

Leading the way in compassion and discovery.

CORPORATE EVENTS

- **150th Anniversary Special Service of Thanksgiving:**
23 November, 2:00-4:00 p.m.
Our Mother of Sorrows Chapel
Providence Manor
Reception to follow in Auditorium
- **Holiday Celebrations for staff:**
 - Mental Health Services**
9 December
11:30 a.m.-1:00 p.m.
Staff Turkey Luncheon
 - Providence Manor**
14 December
2:00 - 4:00 p.m.
Open House Reception
 - St. Mary's of the Lake Hospital**
16 December
2:00 - 4:00 p.m.
Open House Reception



WHAT'S INSIDE

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Hope & Discovery Artisans display artwork at MP's office

Kingston MP, Ted Hsu, has chosen to feature artwork by Providence Care clients in his local constituency office. The display is from the artists of the Hope & Discovery Artisan Cooperative in our Providence Care Community Recovery Program, framing courtesy of Gallery Raymond.

An occupational therapy initiative, the cooperative is supported by Providence Care Mental Health Services. The cooperative gives clients a place to belong in an accepting community of shared experience as a collective of emerging and experienced artists. The artists invite the community to get to know them through this exhibition and to witness the power of art in healing the heart.



Providence Care profile

Quality & Risk Management Department

- Mary McDonald, Linda Hofman, Sherri Grifferty

Quality ... Risk Management ...

Patient/Client/Resident Safety ...

are key words for Mary McDonald, Linda Hofman and Sherri Grifferty. These three make up our Quality & Risk Management Department. As a corporate department, they act as a resource and support in these areas right across the organization – our three main facilities as well as our community programs.

The department of Quality & Risk Management works closely with several other corporate service departments such as Information Management & Decision Support Department (IM&DS), Occupational Health & Safety and Professional Practice, to support clinical programs and support service departments in the identification of quality, risk and patient safety issues. Examples of quality and patient safety initiatives they are involved with are Accreditation, Falls Prevention, Patient/Client/Resident feedback, and incident reporting (SafetE-Net and we-Care).

Director, **Mary McDonald's** responsibilities include development of corporate-wide initiatives related to quality, risk management and patient/client/resident safety. Mary also ensures that the organization is in compliance in these areas with required legislation. She works closely with Senior Leaders, Directors, and Managers in the development of the corporate Quality Improvement Plan.

Linda Hofman, Quality & Patient Safety Coordinator, works directly with Program Quality Teams across Providence Care. Linda assists individual teams in the development and implementation of Quality Improvement Plans. Linda is also responsible for coordinating the Accreditation process at Providence Care and is currently planning for our next Accreditation Canada survey in November 2012.

Mary and Linda lead Quality and Patient Safety Leadership Walkabouts



Quality & Risk Management staff pose beside their display for Patient Safety Week.

From left to right in photo:

Sherri Grifferty, Administrative Assistant

Interesting facts – Hometown is Wolfe Island; enjoys gardening, reading and travelling.

Mary McDonald, Director

Interesting facts – Hometown is Montreal; has worked as a registered nurse in Toronto (ER), NWT (Community Health), Yukon (ICU), and in Kingston at Hotel Dieu Hospital and Kingston General Hospital as a staff nurse, charge nurse and Program Manager.

Linda Hofman, Quality & Patient Safety Coordinator

Interesting facts – Hometown is Montreal; enjoys golf, volleyball and gardening; previously worked in Kirkland Lake and South Dakota with over half of her 26 year nursing career in Kingston.

once a month across Providence Care. Accompanied by a member of the Senior Leadership Team and, when possible, our CEO Dale Kenney, the Walkabout Team meet with managers and staff to discuss patient/client/resident safety successes and concerns. Both Mary and Linda have extensive nursing backgrounds so can easily relate to clinical staff issues.

Sherri Grifferty, is the department's Administrative Assistant. She has worked

in the department of Quality & Risk Management at Providence Care for the past 13 years. Sherri keeps everyone organized and on track and serves as a resource to all staff across the organization, specifically in the use of SafetE-Net & we-Care. Sherri supports both Mary and Linda in the day to day operations of the department.

■ **Cathy Clark**
Communications Officer

Spinal Cord Injury Dinner and Education Night

This long-standing program was originally founded in March of 2000 by St. Mary's Physical Medicine and Rehabilitation staff Marilyn Ashford (Social Work), Mike Gurnick (Spiritual Care), Brian Scott and Jeanne ORTT (Recreation Therapy).

In 2005 the Physical Medicine and Rehab Spinal Cord Injury team partnered with the Canadian Paraplegic Association (CPA) to facilitate this event. The event occurs monthly in the SMOL cafeteria and occasionally off-site in the community. The evening includes a catered dinner, which is sponsored by the CPA, followed by a guest speaker who may present on topics such as health issues, caregiver support, adapted activities, financial supports, community resources, and lived experiences.

The purpose of this event is to provide spinal cord injury patients, their family members or friends as well as past patients and community members with the opportunity to socialize, enhance

their knowledge of community resources, and a chance to share their stories and experiences with each other in a safe and supportive environment.

The CPA also sponsors peer support and a variety of off-site events that are well attended by patients with spinal cord injury at St. Mary's including wheelchair curling, adapted activities info sessions, BBQ's etc.

The inpatient team on Gibson 2 has served over 50 patients with spinal cord injuries last year up from 45 patients the previous year.

The next Spinal Cord Injury Dinner will take place in the St. Mary's cafeteria on Thursday, November 17 from 5:00-7:00 p.m.

- Shannon McCallum, Recreation Therapist
Physical Medicine and Rehabilitation, St. Mary's

Visit from Covenant Health from Alberta

Members of the Senior Leadership Team from Covenant Health in Alberta visited Providence Care and our Senior Leadership Team in October. Covenant Health is Canada's largest Catholic provider of health care. Covenant is currently looking for ways to develop mental health community programming, and asked to visit Providence Care to learn from our services. For more information about Covenant Health, visit www.covenanthealth.ca.



Congratulations! Long-service award celebrations took place during November at our main facilities.



See back page for list of long-service award recipients. *Congratulations!*



Mind & Muscle making a difference

■ *University Hospitals
Kingston Foundation News
Release, October 26:*

Imagine for a moment not being able to remember the incredible milestones in your life and the loving faces of family and friends. This is what it would be like to be living with Alzheimer's disease.

Imagine being able to cherish all your incredible milestones, but you can't speak the words or move your body to express those memories. This is what it would be like to be living with ALS.

What do these two diseases have in common? They are both neurological diseases that are devastating for the patient, but also for their families who experience a roller coaster ride of emotions and physical demands.

Two local runners, Donna Fitzgerald and Patti Dixon Medora, know first-hand what it is like to care for loved ones affected by these neurological diseases. They decided to make a difference in their own way, by raising awareness and money to help the families of those living with Alzheimer's disease and ALS. Their team name is "Mind & Muscle", which speaks for itself.

The two friends recently ran the Wineglass Half-Marathon in Corning, New York, the "9 Run Run" event in Stittsville and they are planning to participate in more half-marathons. Together they've already raised more than \$700 in pledges and donations.

Patti, who works for Providence Care's Geriatric Psychiatric Outreach Program, and Donna, who is a medical secretary at Hotel Dieu Hospital, are running to support health care in our community.

As Donna explains, "Patti and I are running to make a difference because it is something that brings us joy and a sense of accomplishment, and we realize how blessed we are to have our health and running ability."

Each woman is running and raising funds for a cause dear to their hearts. Patti is running to raise awareness for the Alzheimer Society of Kingston, Frontenac, Lennox and Addington, and the money she collects she will donate to the Society's spousal education and support programs.



Mind & Muscle team, Patti Dixon Medora of Providence Care's Geriatric Psychiatry Outreach Team (at left), and Donna Fitzgerald from Hotel Dieu Hospital, run to raise awareness and funds for Alzheimer's and ALS.

Donna is raising money to designate toward ventilator rooms at the new Providence Care Hospital, to benefit ALS patients and their families. These specialized rooms are equipped to support individuals who require a ventilator to assist their breathing.

Team "Mind & Muscle" invites everyone in the community to support their initiative which will help persons living with dementia and ALS, and their partners in care, as Alzheimer's and ALS takes hold of their everyday lives. Patti says their message is simple, "Hope is in education and understanding - you can be a part of the hope that these families need."

Pledges can be sent to:

Mind and Muscle c/o Alzheimer Society of Kingston, Frontenac, Lennox & Addington, 175 Rideau Street, lower level, Kingston, ON K7K 3H6

Mind & Muscle c/o University Hospitals Kingston Foundation, Ste. 201, 366 King St. East, Kingston, ON K7K 6Y3, or donate online at www.uhkf.ca

■ *Mary Crawford
University Hospitals Kingston Foundation*

*Thank
you*

to our staff for their speedy and professional response to sudden flood at St. Mary's

On October 20th, drilling on-site at St. Mary's of the Lake Hospital led to a flood that impacted the hospital for most of the afternoon and into the evening.

We would like to thank all staff who went the extra mile that day to ensure our patients continued to receive high quality care.

Particular thanks to all unit staff, outpatient staff and staff from the day hospital, pharmacy, housekeeping, FANS, occupational health and infection control, maintenance, information services, communications and security & life safety. Providence Care would also like to thank the Kingston Access Bus, which came early to pick up clients at St. Mary's – so they did not have to wait more than ten minutes for a ride home.



Staff and managers from across the organization came together to help respond to the flood at St. Mary's on October 20th. Full water was restored to the hospital around 8:00 p.m., after drilling outside the building caused a pipe to burst earlier in the day. The flood caused some damage in the pharmacy and day hospital areas, which is being repaired.

Providence Care IN THE NEWS:

Bryan's journey through rehab at St. Mary's of the Lake Hospital

Tracy Down, Outpatient Physiotherapy Practice Leader at St. Mary's authored an article in the Rehab & Community Care Magazine Fall 2011 issue (Volume 20, Number 3) titled "Bryan's Story: A trilateral amputee's journey through rehabilitation." The article highlights Bryan's rehabilitation journey while at our Providence Care St. Mary's of the Lake Hospital and his inspirational impact on staff, other patients and visitors.

Check it out online at:

<http://www.rehabmagazine.ca>



Alzheimer Coffee Break at Mental Health Services raises over \$400

Congratulations and thank you to everyone who came out to support this year's Alzheimer Coffee Break at Mental Health Services on October 27. Over \$420 was raised and all proceeds will go to the Alzheimer Society of Kingston.

The organizers wish to thank VOCEC (Voices, Opportunities & Choices Employment Club) for offering the canteen for the event, Sodexo for providing the coffee and the Geriatric Psychiatry Program for its contribution of treats.

Congratulations to our long-service recipients!

10 years

Almeida, Michael
Anderson, Belinda
Anderson, Rose
Asuncion, Ferdinand
Atkins, Eve
Baker, Kathleen
Boivin, Melissa
Brander, Rosemary
Brown, Audrey
Carmichael, David
Correa, Marvin
Deano, Lee Anne
DesRochers, Dennis
Dickson, Nerissa
Duffy, Rosaline
Duscharme, Lisa
Ellerbeck, Crystal
Epp, Lori
Frink, Shannon
Furtado, Peter
Garofalo, Michelle
Gillis, Marilyn
Gowdy, Tiffany
Grant, Shawnee
Hartson, Regina
Hillier-Massey,
Carolyn
Ho, George
Hummel, Leonarda
Hunt, Geoff
Kilik, Lindy
Lachance, Diane
Lake, Sally
Lindsay, Adah
McAuley, Isabel
McDonald, Tanya
McKenna, Julie
Miller, Mark
Murphy, Deborah
Murray, Julie Ann
Nash, Jamie
Padilla, Marilou
Pain, Glenn
Palikko, Linda
Radford, Spencer
Rincones, Maria
Rishaur, Lisa

Sagonowich, Lara
Shea, Loretta
Shannon, Roger
Shillington, Gail
Silver, Danielle
Smythe, Patricia
Summers, Heather
Taggart, Alan
Trentadue, Bill
Trew, Joanne
Van Lier, John
Weaver, Kari
Woodroffe, Alison
Yee, Samuel

15 years

Gorman, Claire
Hodgson, Joyce
McGonegal,
Gregory
Powell, Candida
Tuchtie, Catherine
Tucker, Jan
Walker, Richard
Wright, Francine

20 years

Ames, Elizabeth
Brown, Shari
Carpenter, Gary
Chan, Michael
Cowell, Marilyn
Dorey, Linda
Everett, Lori
Gibson, William
Gifford, Karen
Herrington, Janice
Herrington, Karen
Hilton, Tammy
Isidoro, Ines
Lewis, Tanya
Ley, Ann
Lovell, Joan
Milling, Judy
Morin, Michele
Northcott, Julia
Oyewumi, Cecilia

Painter, Catherine
Robinson, Christina
Sherman, Joan
Sherwood, A.
Simonds,
Stephanie
Teitelbaum, Louise
Thompson, Phyllis
Vanderputten, John
Vanderputten,
Tammy
Wilson, Dianna

25 years

Amaral, Pauline
Anscombe, Kelly
Carreiro, Joanne
Clarke, Karen
Davey, Maureen
Demerah, Shelley
Derbyshire,
Maureen
Feola, Gina
Fisher, John
Godfrey, Lorraine
Graves, Donald
Hanna, Kathy
Hogan, Christopher
Hope, Thelma
Hunter, Gloria
Kennedy, Michael
Labelle, Gay
Lyng, Victoria
McGinn, Maureen
Massey, Debra
Medhurst, Tracey
Moore, Christine
Oczkowski, Yolanda
Patterson, Cathy
Patterson, Douglas
Pullman, Lori
Reason, Stephen
Staley, Lorraine
Stinson, Joan
Storing, Kim
Wilson, Nettie
Witjes, Cynthia
Woods, Sally

30 years

Beleza, Tony
Borges, Guida
Carriere,
Richard
Catlin,
Margaret
Cooney, Frances
Couto, Maria
Dasilva, Fernando
Deschamps,
Marlene
Dias, Fatima
Gemmil, Anne
Graham, Kenneth
Laturney, Marian
Power, Margaret
O'Connor,
Deborah
Raposo, Chris
Shea, Ann
Wilson, Bernard
Wood, Cathy

35 years

Desa, Connie
Fair, Judy
Henson, John
Medeiros, Estrella
Sousa, Lourdes

40 years

Renaud, Michel

*Thank you
to all staff
for your
ongoing
dedication.*



BUILDING...

Providence
Care **HOSPITAL**

Get the latest news at:

<http://providencecareredevelopment.wordpress.com/>

■ From mid-Oct. to early Dec., a Phase 2 Environmental Impact Assessment is being carried out on the grounds of Mental Health Services. The work involves drilling throughout the area, as subsurface investigation of soil, rock and groundwater. This is to determine if there is any existing contamination that needs to be cleaned up. It will also provide information about the strength of the soil and rock, which will help the structural engineers in designing the foundations of our new hospital.

PROVIDENCE CARE HOSPITAL:

Bringing together the programs and services of St. Mary's of the Lake Hospital and Mental Health Services in one new hospital located at 752 King Street West in Kingston.

WORDS OF APPRECIATION



- From a family member of a resident at Providence Manor:
"I just wanted to thank everyone from the bottom of my heart for your ongoing patience with my Mother."
- From a client of Mental Health Services, Forensics:
"I would like to say thank you to everyone who has helped me here and treated me with respect. I have seen that staff have a difficult job at times and see how professional they deal with issues."
- From a family member of a patient of St. Mary's Complex Continuing Care program:
"Thank you so much for the care given to my husband. Just knowing he was so well looked after meant so much to us. Your kindness will always be remembered."