



The Year in Review 2019/2020



Vision, Mission and Values

Our Vision - or dream - is to be:
A Welcoming Christian Community
Giving Life Meaning

Our Mission is:
To give and receive care and compassion for mind, body and spirit based on Catholic ethics and Christian values.

Core Values:

- Hospitality -

A warm and welcoming atmosphere

- Spirituality -

Respecting and appreciating the sacredness within each person

- Compassion -

Accepting and responding with love to the needs of others

- Collaboration -

Working as a team dedicated to living the mission

- Accountability -

Striving responsibly to meet the needs of our Home community

Mont St. Joseph (MSJ) Home's Year in Review 2019/20

Our Mission is “to give and receive care and compassion for mind, body and spirit based on Catholic ethics and Christian values.”

Introduction

Since 1976, special care homes and the people who live and work in them have been the focus and passion of my professional life. Throughout those years, there have been gratifying – and, yes, difficult – experiences but never has there been a year like this with such unique and complex challenges.

Our “Year in Review” shares experiences of the people who live, work and volunteer at Mont St. Joseph (MSJ) Home under the umbrella of the Home’s five Core Values. We identify accomplishments by Residents (Elders), staff and other members of the MSJ family. The challenges to live our Mission are also included; some of these are internally generated but frankly the most complex and frustrating challenges are those external to our control and/or influence.

Common themes of external challenges include the absence of provincial standards of care, workplace safety, the lack of predictable capital funding and, perhaps most importantly, society’s lackadaisical approach for the people living in special care homes. COVID-19 has created a peripheral awareness but let’s be honest, prior to March 2020, there was little interest of what takes place in a special care home. Frankly, too many consider these Homes as places where “*old people go to die.*” It’s easy to be critical of Government for a lack of focus on the challenges before special care homes but the public must accept responsibility as well. Too harsh? Perhaps, but I contend people living in our special care homes deserve the support of their community. Don’t you think so? Before answering, consider what your expectations would be if the person you loved most in the world had to live in a special care home tomorrow?

At MSJ Home, we place most of our focus on what we can influence. To live our Core Values requires thought, deliberation and collaborative action(s). Prayer too! Are we doing what is best for our Residents individually and collectively? Are we contributing to their spiritual well-being? Are we acting in a way consistent with who we want to be? Are we contributing to a compassionate and loving environment where people are treated with dignity and respect? Do they feel welcome? Are Elders and staff safe? Our staff and Board of Directors take these questions seriously.

Another essential question for everyone – “do the people living at MSJ Home and other special care homes in our country deserve society’s collective best efforts to support and encourage them?” If yes, please consider what that means for you.

It seems appropriate “hospitality” is this year’s featured core value. We place considerable emphasis on creating “a warm and welcoming atmosphere” for every person who enters our doors. If someone does not feel welcome, what are the odds they will trust us? Would they contribute to Mission? With COVID, living this core value will be challenging so those of us living and working here must place even more focus on making one another feel welcome. If we respect, nurture and cherish one another, we will continue to live this essential core value every day.

With that as the backdrop, highlights of our year’s experiences follow. After reading them, tell us your opinion – are we living our Mission? Is society doing the best it can for the people who live in our special care homes? As you reflect, do you recall society asking those questions in a public forum with political leaders? In all my years in health-care, we have never had such a forum. Never! Folks, there is work to do.

Hospitality

Romans 12:13 tells us to “make hospitality your special care.” The CHAC Health Ethics Guide reminds us that quality care in a health-care organization cannot happen unless there is a welcoming environment.

- Bishop Albert reminds us that the Church’s commitment to be involved with health-care is to serve the community at large; not just Catholics. Sister Marie of the Sisters of Our Lady of the Cross always emphasized that “*everyone should feel welcome at MSJ Home.*”
 - We celebrate the Feast of St. Joseph every Mission week and pray that St. Joseph is proud of our collective efforts to be a “welcoming Christian community giving life meaning.”
- A Planned Gift by Vic Lemieux to the MSJ Foundation provided the impetus to improve the front entrance area with a beautiful and functional new deck where Elders and their guests can enjoy the ambience of the outdoors in a safe and comfortable area.
 - This has been a long standing dream for our Residents and families. We are blessed by every person and business who donates to our Foundation whose sole purpose is to provide for the special needs of the people living here. Who will be the next person to include the Home in their will and/or estate with a Planned Gift?
- We welcomed Allison Nelmes to our leadership team as Director of Financial, Information Technology and Business Services. Just as she arrived, our accounting package and I.T. support for it collapsed. She and her team found and implemented a new system and had our financial data current by year-end. Remarkable work.
 - In today’s health-care environment, it is difficult to find people to serve in a leadership role for an Affiliate organization that has minimal capacity to encourage and groom potential leaders. What must change?
- Special Care Home Week celebrations are one of the Home’s traditions. We recognize and honour the people who live and work at MSJ Home. We plan public relations ventures to inform and educate the public about the importance of creating an environment in our special care homes where the people who live there can be the best they can be!
 - Our Board of Directors regularly share the successes and challenges of establishing a sustainable environment of love and compassion where people are treated with dignity and respect. They encourage the public, health-care policy makers and Government leaders to be more aware of the challenges before special care homes. Is anyone listening? What must we do differently to ensure society and Government understand the challenges and then respond in a meaningful way to improve the care and support we provide?



- Our Artists @ Home group create Christmas, birthday, get well and other greeting cards that are well received by our extended family.
 - This group generates beautiful art, of course, but the real splendor is watching Elders and volunteers creating havoc with the 3 plagues of every community – loneliness, helplessness and boredom. COVID-19 is clearly reminding us how essential our volunteers and their contributions are to our Residents and MSJ Home.
- Our Board of Directors hosts luncheons with families from each Neighbourhood twice a year. These gatherings are used to share information, build relationships and encourage one another to new heights of service.
 - Feedback from participants is overwhelmingly positive. Unfortunately, these gatherings usually have less than 30% of families represented. What must we do differently to encourage more families to attend?
- 52 delegates from MSJ Home welcomed participants to Prince Albert for the Catholic Health Association of Saskatchewan’s (CHAS) annual conference.

Delegates also received a tour of MSJ Home.....another amazing opportunity for us to live this year’s featured core value.....Hospitality.

- Zero representatives from the Saskatchewan Health Authority (SHA) attended this learning opportunity. What must we do differently to encourage their leaders and staff to attend this inspirational conference?

- In June, Jessica Gale was announced as the Foundation’s Resource Development Coordinator. Jessica has quickly put her stamp on this essential role; for which the MSJ Foundation – and Home – are thankful.



- Jessica has been well received by the extended MSJ family. With COVID, the challenge before every Foundation will be to determine new and innovative ways to fund raise. What doesn’t change is the need to support the people living here!

- Marjorie Priest and her Auxiliary members contribute daily to the Elders of MSJ Home. Whether it’s a birthday party, their fall tea or spring garage sale, they “just” make everyone feel welcome. This team comprises a significant portion of our registered volunteer team.

- COVID forced the cancellation of their 2020 garage sale. Auxiliarian’s contributions are so missed by our Elders. There is no canteen, no hugs and no visits. The longer COVID is here, the more challenging it will be to re-build our amazing volunteer program which has over 300 registered and trained volunteers.

- Our Bill of Rights states Residents have the right to “the opportunity for companionship, variety and spontaneity.”

This year’s Grandparents Day & Stroll-a-thon perfectly illustrates our resolve to support that right. The Home was filled with laughter. The sense of “family” and love permeated the air.



- It was also a successful Foundation fundraiser with proceeds used to update furnishings in the common living areas. \$25-30,000 is spent each year for such upgrades. There is no other source of revenue for these improvements. What would our Home look like without donor support? Would it be a safe and welcoming place?

- We welcomed Diane Kopchynski and Dr. Louis Poulin to our governing team that had an 80% + attendance for scheduled meetings of the Board during this fiscal term.

- Our organization – and Mission – are blessed by people like Diane and Louis who contribute to the work of the Board of Directors. With the SHA settling into its structures and processes, will we be able to build an operational and governance relationship together that is built on collaboration and trust?

- As part of our 2019 year-end celebrations, we participated in a CTV Christmas greeting. What great participation by Elders, staff, practicum students and volunteers!

- It was gratifying to see everyone’s excitement and pride extending best wishes to our community. We often take for granted the opportunity to gather in groups. COVID reminds us of the blessings of gatherings! Don’t you miss them? We are blessed by Shannon Meyers and her staff and volunteers who organize so many of these opportunities for us.



Spirituality

Romans 12:10 states we should “love one another warmly and be eager to show respect for one another.”

- Our Director of Care, Lesley Larrea was in a horrific car accident. The MSJ family was and is devastated. Allison Nagy assumed the responsibility of Acting Director of Care. She and Lisa Rock performed beyond the call of duty

leading our care teams. Napinder Kullar and Tamara Olmstead assumed added responsibilities as did other members of our Leadership team. Our Chapel was, of course, the gathering point to cheer and pray for our colleague.

- 22 years ago, our Board of Directors insisted on a chapel being included for the “new” Home on 28th Street. Today, the Holy Family Chapel is an integral part of who we are. Will the system re-introduce financial support for pastoral and spiritual care? Is there not a legislative responsibility to provide holistic care?
- Watching parents support their child living at MSJ Home is a touching experience. You feel their devotion. You witness their pride and concerns. If that ‘child’ passes, the sorrow is palpable for family, other Residents and, quite frankly, everyone. Our Code Dignity provides the opportunity to honour the Resident and their family.
 - Special care homes were initially intended for the elderly. Today, people of all ages live in them. Our youngest Elder ever was 8, our oldest 104! Today, we have 6 people under the age of 50 living here; the youngest 24. 50% are 85+; the oldest 103. This age variance is another reason standards of care are required. Residents have different religions, interests, cultures & backgrounds. Our obligation is simple....to respect and appreciate the sacredness of every person. When will provincial standards of care become a reality?



- The children of Blooms & Buds are great teachers for the Residents and our staff. One morning, a small group of children observed a MSJ staff performing a task. Spontaneously, the children blurted “here comes trouble!” When the staff member realized the children were talking about him, he ‘just’ beamed.
 - Could the interaction between the children and our staff be a form of wellness? Fyodor Dostoevsky once said that “the soul is healed by being with children.” Why do we continue to build special care homes without space for a childcare center?
- Lorrie Kaglea retired in June. She has been an influential and passionate leader of MSJ Home since 1985. She is a former recipient of the CHAS Mission Award which acknowledged her contributions to health-care and MSJ Home.
 - In today’s world, it is uncommon for an individual to work for one employer most of their career. MSJ Home was blessed by Lorrie, her skills and commitment to serve! Do our provincial collective agreements encourage loyalty to a site or service? If not, what are the implications for care? Safety? Costs?

● CHAS welcomed Blake Sittler as its Executive Director. Blake brings a strong pastoral and ethical background to the provincial Association. We are blessed by his enthusiasm and commitment to make a difference for the CHAS membership and, indeed, all of health-care.

- Throughout its history, CHAS has emphasized the sacredness of people the health-care system serves. CHAS was founded by the Sisters who contributed so much in terms of leadership and formation of health-care in this Province. Will we recommit to CHAS being a strong, vibrant organization that represents Catholic (and faith sponsored) health-care in this Province and country?
- City Police provided two in-services about intruders in our on-going efforts to improve security measures and practices within the Home.
 - Isn’t it unfortunate that a Home for 120 fragile people needs to be so focused on improving its security measures? How can anyone consciously choose to ignore the sacredness of our Elders?
- Families & friends make an extra effort to visit their loved ones at Christmas. Musicians and schools bring their songs and carols. Blooms & Buds children provide their concert and, of course, unbridled enthusiasm. With wide eyes, they remind our Residents that Santa is coming! We often ask ourselves who is the primary benefactor of the children’s presence at MSJ Home? The Elder? Or, the child? What do you think?



- In the “busyness” of Christmas, people living in special care homes are often lonely and remorseful. They are flooded with memories of the “good old days.” We can never overlook the importance of giving our time and, as one of our staff states about the relationship she fosters with ‘her’ Residents..... *“I just give love.”* Especially during lonely times, love is inevitably the antidote.
- We train frontline staff the Gentle Persuasive Approach (GPA). It is different, but complimentary, to the Professional Assault Response Training (PART) staff may use to better manage and support Residents’ behavior, especially those with dementia. We are proud of staff like Janice Jackson who have taken a leadership role teaching GPA.
 - We do not receive funding for training of staff in baseline funding from the SHA. Can a sustainable culture of learning be created without financial support? Is there a successful business or industry in Canada that does not include staff training in their business plans and budgets?
- Our grand piano attracted Anna Schmidt from Germany and ‘our’ Arthur LaVertu. Anna sang classical Scottish, German and light opera. Everyone was touched by the sense of sacredness their music revealed.
 - A grand piano in a special care home? Yes.....where would we be without our Auxiliary’s support to create an environment filled with love, compassion and respect for every person who lives, works or visits here?
- We recognized Colleen Aadland, Marilyn Dewhurst, Judy Dickens, Holly Gerein, Jackie Hedman, Lorrie Kagle, Janet Kulyk, Sharon Mohninger, Paulette Painchaud, Judy Pichula and Joseph Stenberg who all retired. Combined, they have over 300 years of service; Judy with 36 years! We are blessed by every person who commits their skill, passion and careers to the people who live at MSJ Home.
 - The provincial collective agreement allows unlimited lateral moves by employees within the health-care system. Not only does it impact the quality and consistency of service provided, it costs millions of dollars in unproductive costs. Forget about the costs if you like but should we be ignoring Elder and workplace safety? The Province’s crown corporations allow one lateral move a year. Will the protocols created for COVID provide lessons we must consider when the next round of collective bargaining commence? We all “preach” that safety is paramount. Can the health-care system and its unions actually walk the talk?
- Our Ethics Committee met three times this year. Ethical reflections and discussions create learning opportunities.
 - Today, the provincial health-care system has several ethicists. 20 years ago, CHAS had the only ethicist, Father Mark Miller. Our system should forever be thankful to CHAS for introducing ethical reflection into the health-care system’s work and decision-making processes. Where would we be without the contributions of Dr. Mary Heilman, CHAS’ current ethicist?
- Wanda and Andrew Sereda celebrated their 64th wedding anniversary. Staff facilitated a romantic supper with flowers, cake and music.
 - This is the type of initiative that could easily be taken for granted, couldn’t it? It may not be in anyone’s “job description” but the Elders loved it! Their “uniqueness as a person” was acknowledged in a loving way.
- Arthur Pechey Public School’s students and teachers have been an integral part of our intergenerational programming and partnership efforts with considerable success for the students and our Elders.
 - Never was this more apparent than during COVID when teachers organized a rally that travelled by our front entrance, horns honking; everyone cheering. There were few dry eyes for teachers and staff. The power of recognition and remembering others was on full display. Thank goodness for our partners – and friends.



- The MSJ Home Choir, composed of Elders and staff, sang to guests at the Board of Directors Christmas luncheon. Another first for MSJ.....and hopefully, a new tradition. They received a standing ovation. Our youngest Resident introduced the choir and was so proud to participate. Guess what? The choir is already planning for next year!



- What a moving initiative by Jasmine Pelletier and Bruce Grimwood. There were initial skeptics but the choir's performance put that to rest! Where would we be without staff who want to make a difference?
- Sister Therese Leclair passed away 2 months before her 96th birthday. She was a CHAS "Mission Award" recipient and a long standing member of our Auxiliary. Until her very last days, her interest in MSJ was strong.
 - As the number of congregants in the Sisters of Our Lady of the Cross dwindle, we must forever be mindful that many of the traditions we celebrate today are because of our faith-based roots. The Sisters were our founders and loyal supporters of our Foundation. Every year, we offer

in their name the Values Scholarship for a graduate in each of our community's high schools. The Sisters were a constant source of encouragement and took every opportunity to remind us of John 15:5 where "Jesus said that whoever remains deeply rooted in me will bear much fruit."

Compassion

The Scriptures speak to compassion throughout the Bible. Isaiah 46:4 states that "even when you are old, I will be the same. Even when your hair has turned gray, I will take care of you."

- At the CHAS Conference, Dr. Shane Sinclair stated that "compassion is more than a feeling; it is an action we take when we enter into the suffering of another person." He stressed that those in need have "an amazing radar for distinguishing true compassion from superficial kindness."
 - Dr. Mary Heilman states in CHAS' November Communique that it is "not always easy to act compassionately." Then she asks thought provoking questions – what barriers to compassion exist amongst 'our' team(s)? What things help you to act compassionately? And, how can you help your team find the time and speak to alleviate the suffering of others? Dr. Sinclair's studies may be the first initiative to quantify compassion. *Just imagine if compassion became a criteria for Accreditation Canadajust imagine!*
- A staff member once told me that the tool she used to be compassionate to those she served was to "find out the little things a person loves."
 - Her tool requires time, doesn't it? It creates the opportunity to do something the Elder likes versus spending time addressing problems that are often directly related to being lonely, helpless or bored. Do you know that loneliness contributes to many physical ailments that can be life threatening?
- Elder abuse comes in many forms. We must always be on the alert for this possibility. Residents depend on us – we must never forget that people living in special care homes are some of society's most disenfranchised citizens.
 - Do you know the definition of institutional abuse? Without standards of care, this term will become more and more familiar as the demand and complexity of care increases in our special care homes. In some provinces, those concerns are now a reality. Could those concerns lead to litigation and/or legal liability?

- This year's Artists @ Home Christmas Gift Gallery had vendors who provided Elders with shopping and visiting pleasure. One of our staff's daughter sold her art with proceeds going to the local SPCA. Everyone in attendance was touched by her generosity and maturity.



- What an amazing example of our extended MSJ family living the Home's mission "to give and receive....."

- All of us were saddened by the death of one of our Elders who suffered from multiple sclerosis. She was a young and loving mother. Somehow, life does not seem fair. Her faith and love of family were the source of her courage.

- As we celebrated her life, we were struck by the power and influence a dying person can be for family and friends. Thank goodness for the

Foundation's commitment to support our spiritual and pastoral care program. When will the Ministry of Health change their position and support the provision of spiritual care in our province's health-care services? Would we need to ask this question if there were standards of care?

- One of our immigrant staff from Russia moved to Vancouver to be with her family. She was a skilled and talented pianist whose music frequently filtered throughout the Home. She loved playing the grand piano!

- The day she left, she played one more time. Residents, staff, volunteers and visitors gathered to listen and say goodbye. As she played, tears rolled down her cheeks. The listeners' too! So often, it is the "little" things that make the difference, don't you think? It is acts of compassion and love that impact people most!



- Members of the extended MSJ family make a commitment to treat one another with respect and dignity. Both are foundational pieces for compassion to thrive and flourish.

- Staff sometimes share their frustration of not having time to "do the little things" that make a difference for those we serve. What does the health-care system do to ensure that compassion is lived out and supported in its health-care facilities? Should compassion become more of a focus for our health-care system?

- Workplace wellness initiatives promote healthy living and prevention. They encourage staff to care and love themselves.

- A person respected by many once posed the following question – "if you can't love yourself, how can you love another person?" In our busy world, what do you do to support and love yourself? How can we support our Residents to do the same?



- Murray Engele, a former Chairperson of the Board of Directors, passed away. Murray's family continues to contribute to the Foundation's monthly donor program that supports initiatives that benefit the MSJ Home Residents.

- If our Foundation is to continue its support, we need individuals, groups and businesses to support its monthly donor program, the Circle of Care.

- The Holy Family Chapel was packed for this year's Remembrance Day service. The Legion members were touched by the Elders and staff's support of the people who risked their lives for the freedoms we enjoy today.

- With more and more emphasis placed on individual "rights," something as challenging as COVID may remind us to balance those rights with individual and collective responsibilities.

- The Dalai Lama tells us that “if you want others to be happy, practice compassion. If you want to be happy, practice compassion.”
 - Did you know that there is no data or evidence to support the theory of compassion and its benefit to people? The Dalai Lama has it right, doesn't he?! What does our health-care system do to formally support and encourage acts of compassion by its staff for the Clients it serves?



- Throughout the year, we witness examples of staff contributing to daily tasks and responsibilities with less than a full complement of personnel. Never was this better illustrated than when Lesley had her accident. The Leadership team and staff met her unexpected absence with dogged determination. Residents, their families, volunteers and so many throughout our community continue to support Lesley and her family through thought, prayer and deed.
 - We grapple with the “why’s” of such an accident. Although we pride ourselves on our teamwork, we are reminded how important it is to not being dependent on any one person.....no matter how skilled and talented they are. Through this tragedy, we experienced the importance of spiritual care and support for Elders and staff. Having spiritual care return as a funded component of services creates another advocacy opportunity for our Board, don't you think? Without standards of care, advocacy is our only hope for meaningful change!

Collaboration

1 Corinthians Chapter 12, 6-7 reads “There are different abilities to perform service but the same God gives ability to everyone for their particular service.” Every day, Residents appreciate staff WORKING TOGETHER to meet their holistic needs and create sacred moments!

- July 16 was the official start date for electronic medical administration records (eMAR). We became the first special care home in Saskatchewan to integrate this information seamlessly with our electronic care records. The first observation by one of our LPN's was “I love it!!” So much planning and work by Lesley and her staff, our local pharmacy & their staff and PointClickCare(PCC).
 - Where would MSJ Home be without amazing partners like Victoria Square Compounding Pharmacy and PCC? Will this initiative be followed by other special care homes? If we had provincial standards of care, we would know the answer! Are you encouraging your MLA to advocate for provincial standards of care?
- In *The Courageous Follower*, author Ira Chaleff states, "Follower is not a term of weakness but the condition that permits leadership to exist and give it strength. Dynamic followers recognize their own aspirations in the leader's vision. They follow their own light, which the leader intensifies."
 - They give 100%, not because the leader “motivates them” but because they are inspired; the spirit of the activity is within them. They are independent with, not dependent on, the leader. The reality is that without dedicated and passionate followers a leader will fail. Where would MSJ Home be without our dynamic “followers?” When a person does not contribute and support a collaborative atmosphere, what are the consequences for our Elders?
- Our Board of Directors continue to urge the Ministry of Health, the Ministry of Labour, the Ministry of Finance, the Workers Compensation Board, provincial unions and the Sask. Association for Safe Workplace in Health (SASWH) to address province-wide safety issues for special care homes. Special care homes have high rates of worker injuries. COVID has already provided hints of measures we must consider permanently if Residents and staff are to be safer.
 - MSJ Home continues to encourage a team approach to improve the health-care systems' safety environment. Patience is a virtue but when does it become a legal liability? *Who is accountable for system wide safety issues whose root cause is the lack of provincial standards of care?*
- Our services are broadly divided into care and support teams. We understand – and see – the results of the collaborative efforts between them!
 - Do they “compete” with one another? Of course they do! It is a healthy competition as each team appreciates how “important” the other team is for our Elders. Can our teams be better? Yes, we can. In reality, there is no choice.....it is what people who live in our special care homes deserve!

- Les Nemish of SaskTel retired. He contributed significantly to our communication network and provided exceptional service.
 - We are forever thankful to our partners who make it their business to provide quality and timely service. We quietly remind ourselves that every time we shop on-line, we impact the viability of local business. Do health-care services have an obligation to support local businesses who are cost competitive and provide good service? Are the majority of suppliers for goods and services to 3sHealth’s primarily from Saskatchewan? If no, where are they from?
- The neighbourhood Christmas luncheons are traditions that illustrate teamwork at its best.
 - Occasionally, we will hear a staff question whether a certain task is in “their” job description. Then, they witness something like the Christmas luncheons and recognize their significance for our Elders. MSJ Home could not do what it does without our staff – and volunteers – thinking and acting as a team. Are there opportunities to become even more collaborative in the days and years to come?
- The Board of Directors of Villa Pascal and MSJ Home meet twice a year with Bishop Thevenot and Diocese staff to share information and determine innovative ways of supporting one another. It is a good experience for the Diocese and its two faith-based organizations who believe in a community-minded and independent Board of Directors.
 - The Villa is in need of infrastructure improvements to more safely serve their Residents. Our health-care system has a huge challenge to address capital needs that have accumulated since the initiation of health-care reform in the early 1990’s. Does the system understand why this liability continues to grow?
- The Canadian Institute for Health Information (CIHI) is replacing Minimum Data Set (MDS) assessment with LTCF. It is being adopted to better flag health risks and guide comprehensive, person-centered care planning and services.
 - eHealth adopted a convergence platform to transfer health information from health-care sites and/or the Ministry of Health to CIHI. PCC is utilized by the vast majority of long term care facilities in North America and was not even considered by eHealth. There was no “Request for Proposal” (RFP) issued to ensure this was an effective and cost efficient decision. MSJ Home was not consulted even though the Ministry of Health selected and funded MSJ to pilot and implement PointClickCare (PCC). Does the Provincial Auditor promote a RFP process for such ventures? Should special care home operators have been consulted?
- The Provincial Affiliate Representative Group (PARG) continues to work with the SHA to explore different staffing models and requirements to better meet the needs of our Elders. Progress is, at best, slow.
 - When will the “system” and Government acknowledge the real challenge to creating provincial standards of care for long term care tied to measurable outcomes and dedicated resources is one simple consideration – money? In the meanwhile, special care homes struggle to maintain a safe environment for Elders – and staff. In addition, Residents and families’ expectations grow while we explore staffing models that cannot be implemented without money! Where will it come from? Government? The user? Cost efficiencies? All 3?
- MSJ Home serves as the host for the SHA’s NE Zone meetings. We appreciate the dialogue between participants and, like always, learn from one another.
 - Many of the SHA senior leaders had little or no experience with Affiliate organizations. There appears to be a lack of understanding of Affiliates and their role within the system. The learning curve is steep for foundational pieces like the Principles and Services Agreement, budget processes and the list is endless. Effective and trustful relationships are critical if we are to serve people the people of Saskatchewan effectively and compassionately.



- Blooms & Buds Intergenerational Childcare Center and its children and staff are integral to who MSJ is. We are appreciative of Samantha Simmonds and her staff's contributions to our Mission. The children and parents of the Center are also appreciative of them. Recently, they announced plans to expand to Arthur Pechey Public School.



- In August 2020, we will celebrate a 20 year partnership with Blooms & Buds. Initially, there was opposition to this concept. Today, we quietly ask where our Residents would be without the children and staff of this innovative intergenerational childcare center. When will childcare centers be incorporated into the building plans of new special care homes?

Accountability

Colossians 3:23 says “whatever you do, work at it with all your heart, as working for the Lord, not for human masters.”

- We are committed to create a sustainable culture of safety. Staff are always encouraged to “think before acting.”
 - By year-end, we were on a respectful ‘run’ of consecutive injury free days. Every day without an injury, we quietly celebrate literally thousands of tasks, duties and functions being performed without incident. Yet, it takes only one mistake.....one accident to cause an injury. Or, an act of violence. Occasionally, our investigation of incidents or injury concludes we need to commit to thinking our task(s) through more effectively before acting. And, too often, injuries staff experience are related to “system’s” issues that can only be addressed collaboratively by the Ministry of Health, the Ministry of Labour, W.C.B and S.A.S.W.H. We’ve also appealed two claims. The return to work process requires more effective cooperation between physicians, unions and employers.
- One of the most famous politicians in American history, Abraham Lincoln once said “Whatever you are, be a good one!” My parents, not nearly as famous, frequently told me there is only “one person returning your gaze while looking in the mirror.” Colossians 3:23 says it pretty well too, don’t you think?!
 - If, as a community and country, we heeded Mr. Lincoln and/or my parents and/or Colossians, would we be experiencing the challenges we face today? Elder and child abuse? Stealing? Destroying others’ property? Should a special care home need to spend thousands of dollars on security? Why does so much time need to be spent on attendance management in our health-care system?
- In May, our 30+ year old accounting and its computer support system collapsed. Our accounting and I.T. consultants believed, on four separate occasions they had repaired the system. To no avail. In early July, we committed to the Traverse accounting package that Homes in the former Saskatoon Regional Health Authority utilize.
 - There’s not many financial and accounting packages designed for the needs of special care homes. Can you imagine the hours of work and effort by the Sheila, Marilyn and Allison to get our system current? Will AIMS recognize the accounting and financial needs of our Province’s special care homes and Affiliates?
- *We are thankful to every member of our staff who report to work on a consistent basis throughout the year.*
 - MSJ Home is proud of the health-care system’s sick leave insurance program.....one of the best in the world. Unfortunately, our industry has employees who do not come to work on a consistent basis. Who loses when this occurs? Our Residents? How about their co-worker(s)? Taxpayers? It likely is the person who consistently misses work! Is our industry in jeopardy of losing its progressive sick leave insurance program?
- Lisa Rock leads training of PART. The GPA is currently provided to staff who work in Northern Shores/Terrace Rose but we need to expand it to all staff. TLR training is intense and on-going. Our top 10 Safety Rules are promoted daily. This, and much more, are important components of our efforts to encourage a sustainable and safe work environment.
 - Safety initiatives, equipment, supplies, OHS committees and training is time consuming and requires financial support. Not one dollar is provided in our



baseline budget for safety. What industry do you know that does not provide monies for its companies to be safe? If there is none, what are their safety record(s)?

- Immunizations are one of the world’s best kept secrets that have improved the health status of people throughout the world. Small pox, polio and the list is endless of immunization success stories.
 - Today, we have health-care employees who do not receive the annual flu-shots that protect them (and their families) and our Residents from various forms of influenzas and viruses. Will COVID remind society of the importance of immunizations?
- Fit testing for N95 masks occurs every two years for all staff. This testing helps prepare for airborne outbreaks. Certainly, COVID has reminded us how important Personal Protective Equipment (PPE) is.
 - This is one of many services provided in special care homes that was not performed previously. Testing takes time and resources, none of which is reflected in baseline funding for special care homes. The “system” continues to ask special care homes to do more and more. In our efforts to do more, when do we compromise the basic safety of the people living in our special care homes? Or, has it already occurred?
- Leadership transition is an important process for every organization. For its CEO recruitment, the Board of Directors engaged Dan Florizone to lead this effort.
 - COVID has delayed this process somewhat and provides another example of the impact it has on MSJ. We continue to hope and pray for Lesley’s eventual return to MSJ Home.
- Strategic planning is an important responsibility for our Board of Directors and staff.
 - The strategic planning process has been delayed as we dealt with challenges including life-threatening illness and injury to leadership staff. We must never forget that the three P’s – people, planning and prayer – are the key to an organization living its Mission effectively, innovatively and compassionately.
- Led by Wes Moore, the Board of Directors reviewed and amended the organization’s Bylaws and Code of Conduct for its Directors.
 - Bylaw reviews can be such a thankless responsibility but is there ever a better time than when the organization has no major concerns related to this foundational document?
- Improvements to safety include upgrading of equipment, furnishings and infrastructure. Inventory storage, soiled laundry rooms, replacement of the commercial washer and ice making machines, chapel and washroom upgrades and converting ballast to LED lighting are initiatives we needed – and did – address to complement safety efforts.
 - Thankfully, we have skilled and committed people like Joan Byrne and Bruce Grimwood who lead these and so many other initiatives that contribute to our culture of safety. Where would we be without our teams and leaders treating the Home’s financial resources like their own?!
- The longer COVID impacts our lives, the more implications there will be. Being socially isolated is so ‘unfair’ for our Residents! Will families continue to support their loved one? Will volunteers return? Will we be able to maintain spiritual and pastoral programs? Will parishes contribute to religious services? The questions are endless.
 - If the answer to any of these questions is “no,” what are the implications for our Residents? Will our health-care system learn from these experiences and the lessons it has already provided?
- In preparation for the 2020 Provincial election, the Board of Directors requested information from both the N.D.P. and Saskatchewan Party about their respective party’s plans to improve the planning and delivery of long term care.
 - Will our two main political parties respond to the Board’s request? Will special care homes receive the public’s support and convince Government that improvements in the planning and delivery of care are required? Does our Board need to enhance its advocacy efforts to better inform the general public about the successes and challenges of providing care and services to the people living in special care homes?



Summary & Conclusions

What will this year be remembered for? Many will identify COVID-19. Functioning without our Director of Care since October has impacted the entire organization; we so miss Lesley. Our accounting system and supporting I.T. collapsed in May and could not be repaired. Imagine an \$11 million business not knowing its financial status through most of the year! These three events, combined with on-going and day-to-day challenges, tested MSJ Home like never before.

Considering that environment, it is important to heed lessons in Scripture. Matthew 14: 22 – 32 speaks of Jesus walking on the water. Jesus asks Peter to join him but Peter panics and begins to sink into the water. Jesus said to Peter “what little faith do you have? Why do you doubt me?” When he started walking on the water, Peter got into trouble when he lost sight of his next step. Perhaps I have a bit of Peter in me so my hope and prayer is we never lose sight of our next step of being “a welcoming Christian community giving life meaning.” Faith and prayer are powerful instruments that we may overlook when challenges are before us. *We can never forget the lessons of Scripture.*

My parents were great teachers. They constantly reminded me that when there are challenges, resilient people simply “switch gears, re-focus and tackle the problem.” Lesley’s absence demanded amazing individual and team performances to ensure the care and services to our Elders remained focused, caring and compassionate. The accounting system collapse saw similar experiences.....the administrative team worked diligently and were so thankful for the patience of Residents and their families while a new financial system was created. As this is written, there appears to be no end in sight for COVID. But, we already know it has brought insights we – and the system – must approach differently if we are to provide a safe and caring environment for Elders and staff well into the future.

We acknowledge the many complex operational issues before us. There is a root cause. These issues will not be resolved until the public, along with policy and political leaders, ask themselves a ‘simple’ question – “should we commit to structurally improve the planning and delivery of long term care in this country.” Or, not? COVID created an awareness that special care homes are struggling to meet the collective needs of those we serve. Our country paid a horrible price to generate that initial attention. Now, more than ever, advocacy efforts must intensify if we are to sustain the public’s interest. Without that interest, the political leadership to (finally) establish standards of care will not materialize.

Even with our unique challenges, this is actually a year to be proud of. There’s been significant accomplishments! And, more and more people are aware of the challenges before special care homes. As more awareness is generated, advocacy efforts by our Board of Directors and (hopefully) others will reach more people. So, we anticipate the future knowing we will be stronger and better because society is aware of the people who live in special care homes. And, their needs!

This will be the last Year in Review that I present to the Board of Directors, Bishop Albert, the Premier, Leader of the Opposition, our Elders and/or Residents’ families and allied health & social services partners. I must take the opportunity to extend appreciation to so many people and, of course, to everyone associated with MSJ Home. How does one begin to say “thank-you” for the opportunity to work with some of the most dedicated people in this Province? How could any one person be so blessed?

Let’s start with the obvious - the people I served.....my bosses! I had the best bosses! The Residents have always been why I work in a special care home. Mostly, ‘young’ people in ‘aging’ bodies. Every one of them with different physical, emotional, social and spiritual needs. The ‘underdogs’ of the health-care system! I learnt so much from them. There was Christopher, Eva and John in Maple Creek; we’ll never forget the surprise shower they organized for Michelle and my wedding. Miriam, Rae and Walter in Kindersley. Archie, Brian, Doris, Kama Rae, Marilyn, Nette, Phyllis, Rae, Ron, Shirley, Sister Aurore in Mont St. Joseph Home. Each was unique and provided so many memories. They taught me so much about life and what is important.....family, faith, prayer, community.

Obviously, I cannot mention every one of my staff. What must be said is that everyone who committed themselves to service....committed to making a difference for the people we served....committed to being dependable and at work consistently....committed to learning.....committed to making others feel welcome.....committed to live Mission and serve with skill and passion, THANK-YOU. *Never, ever forget.....when caring for others, you do God’s work.*

I pray that our health-care system and its leaders recognize – and appreciate - the impact volunteers have for the well-being of the people who live in our Homes. My goodness, where would MSJ Home be without our volunteers who share their time, energy and skills? If we ever took them for granted, COVID has reminded us how invaluable they truly are.....and what a difference they make. Saying “thank-you” seems inadequate.....but, *THANK-YOU!*

It has been an honour to work with so many skilled and passionate leaders. Clemence Harry, Lynne Minty, Lynda Wallis, Sharon deSantis and Lesley Larrea were amazing advocates for Residents and staff of ‘their’ special care home. The leadership team in Kindersley was innovative, skilled and courageous under exceedingly trying and unique times. Who will ever forget our Christmas skits?! The leadership team of MSJ Home had the strength and courage to ‘put up with me’ all these years. More importantly, they “walked the talk” as they lived our Core Values and respected the importance of our Elders’ Bill of Rights. The stories I could share about these dedicated, passionate professionals who cared deeply about the people they served! They kept me grounded; I’ll forever be indebted to each and every one of them.

Every governing team I worked for had an amazing Chairperson. Cliff Dunwald in Maple Creek. Ruth Holmes and Ken McBride in Kindersley. Murray Engele, Henry Siwak, Fred Matheson, Therese Jelinski and John Swystun in Prince Albert. These 8 people and their Boards of Directors could govern Canada. Each committed themselves and their governing teams to improving the planning and provision of long term care in Saskatchewan.

What amazing mentors Vera & Bun Wasiuta were! Mr. Dunwald gave a young man a chance so many years ago and taught me the intricacies of balancing operational and governance responsibilities. Integrating the Home into the fabric of the community was a powerful lesson Ruth Holmes and Ken McBride promoted. Bishop Blaise Morand, Archbishop Albert LeGatt, Sister Marie Raiwet, Sister Anne Collins, Father Mark Miller, Archbishop Don Bolen, Sandra Kary and Bishop Albert Thevenot taught and reinforced the power and potential of faith-sponsored health-care. Each had patience as a common attribute; they needed every ounce dealing with the (now old) “farmer” from southwest Saskatchewan.

Finally, I must acknowledge my wife and family’s love, patience and support. There were times in my career where my role and responsibilities were in direct contradiction to Government plans and/or policies. When your bosses are the people special care homes serve, this can happen! There were some very lonely times. When there was nowhere to turn, no one to consult with.....Michelle was always there. Our son and daughter, Boyd and Tara, ‘just’ loved me for who I was even when my vocation and passion consumed time that should have been theirs. How blessed am I?

Over the years, there were many accomplishments but too often, the things left undone haunted me. Not having provincial standards of care for the people who live in our special care homes feels like a personal failure. Perhaps I need to heed the lessons in Matthew! I do take comfort in Sister Elizabeth Davis who once advised my responsibility was to plant the acorn seed knowing I’ll never enjoy the shade. Sister Marie counselled it is not my responsibility to “save the world” - it is my obligation to create an environment where others can save the world. So, I believe with all my heart that the prophet Isaiah had it right; he says we are to “*watch for the new things I am going to do. It is happening already – you can see it now.*” So, I ask you to join me as I shout it from the highest tree. Let us proclaim it everywhere – indeed, no matter what the challenge, no matter how much change, through Jesus and his love for us, *there is always HOPE.*

Cardinal Bernandin told the world that “*Christian health care is not so much to heal better or more efficiently than anyone else. It is to bring comfort to people by giving them an experience that will strengthen their confidence in life.*” Inspiring, isn’t it?! With that, I close in prayer.....please, join me one more time. “Lord Christ, You have no body on earth but ours, no hands but ours, no feet but ours. Ours are the eyes through which Your compassion must look out on the world. Ours are the feet by which You may still go about doing good. Ours are the hands with which You bless people now. Bless our minds and bodies, that we may be a blessing to others.” So be it.

Brian B. Martin



Resident/Elder Bill of Rights

*It is the right of the Residents/Elders of
Mont St. Joseph Home to:*

- *Live with dignity, self-worth, and independence*
- *Be recognized for their uniqueness as a person*
- *Have their life respected, nurtured and cherished*
- *Receive care that fosters their spiritual, physical, psychological, emotional and social well-being*
- *Receive care provided by compassionate, competent and knowledgeable staff*
- *Give as well as receive care*
- *Have the opportunity for companionship, variety and spontaneity*
- *Be informed, consulted and exercise choices*
- *Maintain their relationships and integrate with their community*
- *Be in a safe and accepting environment*

Eden Alternative **The “TEN PRINCIPLES”**

1. The three plagues of loneliness, helplessness, and boredom account for the bulk of suffering among our Elders.
2. An Elder-centered community commits to creating a human habitat where life revolves around close and continuing contact with plants, animals, and children. It is these relationships that provide the young and old alike with a pathway to a life worth living.
3. Loving companionship is the antidote to loneliness. Elders deserve easy access to human and animal companionship.
4. An Elder-centered community creates opportunity to give as well as receive care. This is the antidote to helplessness.
5. An Elder-centered community imbues daily life with variety and spontaneity by creating an environment in which unexpected and unpredictable interactions and happenings can take place. This is the antidote to boredom.
6. Meaningless activity corrodes the human spirit. The opportunity to do things that we find meaningful is essential to human health.
7. Medical treatment should be the servant of genuine human caring, never its master.
8. An Elder-centered community honors its Elders by de-emphasizing top-down bureaucratic authority, seeking instead to place the maximum possible decision-making authority into the hands of the Elders or into the hands of those closest to them.
9. Creating an Elder-centered community is a never-ending process. Human growth must never be separated from human life.
10. Wise leadership is the lifeblood of any struggle against the three plagues. For it, there can be no substitute.



Leadership Teams of MSJ Home

Leadership Personnel:

| | |
|-----------------|---|
| Joan Byrne | Director of Environmental Services |
| Eldon Danielson | Director of Spiritual Care |
| Bruce Grimwood | Director of Physical Plant & Maintenance |
| Lorrie Kaglea | Director of Business & I.T. Services (Retired) |
| Sheila Fazio | Confidential Secretary |
| Jessica Gale | Resource Development Coordinator, Foundation |
| Marilyn Ksnyiuk | Confidential Secretary |
| Lesley Larrea | Director of Care (Medical Leave) |
| Brian Martin | Executive Director |
| Shannon Meyers | Director of Recreation & Volunteer Services |
| Allison Nagy | Acting Director of Care |
| Allison Nelmes | Director of Financial, Business and I.T. Services |
| Lisa Rock | Care Manager |

C.U.P.E. Union Representatives:

| | |
|-----------------|----------------------------------|
| Johane Levesque | MSJ CUPE Facility Representative |
| Becki Deli | Shop Steward |
| Rhonda Ferchoff | Shop Steward |
| Angie McKay | Shop Steward |

S.U.N. Union Representatives:

| | |
|-----------------|-----------|
| Napinder Kullar | President |
|-----------------|-----------|

Mont St. Joseph Auxiliary:

| | |
|-------------------------|----------------|
| Marjorie Priest | President |
| Donna Hegedus | Past President |
| Yvonne Pellerin | Vice-President |
| Olivette Chalifour | Treasure |
| MSJ Liaison & Secretary | Shannon Meyers |

There are 25 individuals currently contributing to our Auxiliary. For information about their Mission and how you can become a member and be involved, contact Marjorie or any member of the Auxiliary.

MSJ Foundation's Officers of the Board and Staff Contacts

Glenn McMullen
Angela Weinrich
Jessica Gale
Brian Martin

Chairperson
Vice-Chairperson
Resource Development Coordinator
Executive Director

MSJ Home's Board of Directors

| | |
|---------------------------------------|----------------------|
| Diane Kopchynski | Director |
| Wes Moore | Director |
| Dr. Louis Poulin | Director |
| Martin Ring | Vice Chairperson |
| Henry Siwak | Director |
| Kimberley Stonechild | Director |
| John Swystun | Chairperson |
| Laura Van Schaick | Director (relocated) |
| Father DJ Vu | Director |
| Brian Martin | Secretary/Treasurer |
| His Excellency Bishop Albert Thévenot | Sponsor |