



~ *Happy Holidays* ~  
**St. Paul's L'Amoreaux Centre**



Winter 2010

I am pleased to let you know that St. Paul's L'Amoreaux Centre has successfully completed its quality audit by Accreditation Canada. Accreditation Canada provides an unbiased, third party review of all the programs and services provided by an organization. They do a complete review of our organization from governance to service delivery. In total they look at over 400 quality indicators. St. Paul's met every quality indicator for client-centered service, safety and efficiency. The process also provided us with a few areas where we can be more effective. In the next few months we will be working on improving our organization in these areas.

I was particularly pleased that in the report, our community partners emphasized that they see the client at the centre of all St. Paul's organizational plans and decision making.

Quality and safety are always at the forefront of the way we deliver housing, programs and services at St. Paul's. As the year comes to an end, I want to thank our staff, volunteers and partners for their support of our clients. It is their caring, dedication and hard work that produce these great results from our quality audit a reality.

Best wishes to all for a happy holiday season.

Larry Burke,  
 Executive Director

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## Quality Improvement & Accreditation

Our accreditation survey took place Nov 15-Nov 17th. Our initial debriefing from Accreditation Canada surveyors indicated that we were very successful in this Qmentum survey. Below are some highlights from the Surveyor's Commentary:

**Strengths**

- We were well prepared and ready and willing to do rapid cycle quality improvement
- Information technology is exceptional and responsive to organizational needs
- Partners, staff and clients report good, effective, focused communication from agency

**Successes**

- We receive grant money from a variety of sources
- We have addressed all areas for improvements from last survey in 2007
- Demonstrated excellence with 100% of staff receiving an annual written performance appraisal

**Challenges**

- Lack of space
- Limited resources and faced with many unmet needs for serving an aging multicultural community

We look forward to sharing good news on our successful accreditation renewal with you in the new year.

## Health & Safety

### Flu Season

Flu season is upon us! Please continue to take care of yourself and help stop the spread of influenza. Make sure you stay healthy by following the healthy practices below:

- **Hand washing:** Wash your hands with soap and water for at least 15 seconds. Wash palms, top of hands and underneath nails. If soap and water are not available, use an alcohol-based hand sanitizer.
- **Sleeve sneeze:** Sneeze or cough into your arm or cover your mouth and nose with a tissue. This prevents the spread of germs. Avoid touching your nose, mouth and eyes.
- **Coughing etiquette:** Cover your mouth and/or nose to reduce the spread of germs. Remember to wash your hands afterwards.
- **Seasonal vaccine:** Seasonal vaccinations will be administered once the vaccine is available. Please check the Clinic memo or discuss with your supervisor.
- **Visit your doctor:** Consult your doctor or health care professionals if you have concerns or if you are not feeling well.

### Winter Falls Prevention

Snow and ice create slippery conditions that require special attention to safety. Here are some things you can do to prepare yourself for snow season:

**Footwear:** Wear appropriate winter footwear e.g. winter boots, ice traction footwear-devices and ice cleats where appropriate. Winter footwear should be well insulated, waterproof and have a thick, non-slip sole.

**Dress warmly:** Being cold may cause you to hurry or tense your muscles -- both of which can affect your balance. Layer clothing to preserve body heat. A hat, scarf and mittens or gloves are essentials that help prevent heat loss.

**Walking surfaces:** Walking surfaces may become wetter or slicker ahead of you. Look down, however, only with your eyes. If you bow your head, it could propel you forward. Be alert for black ice -- particularly in the days following a storm.

### Winter Driving

- It takes longer to stop in winter conditions: always maintain a longer following distance (8 – 10 seconds on the highway).
- Prepare your vehicle with a tune-up. Be ready for ice, snow and the cold by travelling with a shovel, windshield scraper, blanket, first aid kit, flashlight and flares.
- Take time to clear the snow and ice from your car and always allow extra travel time.

**Health Talks:** Interested in attending one of our monthly health talks? St. Paul's offers a number of health talks on a variety of topics, such as chronic disease self management, falls prevention, gardening clubs, etc. For more information, please call 416-493-3333 ext 227.

**Good Food Box~** Increase your selection of affordable fresh fruit and vegetables by ordering the **Good Food Box** . Please make payment for your order two weeks before the delivery date. Drop off dates Thursdays: Jan 12, 27; Feb 10, 24; March 10, 24, April 7, 21. For more information, call 416-493-3333 ext 227.

### Volunteer Spotlight: Hugh Nelson

Q: Where are you from?

I'm from Bombay, India. I came to Canada in the 1980s.

Q: What did you do before coming to Canada?

I was in the army from 1939-1965. We fought with the British forces during the war. I was stationed in Malaya (now Malaysia) from 1945-1947.

Q: What other jobs did you have?

I worked in Karachi, Pakistan at a tea manufacturing company. I was part of a contingent from Pakistan sent by the United Nations to work on transport support to the Congo. I worked in Libya as an accountant and in England with an oil exploration firm.

Q: What are your thoughts on SPLC?

I've been treated very well. St. Paul's has been good to me. The caregivers are very good to me. They're kind and considerate. Morant has been with me for 10 years. She does a thorough job.

Q: How long did you volunteer?

I volunteered for 19 years in the Adult Day Program. I stopped last year. I used to set tables, serve meals, keep attendance, and help with games.

Q: What do you do in your spare time?

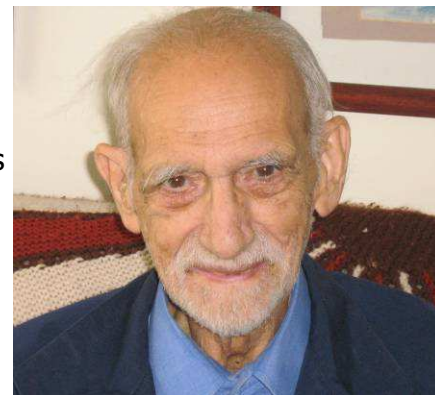
I have fish and like to breed them. I like to do crafts, like making decorative boxes, and water colour painting. I always help out when it's needed.

Q: Who's in your family?

I have 3 daughters, 5 grandchildren and 3 great grandchildren.

Q: What is your greatest joy?

Painting. When I'm painting, the world is not there. It's only painting.



### Employee Spotlight: Karen Wall, Recreation Coordinator

Q: Where are you from?

I was born in Middlesbrough, England and came to Canada when I was 4. I became a Canadian Citizen when I was 26.

Q: What did you do before coming to SPLC?

I worked at Bloorview Kids Rehab as an Early Childhood Specialist in the Therapeutic Playroom with very sick children.

Q: Describe your typical day?

If there's a special event, I'll be running around making sure everyone knows about the event. I'll make sure everything is ready to go and deal with any sudden changes.

Q: How long have you been working at SPLC?

It will be 2 years in November.

Q: What do you like about your job?

I love to see the clients having fun, laughing and just being themselves. I especially love hearing from them weeks later when they are still feeling great about their experience.

Q: What are the challenges of your job?

I don't get to spend as much time individually with the clients as I would like.

Q: What are your thoughts on SPLC?

I really enjoy working here. There are so many wonderful and caring people.

Q: What do you do in your free time?

I'm in my garden in summer and enjoy the peace I find there. It's also very rewarding to eat your own grown food. I also love animals and spend a great deal of time caring for my dog, cat, bunny, budgie, and numerous fresh water fish in 2 tanks.

Q: What is your greatest joy?

My greatest joy is definitely my children. I have a son, daughter and 2 stepsons. I'm really looking forward to being a Nana someday.

Q: What is your pet peeve?

I really can't stand negativity. There is so much to be thankful for in life.



## Client Reminders

**Parking:** Please be advised that as of November 22nd, parking for volunteers and clients is now located on the upper level of Bridlewood Mall. You must display your parking pass on your dashboard.

**Gift giving:** During this holiday season, clients may wish to give staff holiday gifts or "red pocket" money. It is our policy that staff not accept any gifts or money from clients as it presents a conflict of interest. If you give a gift, staff will donate it on your behalf to the Centre.

**Terrace Restaurant:** The Terrace will be closed Dec 24-Dec 27 and will reopen Dec 28-29 for lunch only. It will be closed again Dec 30-Jan 1. The Terrace will re-open on Tuesday – January 3 2011. The Centre Shop will be closed from December 24, 2010 - January 03, 2011.

## Funding & Events Update

**Innovations in Health Care Expo:** Health promotion team attended the Innovations in Health Care Expo. We were selected for the third consecutive year to display our innovative Nutrition Awareness/MOW program. The Expo showcases health care innovations, improvements and efficiencies across the province.

**Trillium Capital Grant:** We were awarded \$107,000 by Trillium for renovations that will include a bus turn-around and pedestrian walkway providing a more welcoming, accessible and safer environment for over community clients, staff, volunteers, and visitors, especially individuals with a range of disabilities.

**New Horizons Grants:** We also received funding for 2 New Horizons projects—1) Protecting Seniors in Cyberspace- Raising Awareness of Virtual Crimes in the Information Age:—This senior-led project aims to deliver education on cybercrimes, such as identity theft, financial scams, phishing and other fraudulent activities that target seniors; and 2) Multicultural Falls Prevention Outreach Project: The Multicultural Falls Prevention Outreach Project aims at educating older adults and caregivers on the causes and prevention of falls resulting in reduced injuries and improved quality of life for clients.

**Third Party Fundraising:** Ballroom dance instructors, Joseph Hsuing & Shirley Lau organized their 6th ballroom dance fundraiser to benefit SPLC. Thank you to Joseph and Shirley who raised \$7,000. People's Choir Conductor, Monie Leung, raised \$1900 and line dance instructor, Yvonne Tam, raised \$1000 for SPLC. Many thanks to our dedicated instructors who raised funds through private events and continue to give back to St. Paul's.

**Direct Mail Campaign:** We will be sending out our direct mail appeal in February 2011. The fundraising focus will be on new vehicles to expand our transportation services and give more seniors the gift of mobility throughout the whole year.

**Latest news and events:** You can check out upcoming events and become an SPLC fan on Facebook: visit our website: [www.splc.ca](http://www.splc.ca)

St. Paul's L'Amoreaux Centre  
3333 Finch Ave. East  
Scarborough, Ontario  
M1W 2R9  
Phone: 416-493-3333  
Fax: 416-493-3391  
E-mail: [michele@splc.ca](mailto:michele@splc.ca)



~Visit us on the web~

### 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.*