



# *Front and Centre* St. Paul's L'Amoreaux Centre News

## Message from the Executive Director

With an ever growing need for services and housing for seniors, partnerships are becoming increasingly important in assuring seniors in our community are getting the support they need to continue to live in our neighbourhood with dignity and wellness. St. Paul's has entered into a number of partnerships in the last year that we believe will make a difference for seniors in our community.

The housing with services model that St. Paul's developed has interested several property developers who believe in the benefits this model provides for seniors. We have partnered with City Core Developments to propose a new seniors housing and community programs centre in our neighbourhood. You can read more about this exciting project in this newsletter. We have also partnered with The Scarborough Hospital to provide an assistance plan for

seniors on discharge from the hospital. This program will ensure that seniors arrive home safely and have the services in place to support them through their period of recuperation. A third partnership with the Ministry of Health Promotion has seen us provide over 800 seniors in our community with information on healthy eating and exercise that will assist in their continued good health.

These are a few examples of the many partnerships we have initiated with other parties interested in the well-being of seniors. These partnerships help us to support and meet the needs of older adults. Working together with our partners, we will continue to find ways to keep our seniors living a vibrant life in our community.

Larry Burke  
Executive Director

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## St. Paul's Applies for Accreditation

St. Paul's L'Amoreaux Centre is currently in the process of applying for accreditation from the Canadian Council on Health Services Accreditation. Accreditation is a very important recognition that shows we comply with national standards of health care delivery. As valued clients and community members, we want to keep you informed of our progress.

Below are frequently asked questions on accreditation:

### **Q: Why apply for accreditation?**

Accreditation will allow us to better serve our clients and our community by modeling St. Paul's on national

standards of health care delivery and community services.

### **Q: What is involved ?**

Accreditation is a long process that must be reapplied for every 3 years. It involves a review of all plans and procedures, a series of self assessments and interviews and continually measuring current practices against national standards.

### **Q: What are the goals of accreditation?**

The main goals of accreditation are to emphasize our commitment to quality; to strengthen our relations with clients, staff, volunteers and partners; to develop a system of

continuous improvement and to identify areas in need of improvement.

### **Q: What are the benefits for our clients?**

Accreditation proves that clients' health and safety practices are at or above national standards and it also ensures that clients have access to quality care.

Accreditation will be a great achievement for everyone connected with St. Paul's.

It's just another example of how we're working hard to serve our clients better.

## Celebrating Our Volunteers

The unusually cold evening in April didn't keep guests away from the Shangri-La Convention Centre in Markham, Ontario. St. Paul's L'Amoreaux Centre celebrated its committed volunteers with a special evening of dining, music and awards. The theme, "Volunteers Grow Community," was chosen for the second year by the Government of Canada to mark national

turnout and sea of friendly faces. "I relaxed looking at the room full of warm dedicated volunteers with one thing in common—to give freely of themselves and ask nothing in return."

There was a sit down dinner with slide show presentation which followed the awards presentations. The slide show presentation was accompanied by the St.

Paul's song written by volunteer Suguna Rajendram. The presentation showed volunteers working in the many services provided by St. Paul's and had videotaped recordings of supervisors personally thanking their

volunteers.

The evening was also an opportunity to bring all the volunteers together. "It's nice to have a chance to socialize with other volunteers that you don't get a chance to talk to because you're busy working," stated Marilyn Tregwin.

Certificates of appreciation were given to all volunteers and there were some notable exceptional volunteers who received special awards. Seven volunteers contributed over 1000

hours and another seven contributed over 500 hours of service. 25% of St. Paul's residents are volunteers themselves. There were five individuals who have volunteered for over 20 years and one whose service record covers 27 years. The total number of hours that volunteers clocked for the year was a mind-boggling 46,801 hours.

It was a very special evening for John Oh, recipient of a special award for 10,000 hours of volunteer service. Oh has been a volunteer for 10 years and claims it helps keep him healthy and active and he encourages others to volunteer. "If you have nothing to do, the boredom makes it worse," Oh says. "Boredom is just as harmful as sickness, volunteering is an artificial anesthetic."

Volunteering illustrates the importance of giving back to our communities—of being connected. It's a concept that is sometimes lost in our busy, whirlwind lives. St. Paul's reminds us that volunteers are a rare commodity and their generous gift of time to those in need should be recognized and appreciated year round.



volunteer week. The invited guests included over 400 volunteers; plus students, local politicians, donors, and St. Paul's staff who happily worked during the evening to ensure a smooth event.

Over 200 guests attended the annual event. They were greeted by staff who manned the registration table and coat check, managed crowd control and carried trays filled with punch. Representatives from Scarborough's political arena, Councilor Chin Lee, Councilor Norm Kelly, Gerry Phillips MPP, and Jim Karygiannis MP were all on hand to fete the tireless work of volunteers. Larry Burke, Executive Director, thanked all volunteers for their dedication and compassion and gave a special thank you to the young people. Volunteer Coordinator, Scott McDonald was encouraged by the



## Volunteer Spotlight: Ariamalar Rajaratnam (Queenie)

Q: Where are you originally from?

A: I'm originally from Sri Lanka. I came to Canada in October 1993 and became a St. Paul's resident in 1994. I started volunteering one month after moving in as a wing aide.

Q: Why do you volunteer?

A: I am grateful to Canada for taking me in and helping me in so many innumerable ways. It's a small token of my gratitude.

Q: What do you like about volunteering?

A: It keeps me out of mischief.

Q: Where else do you volunteer?

A: I was a teacher's aide and provided translating services at Silver Springs Public School. I have been

volunteering at Scarborough Grace Hospital for 12 years. At SPLC I do anything and everything. For me, no task is too menial.

Q: Challenges to volunteering?

A: Nowadays, it's the public transportation system.

Q: Thoughts on SPLC?

A: They're doing a very good job and they do it with dignity and courtesy. I'm very satisfied here.

Q: What do you do in your free time?

A: Play Scrabble and read. Reading is my hobby. Any time I can, I read.

Q: what is your greatest joy?

A: Satisfaction that I have done my job well. It's not a trophy, but it must be in my heart that I've done my job well. It's what my conscience tells me.



Queenie Rajaratnam, Volunteer

## Employee Spotlight: Peter Gray, Maintenance

Q: When did you start at SPLC?

A: I started as a coop student in high school. I went into the Baking and Pastry Arts Program at George Brown, but I enjoyed SPLC so much, I decided to come back as a volunteer. I started full time work in February 2006.

Q: Where are you from?

A: I'm originally from Toronto. 5<sup>th</sup> generation Canadian with English, Scottish and German descent.

Q: What do you like about your job?

A: The environment is really friendly. You can talk to staff and volunteers about everything. Sometimes I feel like I'm everybody's grandson here. The residents were encouraging about school and gave me a lot of advice.

Q: What are the challenges of your job?

A: I have to make sure everything

is up to date and clean. Some things require immediate attention. When I started, there were 3 floods. That can be challenging sometimes.

Q: What are your thoughts on SPLC?

A: Overall, St. Paul's is a great place to live in or work in. They do so many things for so many people. Residents are free to engage in activities they want. It's different and more accessible than other senior residences.

Q: What do you do in your free time?

A: I was involved in a bowling league for 13 years. I like playing baseball, swimming, playing street hockey. I'm a huge Leafs fan and like to see a Jays game or Argos game. If I have time, I like baking.

Q: What are your greatest accomplishments?

A: Graduating from George Brown, meeting my girlfriend, and winning my bowling tournaments. Over 13 years I won a trophy every year, 3 plaques, one pennant and over 150 badges.

Q: Where do you see yourself in 10 years?

A: I hope to continue my relationship with St. Paul's and be working as a pastry chef at a restaurant, hotel or bakery.



Peter Gray, SPLC Employee

## New SPLC Project —Harmony Village

St. Paul's is partnering with City Core Developments & Invar Building Construction on a new life lease building located at Sheppard and Warden. The new site, Harmony Village, is a 55-plus Retirement Residential Development and Community Centre. Harmony Village units will be available for purchase. The tentative date for the opening of the sales office is August 17.

If you would like more information on Harmony Village and unit sales, please contact: Prisca Wong, Property Coordinator ext 235 or Zoe Yu, Chief Operations Officer, ext 248. You can also visit our website: [www.splc.ca](http://www.splc.ca)

### *Home At Last* Pilot Program

St. Paul's and the Scarborough Hospital have partnered on a 3-month pilot program called *Home At Last*. This program is to help seniors and people with special needs return home safely and get settled following a hospital stay.

Together with the hospital's discharge planner, Home Support Staff will work with the patient/caregivers and hospital staff to achieve a pre-determined discharge time and services required on the day of discharge. A St. Paul's personal support worker will meet the patient at the hospital and escort them home using our vehicles. In addition to a safe return home, the program goals are to ensure that the immediate needs of seniors are met, such as having food, medication and a clean place to return to when they are home at last.

The *Home At Last* pilot is being completely funded by St. Paul's and will rely on St. Paul's case managers, PSWs and the transportation department. A successful result will mean that we will be able to extend this much-needed program to assist hospital discharged seniors in returning home safely and securely and thus, reducing hospital health care costs.

For more information, please contact: Roberta Wong, Director of Client Care 416-493-3333 ext. 221

## How to Help Us

- **Volunteer:** Volunteers are the lifeblood of any community. They give so much of themselves to help others. Volunteering is an excellent way to help St. Paul's advance its mission of improving the quality of life for seniors in the community. We have several opportunities available for individuals to join our volunteer team. Meet new friends, share or learn a new skill, and give back to society.

Check our website or volunteer bulletin board for available opportunities or call our Volunteer Coordinator, Scott McDonald at 416-493-3333 ext 267.

- **Donate:** St. Paul's relies greatly on the kindness and caring of our donors. Donations from our sponsors allow us to continue running many programs and services by covering operating costs. Donations can also include in-kind gifts, such as furniture, computers, or professional services.

You can help better the lives of seniors by making a donation to St. Paul's via cash, cheque or credit card. You can even specify how you would like your donation used. Contact us at 416-493-3333 or by email: [info@splc.ca](mailto:info@splc.ca)

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### **Mission Statement**

*We are a caring, client-focused not for profit organization, dedicated to improving the quality of life of seniors in the communities we serve, by providing services and housing in an accessible, professional and progressive manner.*

### **Vision**

*To provide a services and housing environment for seniors that allows them to live independently in their community with wellness and dignity. To provide this environment regardless of language, culture or ability to pay.*