabilities	\$ 17,042,433
<b>Net Assets</b>	\$ 4,777,754

<b>Total Revenues</b>	\$ 24,407,932
MOHLTC and LHIN Revenues	\$ 19,314,003
Resident and Patient	\$ 3,789,476
Amortization	\$ 679,549
Other Revenues	\$ 624,904
<b>Total Expenses</b>	\$ 23,625,842
Salaries and Wages	\$ 14,253,235
Employee Benefits	\$ 4,073,835
Supplies	\$ 3,960,876
Amortization	\$ 1,000,138
Interest on long-term debt	\$ 337,758
<b>Excess of Revenues over Expenses</b>	\$ 782,090

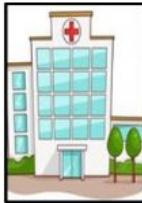
# STATISTICS 2020 - 2021



Long-Term Care Beds  
**150**



Resident / Patient  
Satisfaction **97%**



Average Length of  
Stay - Rehab  
**48 Days**



Virtual Ward Patients  
**66**



Complex Care Beds  
**58**



Inpatient Admissions -  
Rehab **213**



Employees **345**



Medical Staff **6**

# OUR BOARD OF DIRECTORS 2020 - 2021

Mr. Paul Desnoyers, Chairperson

Mr. Mathieu Despatie, Vice-Chairperson

Ms. Elizabeth MacLennan, Past Chairperson; Secretary-Treasurer; Corporate Liaison

Sister Patricia Cuddihy

Mr. Rasik Patel

Dr. Sally Grant

Ms. Erin Lalonde

Mr. Mark MacDonell

Dr. Mary Jane Randlett

Mr. Bradley Robertson

Mrs. Anne Vincelli

Dr. Subhash Patel, Medical Director \*

Dr. Garrett Foley, Chief of Staff \*

Mrs. Gizanne Lafrance-Allaire, Executive Director \*

Ms. Kim Gillet, Chief Nursing Executive \*

Mrs. Melanie Robertson, Coordinator of Administration Services\*

\*non-voting



# COVID-19 RESPONSE @ SJCCC

In an effort to help battle social isolation, we felt it was the perfect time to enhance our current practices. By focusing on person-centered-care, our team at SJCCC was able to take direction from our residents/patients and families to improve their outlook on the COVID-19 situation. We are proud that as an organization we have been able to provide new opportunities for activity, enhance programming and increase options for families to connect with one another.

★ AS OF APRIL 2021, 96% OF LONG TERM CARE RESIDENTS WERE VACCINATED ★

## INNOVATION

With the help of technology, we provided new methods of communication at SJCCC!



### CAREMAIL

With a virtual-twist, families and friends are able to send letters to their loved ones helping them stay connected.



### CHANNEL 46, INTERNAL CHANNEL

SJCCC is home to our own TV channel to stream productions happening at the Centre for all to see. This provides stimulation and recreation for those who may be in isolation away from others.



### SENSORY TVS

We converted 7 x 50" flat-screen televisions (including 1 portable TV for in-room use) into touchscreen devices to promote cognitive function and excitement!



### RESIDENT AND FAMILY COUNCIL

We continue to support our Councils by live-streaming meetings on Google Meet to encourage residents to participate in the conversation.



### REDESIGNED ACTIVITY SPACES

Our residents felt these spaces could be more usable- so we took their advice and made them more accessible for all sorts of new activities to help battle feelings of social isolation.



### PHYSIOTHERAPY APPOINTMENTS

We teamed up with a local Physiotherapist who hosted virtual appointments from her office to encourage residents/patients to continue to use their full range of motion and stay active.



### IPADS/GOOGLE NESTS

Thanks to the generosity of our community, a dozen+ iPads/Google Nests are readily available for virtual visits with family and friends for a sense of closeness with their loved ones.



## VISITATION

619 OUTDOOR VISITS

AS OF APRIL 2021, WE FACILITATED  
743 INDOOR VISITS

1,700+ VIRTUAL VISITS

## RECREATION

INCREASED HOURS BY  
**44%**



Each 'HOUSE' now has its own designated full-time Recreation programmer.

### ACTIVITY SPACES

These rooms are fully equipped with virtual communication devices to connect with family members, other units, and small groups! This space is used for playing traditional games, arts and crafts, as well as a music therapy program to help us all stay positive.

### WARMER DAYS

Supervised patio/courtyard visits are scheduled daily 'House' to encourage outdoor time.

### VIRTUAL BINGO

By using FREE virtual gaming apps, we have been able to provide BINGO in each 'house' through Google Meet, to give the sense of large group activity.

### OUTINGS AND TOURS

For a change of scenery, groups of 4 have been able to tour our community, based on the zone we are in.

### BAKING PROGRAM

Each 'House' can now engage in baking activities led by their Rec programmer at least once a week. This helps get those familiar smells circulating throughout the Centre to encourage happy memory function.

### SMALL GROUP ACTIVITIES

To encourage social time, small groups are able to safely distance and mingle together in their house.

# COVID-19 RESPONSE @ SJCCC

## SPECIAL OCCASSIONS

Because birthdays are important! We continue to celebrate important milestones as best as we can. Over the past year, to make sure this is still possible, we made some adjustments. Here are some examples...

- BIRTHDAYS**
  - SAFE, OUTDOOR FAMILY VISITS WITH A CAKE & PRESENTS!
  - TREATS FOR ALL OUR FRIENDS ON OUR UNIT!
  - BIRTHDAY ANNOUNCEMENT ON VIRTUAL BOARDS FOR ALL TO SEE!
  - SMALL GROUP CELEBRATIONS AT LUNCH!
  - VIRTUAL BIRTHDAY PARTY WITH LOVED ONES!



### FAMILY REQUESTS

- TO ENSURE THEIR LOVED ONES HAVE THE BEST DAY, WE ACCOMMODATE ALL FAMILY REQUESTS AS LONG AS THEY COMPLY WITH COVID RESTRICTIONS.

## STAFF ENGAGEMENT

- With the support of community partners, we've been able to celebrate staff efforts each month with special donated treats!
- Our Dietary Team has been providing staff complimentary coffee and healthy snacks, every day!
- Special 'Thank You' notes have been shared Centre-wide and on social media!
- Seamless vaccine roll-out.
- Extra wellness support provided by Occupation/Health/Infection Control team.

## SPIRITUAL CARE

We continue to meet the spiritual care needs of our residents and patients by providing them with a sense of normalcy.

### VIRTUAL MEMORIAL SERVICE

† This was held to help give closure to those families who lost a loved one over the past year.

## SOCIAL MEDIA PRESENCE



For the benefit of our families and community, we decided to increase our FACEBOOK presence to allow for others to see what has happened in our Centre over the past year.



1415+ FOLLOWERS!



TO DATE, 73% OF ALL STAFF HAVE BEEN VACCINATED!  
- THAT NUMBER CONTINUES TO GROW -

# CHRISTMAS



This year, working with our Foundation, we decided to change our annual Lights of Hope event to lift the morale of the residents/patients and staff.

### WHAT DID WE DO?!

Instead of a small ceremony in the afternoon, we lit up our courtyards and the entire Centre all December long with thousands of Christmas Lights to bring some extra joy & Christmas spirit to our residents/patients. It truly was a positive experience.



### DAILY MASS/DAILY ROSARY CONTINUES

† Father performs Mass daily at 9:30am, which is aired LIVE from our chapel onto Channel 46 for residents and patients to enjoy from the comfort of their own room.

### THE HOLY EUCHARIST

† A no-touch policy was created for the Holy Eucharist which is provided by a member of our Spiritual Care team.

### GUIDANCE

† For those who need it, 1-on-1 spiritual visits are available by a member of our Spiritual Care team after Mass.

### SACRAMENT OF THE SICK

† A virtual adapted method of this practice is available to residents who request it for extra piece of mind.



## DESIGNATED CAREGIVERS

- Our Resident/Patient Relations Advisors helped seamlessly transition 217 Designated Caregivers (DCs) to ensure that all residents/patients have a loved one able to visit, including arranging vaccination for each.
- Rapid Antigen Testing available onsite for DCs to make it easier to see their family member!