



Front and Centre

St. Paul's L'Amoreaux Centre News

Message from the Executive Director

At the May Board of Directors' meeting, the Directors endorsed the following strategic goals for the next three years:

1. *Continue to provide the housing and programs that have made St. Paul's a valued community services provider*
2. *Work proactively with the Central East LHIN and other health care providers to maintain and enhance programs and services to seniors in our neighbourhood*
3. *Expand housing, programs and services to meet the changing needs and profile of our community*
4. *Continue a culture of continuous quality improvement*
5. *Continuously ensure client and staff health and safety*
6. *Continue to develop human resource practices that hire, retain, and motivate staff, volunteers and partners*
7. *Develop new areas of funding that support our mission statement*

The management team at St. Paul's has developed an operations plan that has outlined actions to move us forward towards our goals. Some key components of this plan are our housing with services expansion through our joint

venture with *Harmony Village*, our work to obtain accreditation, and our expansion to a new site at *Bridlewood Mall*.

Harmony Village will provide housing with services and amenities that allow seniors to age-in-place. A significantly larger proportion of our population will be seniors in the years ahead and developments of this type will provide an excellent lifestyle option for these seniors.

The accreditation process has been significant in providing us with a framework for continuous quality improvement and the tools to assist us in ensuring client and staff health and safety. We are well on our way in this process and I look forward to celebrating our accreditation this fall.

We have been fortunate to be able to obtain space at the old Post Office building at *Bridlewood Mall*. This temporary space will allow us to expand information and education programs to the community as well as offer more of our popular recreation programs.

While each of these initiatives is important in moving us towards achieving our goals, the dedication and support of each of you as part of our team will make our goals a reality.

Larry Burke
Executive Director

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Accreditation Update

In mid September, our final self-assessment documents were submitted to CCHSA. We were pleased to receive positive feedback from our consultant, Marilyn Colton. Teams are finalizing policies, handbooks and procedures and documenting evidence that supports St. Paul's standards and practices.

In October, staff and volunteers were involved in role plays to practice interview techniques. This helped everyone to better understand how the survey process works and to know what to expect when the CCHSA surveyors come in November. Teams did very well in the mock interviews and staff worked well together in answering questions.

There were also review sessions of the Introduction to Accreditation and Quality Improvement for new staff. The sessions were informative and clarified a lot of questions from the staff. Teams are debriefing after the role play and deciding what to focus on more, what strengths to highlight and what areas need improvement.

The CCHSA surveyors will be on site November 26-28 to conduct formal interviews with staff, volunteers, clients and our community partners. We will update you on the results of our final survey in the new year.

We would like to thank you for your encouragement, support and confidence in our agency.

For more information on accreditation, please see: www.cchsa.ca

Walkathon Fundraises for New Bridlewood Site

More than 200 people clad in bright green tees and carrying orange tote bags participated in St. Paul's L'Amoreaux Seniors' Centre's 8th Annual Walkathon on Friday, September 28, 2007. The walkathon event, in its many incarnations, has been a fundraising mainstay at St. Paul's for over a decade with participants joining by foot, in wheelchairs, and walkers.

Event Coordinator, Shana Murphy, was thrilled with the intergenerational makeup of the participants. "It was great to see so many people of all ages—clients, families and residents. Everybody enjoyed the day—babies in strollers, seniors with walkers, oxygen tank users, staff and our honoured guests."

The subject of this year's fundraiser was the agency's new site—St. Paul's Community Services for Seniors, Bridlewood Centre. The site uses space generously donated by Bridlewood Mall, a long time supporter of St. Paul's over the years.

Judging by St. Paul's increased demand in services, there is a great need for a satellite site. Last year, 2,600 people attended health promotion events, 2,254 seniors registered for recreation programs, and 1,879 intake calls were logged for assistance. The new site will house recreation programs, the Volunteer Services department and also function as a clearing-house for information on seniors' services, programs, and educational talks and seminars.

"Everybody's excited to see

the new space," Sarafina Hui, Projects Manager stated.

"This gives us more space to expand our recreation programs to meet the needs of seniors in the community."

Seniors, local politicians, Bridlewood Mall administration and St. Paul's management, staff and volunteers were on hand to celebrate the grand finale of the walkathon which also featured entertainment and a bbq lunch. There was also be a ribbon cutting ceremony celebrating the grand opening of the new Bridlewood Centre.

All donations went to support St. Paul's, Bridlewood Centre (located next to Bridlewood Mall, at the corner of Warden and Bridletowne Circle).



The occasion was also significant in marking the addition of St. Paul's new bus, the *Dolphin*, the subject of last year's fundraising Walkathon. A very special thank you to our distinguished donors: Mr. and Mrs. Gordon Hodgins, Mrs. Susan Wong, Arcamm Fire Services, Bridlewood Mall and Dome Carpet Sales and Supplies.



Volunteer Spotlight: Nadine Aranja

Q: Where are you originally from?

A: I'm originally from Bombay, India and came to Canada in 2000.

Q: How long have you been volunteering at SPLC?

A: I have been volunteering in ADP and GDP here full time since the start of July 2007. I help prepare breakfast and lunch, set and clear tables, help in activities and escort clients to designated vehicles to go home. I also socialize with clients throughout the day.

Q: What attracted you to this type of work?

A: A new experience that would change my life in new and wonderful ways.

Q: Why do you volunteer?

A: The environment at SPLC is friendly and the volunteers and staff are great.

Q: Why should students volunteer?

A: It's an experience of a lifetime! It increases your confidence and makes you more knowledgeable about something new and wonderful.

Q: What are your thoughts on SPLC?

A: You guys are fun, exciting and life changing. Everyday knowing that I am coming here gives me something to look forward to every night when I am at home.

Q: What do you do in your free time?

A: I guess I'm a pretty typical 14 year old girl. I like talking to friends on the phone, playing on the computer, sleeping, watching television and eating.

Q: What is your greatest joy?

A: Seeing the clients here at St. Paul's. They always make me laugh and feel good.



Employee Spotlight: Lisa Tang, Sunflower Club

Q: Where are you originally from?

A: Hong Kong. I came to Canada in 1987.

Q: How long have you been with St. Paul's?

A: I have been here for 4 years. I became interested in St. Paul's because my grandmother was a resident here and went to the Chinese Day Program. I was impressed by how well she was taken care of by all the staff here. I would like to take this opportunity to say "thank you."

Q: What do you like about your job?

A: I love working with seniors. They are fun, loving and full of energy. Each one of them is unique. They have so much to share and give and they have taught me a lot about life. My job is fun, interesting and full of challenges. I am glad that my teammates and I work well together and my boss is great. I believe I have a natural talent for working with seniors. Someone told me once, "people may not remember what you say or what you do, but they will always remember how you make them feel." I have found this to be true and it helps me a lot in my job.

Q: What are the challenges of your job?

A: Looking for new ideas and appropriate games for seniors to do. I get a lot of satisfaction when I plan a game and the seniors really enjoy it. I also love all the

hugs and kisses I get everyday. Sometimes, a new client may feel anxious being in the program for the first time. Our challenge is to make them feel comfortable and accepted by others. It could be quite overwhelming when 3 or 4 people are calling my name at once. I have to check my patience.

Q: What are your thoughts on SPLC?

A: I like working here although I never get to know everyone here. Most of the staff are nice and friendly. Things change quite a lot in here.

Q: How do you spend your free time?

A: Eat, sleep, shop, travel, read and surf the internet. Mostly, I like to eat, but you know, I don't cook. I'm famous for burning cookies.

Q: What is your greatest joy?

A: I really enjoy traveling and experiencing different countries. I particularly enjoy sand and sun. My favourites are Cancun, Mexico and Bali, Indonesia.



Harmony Village Update

St. Paul's new building project, in partnership with City Core Developments Inc. and Invar Building Corporation, has begun. The Harmony Village located at Sheppard and Warden, offers an upscale condominium complex and community centre that provide all the amenities and services that older adults want. Through St. Paul's expertise in providing community programs, Harmony Village-Sheppard St. Paul's Community Centre is able to extend a number of health and wellness programs, support services, information and referral services not only to our residents but also to seniors in our surrounding neighbourhood as well. This community centre, to be built at Harmony Village, will act as a hub for senior's services for our residents and seniors in the neighbourhood to mix and mingle.

Our commitment to sustainable community development extends beyond the boundaries of our neighbourhood. The Harmony Village development is poised to be Canada's first green community of its kind to target seniors. Our goal is to be LEED Gold certified, meaning our buildings will be completely energy efficient and will provide a healthy environment for its residences.

The pre-sales office is scheduled to open Oct 20 until Oct 21 and the regular sales office will open after Christmas early 2008 in order to accommodate all parties who are interested in purchasing a unit.

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.

Client Reminders

Satisfaction Survey: We continually work hard to improve the quality of our services. We need your feedback to know if we're doing a good job. Please take a few minutes to fill out the enclosed Client Satisfaction Survey.

Complaints/Compliments: Did an employee or volunteer go out of their way to help you? Have you had a concern or problem that needs to be addressed? It's important to get the feedback of our clients to ensure the quality of our services. If you would like to give a compliment, complaint or make a suggestion, please see our Customer Service desk.

Cookbook Fundraiser

Planning is underway for a St. Paul's multicultural, fundraising cookbook. We are currently collecting multicultural recipes to review for inclusion. Please forward a favourite recipe you'd like to share to Michele at michele@splc.ca by December 1, 2007. Recipes should have healthy eating in mind to reach the greatest number of readers (i.e., heart health, low sodium or low fat).

How to Help Us

- **Volunteer:** 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.
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.

Contact us at 416-493-3333 or by email: info@splc.ca

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~Visit us on the web~
www.splc.ca

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.