



Front and Centre

St. Paul's L'Amoreaux Centre News

Message from the Executive Director

Vol 2, Issue 1
Spring 2008

Congratulations to St. Paul's for receiving accreditation from the CCHSA.

As you will read below, we have successfully demonstrated the high level of quality care St. Paul's L'Amoreaux Centre provides and have been "Accredited" by the Canadian Council on Health Services Accreditation. This is a major accomplishment for our organization and provides objective, third party attestation to our ability to deliver high quality programs and services. This award will be a major support in our quest to continue to develop expanded funding for services that seniors in our community need.

The Central East LHIN will be receiving \$20.3 million over the next three years to

support the *Aging at Home* strategy. This funding will support programs and services that help seniors remain healthy in their communities. We have made several proposals to the Central East LHIN on program enhancements that we feel will help meet this goal. I am pleased to announce that they have approved funding for an expanded "Meals-on-Wheels" program starting in the next fiscal year. We are hopeful other programs will also receive new or expanded funding.

Our *Home at Last* program has also received on-going funding. This program that assists seniors in returning home from hospital and getting properly settled in has been a great success. Febru-

ary saw a 100% increase in the number of seniors using this program. This program also displays how the community service agencies in Scarborough can work together with the local hospitals to provide an integrated service model that meets real needs of seniors in the community.

These achievements are something we can all be proud of. So once again, I want to congratulate all of you for making St. Paul's the great organization that it is.

Larry Burke,
Executive Director

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RESTAURANT SURVEY ***

SPLC ACCREDITED!

We have received accreditation from the Canadian Council on Health Services Accreditation. This is great news for everyone at St. Paul's and a validation of the hard work and dedication that have made our agency an outstanding example of quality care.

Officially, we received *Accreditation with Report*, which means we have 6 months to implement changes that CCHSA has recommended.

Thank you to everyone connected with the process, a journey which began in 2006. The process of accreditation instilled in us a deeper understanding and fresh

perspective of how we deliver care, how we measure quality and how we ensure a continuous cycle of quality improvement.

Our success would not have been possible without the hard work of our staff, volunteers, clients, board members and community partners.

Congratulations and thank you!
Let's celebrate!



Harmony Village News

The HV team has been working on the project trying to finalize all the unit designs for Phase I. There is extensive coordination work on all the mechanical systems and building structure, as well as coordinating all the green features for the condo units and the community centre. Legal documents are nearing completion and marketing materials, such as the Harmony Village website is now up and running for all to visit at: www.harmonyvillage.ca. The Grand Opening of the 5,000 sq ft Sales Centre is set for May 2008.

Please feel free to refer your friends and relatives to our unique Resort Lifestyle Development. Our special price is offered only to St. Paul's Members, their friends and/or relatives. They also will have this last opportunity to purchase at our special pre-opening 2% discount incentive. This special incentive is available to the public only prior to the opening of the Sales Centre for Harmony Village-Sheppard.



For more information contact the Harmony Village-St. Paul's team: Prisca Wong, Property Coordinator ext 235 or Zoe Yu, Chief Operations Officer, ext 248.

Staff News

- Agnes Lau and Sherry Mok have been nominated for the Nightingale Awards. Sponsored by the Toronto Star, the Nightingale Awards honour outstanding service by a nursing professional. The panel of judges review the nurse's personal qualities, care of patient and specific examples of efforts, dedication and the difference he/she has made to the lives of others. The winner will be announced May 10, 2008. We wish Agnes and Sherry good luck on their nominations and appreciate their exceptional service to the lives of our clients.
- Human Resources Manager, Diane Duncan, was awarded Mentor of the Year by Career Edge. She was interviewed by Radio Canada International and was also featured in the Saturday Globe and Mail National edition of the Report on Business section (March 1, 2008).

Client News

- City TV interviewed SPLC residents and volunteers, Stella George and Eva Holland, who both will turn 100 this year. City TV's JoJo Chintoh interviewed the ladies about their volunteer experience and staying involved in their community. Both Eva and Stella are active volunteers at St. Paul's, having contributed more than 10,000 hours combined. We are very happy to have them as a part of our volunteer team.

Fundraising and Grant Updates

- **MOWS:** Funded by the Central East LHIN, the grant will improve clients' knowledge of nutrition, expand delivery of healthy meals, plus provide support and counseling in maintaining a healthy and balanced lifestyle for seniors.
- **Scarborough Breast Health Community Action Project:** Early January, SPLC hosted the media launch of the Breast Health Project funded by the Canadian Breast Cancer Foundation. Check the Health Promotion and Community News boards for our press coverage.
- **New Horizons for Seniors:** Three projects received funding by Human Resources and Social Development Canada: Tamil Speaking Seniors' Resource Project, S.A.L.T. (Seniors and Law Enforcement Together) and also a capital assistance grant was awarded to renovate the recreation floor and upgrade furniture.
- **Direct mail campaign:** Our direct mail campaign raised \$12,701. The funds raised will be used to equip our satellite site, Bridlewood Centre.
- **Innovations in Health Care Expo:** Our submission on the breast health project was accepted and will be represented at the annual expo on April 22, 2008.

Volunteer Spotlight: Jan Whyte, Friendly Visiting

Q: Where are you from?

A: I'm originally from Vancouver B.C.

Q: Describe your typical day.

A: Now that I am retired each day is a little different. Certainly, volunteering takes up some of my time. Sunflower Club on Mondays though they operate all during the week except on Thursdays. I visit a lady every Thursday afternoon for two hours. She lives in the community. Sometimes I do a little escorting. Other things keep me busy like practicing the violin (my violin was made in 1790) and the piano (it's brand new, less than a year old). With the help of my 16 year old grandson I am learning to be more proficient on the computer. I also try to take some time to read the Globe and Mail in the morning.

Q: How long have you been volunteering at SPLC?

A: I joined SPLC as a Friendly Visitor in 1991.

Q: Why do you volunteer?

A: I volunteer because I like the idea of giving back something to the community.

Q: What's so important about volunteering?

A: People, in general, should volunteer their TIME. That's what most want.

Q: What are your thoughts on SPLC?

A: I love SPLC. Everyone is so nice. They are all such good people. As soon as you enter the building there is a feeling of being in a safe haven. I so enjoy smiling and nodding hello to people I don't even know.

Q: What do you do in your free time?

A: I live such a good life. I have the love of my three children, five grandchildren and two great-grandchildren. I see them as much as I can. I have a membership at the ROM, and the Metro Zoo and attend the T.S.O. and the National Ballet several times a year.

Q: What is your greatest joy?

A: My greatest joy! I have many, but my children are at the top of the list followed by music.



Employee Spotlight: Chun Man Or, Transportation Assistant

Q: Where are you from?

A: I'm originally from Hong Kong. I was a primary school teacher in Hong Kong and did part time jobs as bus, taxi and truck driver. I still see my former students when I go back to visit.

Q: How long have you worked at SPLC?

A: I've been in Canada 18 years and at SPLC for 11 years. I was the first paid driver here.

Q: Describe your typical day.

A: I inspect the vehicles, check the messages and then schedule drivers or modify schedules. Sometimes I do driving or I'll stay in the office.

Q: What do you like about your job?

A: I like driving, especially driving seniors. I like talking to them and learning new things from them. I like the staff at SPLC too. My attitude to work is that we should work together and be considerate and patient with our seniors.

Q: What are the challenges of your job?

A: The biggest challenge is when the vehicles are out of service or not running well. That is the most difficult part of full-

filling service. The rest I can handle.

Q: What are your thoughts on SPLC?

A: I'm so lucky to work here. I can do my favourite job and I have the freedom to do the job. I like the environment at St. Paul's.

Q: What do you do in your free time?

A: Drive! I like going for drives to the country on the weekends. I play badminton on Fridays and snooker on Wednesdays. I like summer outings but in winter I can't do anything because there's too much snow.

Q: What is your greatest joy?

A: My family and that they are healthy and happy.





NEW Quality Improvement Corner

This is a new addition to the newsletter where you'll read about improvements or changes that were implemented at SPLC—some a result of comments and suggestions, and the below client survey. In the middle of this newsletter, you will find the *Terrace Restaurant Survey*. We're trying to make improvements in Food Services that will accommodate all individuals who visit the restaurant including staff, Terrace and Centre residents and community clients. Please take a few minutes to share your opinions so we can continue to make quality improvements. Please drop off your completed survey to Customer Service by **May 30, 2008**.

Client Survey Results

Thank you to everyone who participated in our 2nd annual client satisfaction survey. Below is a summary of the results:

A total of 3432 surveys were sent out to all active St. Paul's clients by mail in October 2007. We are happy to report an overall satisfaction rate of 92% and 95% of respondents would recommend SPLC services to family and friends.

Programs & Services

- There was a 7% increase in recreation usage from 41% in 2006 to 48% in 2007
- Restaurant patrons were in second place with 35% of respondents stating they used the restaurant, a 9% increase from 2006.
- Case management shows a significant increase in usage—5% in 2006 to 30% in 2007.
- Educational talks 29%
- Transportation 27%
- Day programs 22%

Communications

52% respondents reported that they heard about SPLC from a family or friend; 20% heard about SPLC from the media and also through a staff member or volunteer. 44% of respondents indicated newsletters were the best form of communication followed by flyers (28%), bulletin boards (24%), website (6.3%).

Satisfaction

- Over 80% satisfaction: educational talks, case management and recreation

- 70-79% satisfaction: day programs, transportation, friendly visiting, home support and clinic services.
- 63-65% satisfaction: support groups, MOWS and supportive housing

Service Accessibility

- 71% reported services were easy to access
- 28% reported difficulties accessing recreation and
- 8% stated difficulties accessing transportation

Cleanliness & Safety: 61% said SPLC facilities are clean and pleasant; 72% reported SPLC was safe.

Your Comments

"The support group for caregivers provides a unique atmosphere for exchange of problems and suggestions—this is not available elsewhere as there's always follow up by a social worker."

"Extend registration hours."

"The Customer Service Representatives and security are very friendly. I am very satisfied with their service."

"Expand your transportation service so that members can use it."

"I am glad that my mother lives here. I want to thank all the staff in St. Paul's for their caring and kindness."

"Provide more programs for the middle aged, e.g. hiking on a Sunday morning."

We are continually improving our services to serve you better and we appreciate all your comments. Thank you to everyone who participated in the survey.

Newsletter Distribution

If you are not receiving the client newsletter, you indicated in your records that you do not wish to receive any correspondence or updates from us. Please see Customer Service if you want to be included in newsletter circulation.

Have a comment, idea or suggestion? We'd like to hear from you. Please forward any inquiries, comments and suggestions to Michele Cauch, Planning and Policy Development Officer at michele@splc.ca or ext. 271.