



Kevin's Column

The New Year is a time for reflection and resolution. One of our resolutions for 2008 is to help foster a healthier work environment at St. Joseph's Healthcare. This year we will embark on a number of initiatives to support a greener community for all patients, family, staff and volunteers.

Some of the ground work for these initiatives began last year, when we initiated an Energy Saving and Facility Renewal Program with Honeywell Energy Solutions, to assist us in reducing our energy consumption throughout the organization. Through this energy retrofit project, St. Joseph's Healthcare will reduce carbon dioxide pollution emissions by an estimated 4,165 metric tonnes per year. This is the equivalent to removing 655 mid-size cars off Ontario's roadways.

At our Mountain Campus, we recently announced that Zeidler Partnership will be the architectural firm completing the redesign of this facility. In December, many of you had the chance to learn more about this project and how it

cont'd on Page 3

Accreditation: The Quest for Quality

St. Joseph's Healthcare is dedicated to ensuring our patients receive the highest quality of health care, and in this spirit, we are currently preparing for the upcoming 2008 Canadian Council on Health Services Accreditation (CCHSA) process. This process assists healthcare organizations across Canada in defining, measuring, reporting and improving the quality of the care and service they provide.

Recently, the CCHSA undertook a major revision of the Accreditation program, making it more relevant, flexible and inclusive of frontline staff. St. Joseph's Healthcare was one of only 12 sites across Canada that recently participated in a very successful pilot of this new program.

Part of the preparation for the Accreditation process includes an online organizational self-assessment. This self-assessment requires **all St. Joseph's Healthcare employees** to complete both an online questionnaire geared to the standards for each program/service, and a patient safety culture survey.

Questions are based on the clinical standards for each program with three answer options to choose from. If you are unable to answer a particular question, there is a "can't rate" option. In addition, you must give a priority rating of high, medium or low to each question. A toolkit has been prepared for the program Quality Councils to educate staff on the Accreditation process and initiatives already underway.

This online self-assessment will be available from



January 14th until February 1st, managers will provide staff with the weblinks, login and password information necessary to access the questionnaire and survey. A short-cut icon will be made available on computers at all nursing stations and additional computer kiosks will be set up in the library, cafeteria, and/or lobby at all sites.

The questionnaire will take approximately 20 to 30 minutes to complete and the patient safety survey should take approximately 15 minutes. Please note that your questionnaire and survey responses **cannot** be saved and therefore each must be completed in one session. Responses are completely anonymous.

The results of this process will capture a vital perspective from frontline staff and will help us in our "Quest for Quality" as the program Quality Councils will use the results to develop action plans for continued improvements.

Please complete the online Standards Questionnaire and Patient Safety Survey between January 14th - February 1st

We encourage your participation in this important endeavour

Mission on the Move

A regular update on recent achievements and progress to date in our Corporate and Clinical Attention Areas

Performance Measurement

As part of our continual efforts to increase transparency in the provision of healthcare services, we are pleased to share a series of performance indicators and data sets on our website including:

- ▶ ER Treatment Times
- ▶ Hospital Standardized Mortality Ratio
- ▶ Infection Rates
- ▶ Mental Health Volumes & Utilization
- ▶ Nursing Hours
- ▶ Patient Length of Stay
- ▶ Patient Readmission Rates
- ▶ Patient Satisfaction Rates
- ▶ Patient Volumes
- ▶ Staff Turnover
- ▶ Wait Times

Indicator results are easily downloaded using Adobe Reader and will be updated every three months. To view the results visit our website at www.stjoes.ca and click on the "Planning & Performance" link in the "Quick Links" box.

Service Excellence

Recent accomplishments:

- ▶ Leadership Walkabout sessions initiated in May. To date, over 600 staff in 34 units/departments have met with members of the SJHH Executive Team to discuss the Service Excellence program.
- ▶ Development of Standards of Behaviour document currently in progress.
- ▶ In January and February 2008, SJHH Managers will attend one of nine mandatory Workshops titled: *Service Excellence: Continuing the Legacy*.
- ▶ Commencing in April all staff will have an opportunity to attend an education session and receive communication on this exciting new program that was created to honor the Sisters Legacy of Dignity and Respect and address Culture Survey responses.

Ophthalmology

Recent accomplishments:

- ▶ Reduction of wait times for cataract surgery from 159 days to 102 in the last 12 months.
- ▶ Establishment of an academic residency program that includes three new residents this year.
- ▶ Expansion of a third operating room at the Stoney Creek Campus to accommodate growing volumes for cataract, retinal and corneal surgery cases.
- ▶ Transfer of the adult Eye Surgery program from HHS.

In addition, after consultation with our colleagues at HHS and McMaster University, St. Joseph's Healthcare will be designated as the Regional Eye Centre beginning in May 2008. This designation will involve a greater role for SJHH in terms of increased ambulatory care volumes, day surgery and teaching.

Patient Safety

Recent accomplishments:

- ▶ Completion of 18 Patient Safety workshops from Sept 27 - Dec 13.
- ▶ A total of 621 people (primarily nursing & allied health) have attended the workshops.

Look for a summary of the key findings of these workshops to appear in a future issue of *Connections*.



Dr. Kevin Smith appointed to Board of Directors of Canada Foundation of Innovation

Congratulations to Dr. Kevin Smith, President and Chief Executive Officer of St. Joseph's Healthcare Hamilton, who was recently appointed to the Board of Directors of the Canada Foundation for Innovation (CFI). This appointment was announced by the Honourable Jim Prentice, Minister of Industry and Minister responsible for the Canada Foundation for Innovation.

"This appointment reflects the broad commitment of our community to world-class Research and Innovation," said Dr. Kevin Smith. "I am greatly honoured to serve on the CFI Board. I will do my best as a new Board Member to help raise national awareness about the importance of research, technology and innovation."

In addition to his role as President and CEO of St. Joseph's Healthcare Hamilton, Dr. Smith also serves as Chief Executive Officer of St. Mary's General Hospital in

Kitchener and is an Associate Professor at the McMaster University School of Medicine. Dr. Smith also serves on the Boards of Directors of several organizations, including the Association of Canadian Healthcare Organizations, the Ontario Hospital Association and the Association of Canadian Academic Healthcare Organizations.

The CFI is an independent corporation created by the Government of Canada to fund research infrastructure. The CFI's mandate is to strengthen the capacity of Canadian universities, colleges, research hospitals, and non-profit research institutions to carry out world-class research and technology development that benefits Canadians.

Since its creation in 1997, the CFI has committed \$3.8 billion in support of 5,585 projects at 128 research institutions in 64 municipalities across Canada.

Updated 2008 Holiday Schedule

In order to adhere with recent legislative changes involving the new "Family Day" statutory holiday beginning in February 2008, St. Joseph's Healthcare Hamilton will now recognize the third Monday in February as one of the twelve paid holidays.

This change means that the second Monday in February, 2008 will no longer be recognized as one of the twelve recognized paid holidays.

Please refer to the schedule which outlines the 12 paid holidays for the 2008 calendar year.

Date of Observance	Name	Actual Day
Tuesday, January 1, 2008	New Year's Day	January 1
Monday, February 18, 2008	Family Day	February 18
Friday, March 21, 2008	Good Friday	March 21
Monday, March 24 2008	Easter Monday	March 24
Monday, May 19, 2008	Victoria Day	May 19
Tuesday, July 1, 2008	Canada Day	July 1
Monday, August 4, 2008	Civic Day	August 4
Monday, September 1, 2008	Labour Day	September 1
Monday, October 13, 2008	Thanksgiving Day	October 13
Monday, November 10, 2008	2 nd Monday in November	November 10
Thursday, December 25, 2008	Christmas Day	December 25
Friday, December 26, 2008	Boxing Day	December 26

Cont'd from Page 1

will enable us to continue to respond to the growing healthcare needs of our community in the most effective and efficient manner. This redevelopment will also be supportive of our energy saving initiatives as it will be incorporating Leadership in Energy and Environmental design (LEED) principles.

As we look forward to the year ahead, our greening commitments will consist of various initiatives including the introduction of a recycling program throughout the organization.

January will also include the launch of our Service Excellence Program. A component of our corporate Strategic Plan, this program will deliver on our promise through Compassion, Attitude, Responsiveness and Excellence (CARE) and will help capture and maintain the Sister's legacy of dignity and respect. Continuing the momentum towards achieving the goals outlined in our Strategic Plan, all managers within the organization will be required to attend one of nine mandatory workshops titled: *Service Excellence: Continuing the Legacy*.

These workshops will take place over the next several weeks and will provide managers with the information and educational tools needed to enable a successful implementation of this program within their own departments/programs. Beginning in April, education sessions outlining the importance of this program will be held for all staff. I encourage everyone to attend these important sessions.

As a final note, as we embark on a healthier work environment, I would suggest that every little bit counts. I'm pleased to share the first small step we have taken today - this month's issue of *Connections* is printed entirely on recycled print.

Best wishes for a healthy and happy 2008.

*Dr. Kevin Smith
President & CEO*

Do you have a question or bright idea to share? I want to hear from you. Please email me at: president@stjoes.ca

New study from Mood Disorder Program looks at memory function in bipolar disorder

By Debbie Silva, Media Relations Coordinator, St. Joseph's Healthcare Hamilton

A new study on the effects of bipolar disorder on an individual's memory of real-life events is underway in the Mood Disorder Program at SJHH.

Lead by Research Scientist, Dr. Margaret McKinnon and Psychiatrist, Dr. Glenda MacQueen, this study will not only examine a bipolar patient's memory of emotional life events and its effects in their day-to-day functioning, but also examine the connection between changes in brain tissue volume and autobiographical memory.

"There is some preliminary evidence that patients with bipolar disorder have trouble remembering everyday life events such as family dinner," says Dr. McKinnon. "But it may be that remembering varies with emotional content, such that highly emotional memories are well recollected, but neutral memories are not."

In the present study, patients with bipolar disorder are asked to recall three events: a

negative one such as an accident, a positive one such as a wedding, and a neutral one like an uneventful family dinner. Dr. McKinnon and her colleagues hope to gain a further understanding of memory changes during bipolar illness and changes in which brain regions underlie this dysfunction. Their goal is to reduce the negative impact of a neuropsychiatric illness such as bipolar disorder.

"Are emotional memories better remembered than every day memories?" wonders Dr. MacKinnon. "We have seen this before in patients with dementia and post-traumatic stress disorder, where neutral memories are poorly recalled, but emotional memories are intact or even enhanced. We wonder if that is also the case in bipolar disorder."

This study was recently funded by a two-year grant from The Scottish Rite Charitable Foundation of Canada. The Scottish Rite Charitable Foundation of



Dr. Margaret McKinnon

Canada is a private charitable foundation that assists researchers in a search for the causes and cure of intellectual impairment.

The study, titled, *Autobiographical memory for emotionally valenced events in bipolar disorder*, is on-going. Those interested in participating can contact Helen Begin at ext. 35426.

New sign unveiled in honour of Hamilton Spectator

By Valerie Ramsay-Brown, Communications Officer, St. Joseph's Healthcare Foundation



From L to R: Ms. Carleen Finch, *The Hamilton Spectator*; Ms. Rebecca Repa, *St. Joseph's Healthcare*; Ms. Jane Allison, *The Hamilton Spectator*; Mr. Gary Myers, *The Hamilton Spectator*; Mr. Rob Donelson, *St. Joseph's Healthcare Foundation*; Dr. Mark Crowther, *Board of Directors, St. Joseph's Healthcare Foundation*

In November, a new sign was unveiled in the hospital's Outpatient Department honoring the Hamilton Spectator's generous gift to St. Joseph's Healthcare's past Miracles and Modern Medicine Campaign for the hospital's expansion and redevelopment initiatives, including the Juravinski Innovation Tower.

Guests from the Hamilton Spectator, together with staff of St. Joseph's Healthcare Hamilton and its Foundation attended the event and enjoyed a tour of the Juravinski Innovation Tower and Fontbonne's bustling Outpatient Department.

"The Spectator is Hamilton's newspaper, just as St. Joseph's Healthcare is Hamilton's hospital," said Gary Myers, Vice-President of Circulation and Marketing at the Hamilton Spectator. "Each has a long history of service to the community and it is natural we would forge an enduring partnership."

Each year close to 100,000 individuals visit this area for treatment and care. Myers added, "This is so fitting. The number of people who pass through this waiting room every year is a near match to the number of subscribers homes we deliver to every day."

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SPD: Continually striving for excellence

By Wanda MacLean & Joanne Anderson - Sterile Processing Department, SJHH

Until the 1940's, medical/surgical supplies were, for the most part, processed and maintained in the departments and patient care areas in which they were to be used. Under this system, there was considerable duplication of effort and equipment and it was difficult to maintain consistently high standards for sterilization technique and product quality. As the number increased, it became apparent that a centralized processing was needed for efficiency, economy and patient safety.

The role of the Sterile Processing Department (SPD) is to decontaminate, inspect, assemble, package, sterilize and distribute all of the reusable patient supplies, instruments and equipment for the hospital in order to ensure high standards of infection prevention and control within the health care facility. SPD supplies these services to all areas within the hospital but has a particular focus on the ORs, Labour and Delivery and the Emergency Department. Distribution of medical/surgical supplies and other items are controlled by SPD centrally in order to maintain the flow of sterile supplies efficiently and effectively throughout the hospital.

Surgical services and sterile processing departmental responsibilities and functions have undergone a tremendous change in the last 12-15 years. Demands on the human and material resources in healthcare have impacted how service is provided. With a greater focus being put on patient safety today, SPD plays a crucial role in infection prevention in situations where the patient is at much higher than normal risks. SPD currently follows CSA standards associated with decontamination, sterilization and infection prevention control. These are National Standards of Canada

meaning they meet and at times exceed requirements set out and enforced by the Standards Council of Canada. These standards represent best practices with respect to policies, procedures and routine practices. At SJHH quality is measured against known SPD benchmarks concerning best practices.

A comprehensive SPD training and competency testing program was developed that was consistent with CSAO Standards of Practice and Health Canada Guidelines. Central Service personnel must become actively involved in an ongoing program of professional development and continuing education including: weekly in-service training; technical training; annual recertification of preparation courses, and involvement in professional organizations.

A mandatory annual review utilizing an internal checklist is conducted to demonstrate continued competency.

The dynamics of the healthcare environment today are such that it puts pressure on every department in the hospital in terms of the quality of service and the timeliness of service so each hospital can deliver the highest quality of care. The OR and SPD working together is critical to the success of an organization at being able to do just that. Teamwork means caring for and about people. Intelligent caring takes enormous energy and the ability to share knowledge and communicate effectively. Adhering to the St. Joseph's Healthcare mission statement, we are dedicated to these values and commit our skills and resources to fulfill them. We will continue to strive for excellence. We care for patients and our work saves lives. SPD truly is the heart of the hospital.

Body Watch

Breakfast Cereals: Are they just for Breakfast?

Beginning your day without breakfast is like starting your car without gas. Breakfast cereals provide a wide variety of nutrients that help to get you going.

Cereals - both the ready-to-eat and cooked varieties - provide vitamins, minerals and often lots of fibre. Adding milk, yogurt or fruit to the cereal further increases its nutritional value.

When choosing cereals remember:

- ✓ Check the label for the fibre content. Good fibre cereals have at least 2.5 grams per serving.
- ✓ Whole-grain cereals contain more fibre.
- ✓ Look for cereals with at least 25% of vitamins and minerals.
- ✓ Look for cereals that provide some healthy fats. For example, nuts, which are common ingredients in granolas.

In addition, breakfast cereals often make good snacks. With their portable nature, cereals can be enjoyed dry or with milk

Body Watch is a monthly column on health and nutrition written by the Dietitians of SJHH and Dietitians of Canada.



Foundation Holiday Gala a success!

It truly was a wonderful night. Members of the 2007 St. Joseph's Healthcare Foundation Gala Committee, led by Chair Deanne Day, created a magnificent event. Themed "It's a Wonderful Life", the evening's décor and festivities evoked the magic of old Hollywood glamour. The evening's entertainment included Mr. Michael Burgess (inset). A record number of guests attended and \$225,000 was raised for research, equipment and patient care at St. Joseph's Healthcare Hamilton.

To view more pictures, please visit our website at www.stjoesfoundation.ca.

Ol' St. Nick joins St. Joe's for breakfast



Living the Mission

A spotlight on staff, physicians and volunteers who demonstrate the St. Joseph's Healthcare Mission in Action

Just after Easter, I was diagnosed by Dr. Matsumoto with bladder cancer. He pink listed me and on the evening of May 8, I was admitted to the musculo-skeletal ward as a bed became free. Although I was not in the 'right place', the nursing staff made me very welcome and comfortable and was very attentive to my needs while I waited 24 hours until an OR was ready. The doctors and nurses in the OR were friendly and confident before the TURBT and my time in the recovery was more than pleasant.

I spent the better part of next day in the musculo-skeletal ward where their care and friendliness continued until I was finally moved to the uro-gyny ward on the second floor in mid-afternoon. Here again I was made welcome and allowed to go home at about 6 pm on the 10th on the condition I took proper care of myself.

Since then, I have been back for the six BCG treatments at the Outpatient department where the staff have been quick, efficient, tactful and friendly. I have never had to wait more than 10 minutes after my appointment time and some of the time I am taken in for treatment ahead of time.

My heart-felt thanks to all involved in my stay and treatment at St. Joes.

Andy Philpot

St. Joseph's Healthcare sponsors families in need

What do a health care worker, a girl guide and a steel worker all have in common? They, and others, pitched in to sponsor marginalized singles, families and seniors in the 4th Annual Holiday Matching program, organized by Lyn Roberts, Administrative Assistant, Social Work Department.

At the beginning of November, social workers gathered names of patients interested in being matched with sponsors for Christmas. In total, 53 families had "a merrier Christmas than they might otherwise", said Lyn. Those families included: 37 males, 49 females, 71 children, 3 dogs and 5 cats. The ages ranged from "in utero" to 71 years old.

The sponsors, initially staff from a wide variety of departments within the organization, opened up to include friends, family, a Girl Guide troop, and a local Church youth group. Even a group of steelworkers from Fisher and Ludlow in Burlington got into the act, donating over \$650 to two families.

Sponsored families received such items as toiletries, new toys and clothing, as well as gift cards to local grocery and department stores. With the help of the referring social worker, Lyn delivered the gifts during the week before Christmas.

"One patient lives in a nursing home; he was thrilled to receive a small TV so he could watch the news everyday", said Lyn.

Thanks again to all staff, family and friends who helped make the Holiday Matching program a repeat success.

Pet Therapy dogs offer so much more than companionship

By Stacey Solvason, Recreation Therapist, St. Joseph's Healthcare

There are times when we can all use a little extra unconditional love and support in our lives. During periods of illness, injury or depression, companionship of the animal variety may be just what the doctor ordered.

When individuals who have had pets all their lives are admitted to the hospital, in some cases for a lengthy period of time, these patients can begin to miss the companionship of their pet. Having a Pet Therapy program in the hospital can help ease that loss. It is also a great way to get patients socializing and motivated for participation in other therapies.

According to the Humane Society of Canada, a 1999 Australian study conducted by Petnet Australia has shown that people who have pets in their lives are better able to cope with stress, physical disabilities and emotional disabilities. Pet owners tend to recover more quickly from illness and surgery, and people who own pets typically visit the doctor less often and use less medication.

The St. John Pet Therapy Program has been in operation since 1992 and in the Hamilton

area since 1994. For the past decade, Therapy dogs have been used at St. Joseph's Healthcare to promote therapeutic interaction. Although at times the program has had to overcome a great deal of skepticism, the improvement in the disposition and the well being of some of the patients is nothing short of astonishing.

For the past 10 years, Mira with her dog Fruvov (a German Shepherd cross) have spent their time on 4 Geriatrics. Sally and Jazz (a Golden Retriever) have visited patients in the Psychiatry program located on the 10th floor of the Juravinski Tower. Both dogs have now become St. John Ambulance Therapy Dog "Emeritus" after recently retiring.

"We have made countless friends from all over the organization," says Sally. "From the nice guy in the parking kiosk, to the staff in Medical Records, the staff in the Outpatient Department, Public Affairs staff, secretaries, Nurses, Doctors, Recreation Therapists and all the way up to your CEO Kevin Smith who has been known to leave his place inline at Second Cup to come and pet Jazz."



Sally, Jazz, Mira and Fruvov stand surrounded by their St. Joseph's Healthcare Hamilton friends.

As a token of gratitude for all the years that Jazz and Fruvov have visited the patients at St. Joseph's Healthcare, a retirement tea was recently held for them on the 5th Floor of CCC.

Friends, colleagues and patients attended with well wishes and thanks. A special gift was also presented to Sally and Jazz. Jazz, who recently suffered a torn ligament in his right hind leg, was in need of a special leg brace to help him get around. SJHH and friends pulled together

A Special Thank You

Jazz and Sally wish to thank St. Joseph's Healthcare's amazing staff for their overwhelming generosity.

"You raised over \$800.00 to offset the cost of Jazz's braces and his medical care. The braces have given him back his mobility, as well as protecting both knees from further injury as he heals. His vet is very pleased with his progress so far. Your gift truly expresses the spirit that is St. Joseph's Healthcare."

Sally Young
St. John Ambulance
Therapy Dog Program

The latest Payday Payouts winners are...

November 30th, 2007

Joyce Clark from CCC won \$4,398.00.

December 13th, 2007

Lori Enlund from ICU won \$4,435.50

Every payday, staff members have a chance to win. To enroll, visit our website at www.stjoesfoundation.ca

In order to demonstrate complete transparency and to uphold the ethics of fundraising, Foundation staff do not participate in the Payday Payouts lottery. All Payday Payouts winners are notified of their win via telephone by St. Joseph's Healthcare Foundation.



Jimmy Lomax and his Operation Santa Claus brought Christmas spirit and joy to Levels 4, 5 and 6 of the Juravinski Innovation Tower. Lomax sang Christmas carols and dropped off gifts to each patient on the units.



Save the date!

Hungarian Exodus

An exhibition commemorating and documenting the lives, struggles and achievements of the over 40,000 Hungarian refugees who immigrated to and settled in Canada following the Hungarian Revolution of 1956.

January 21 - February 1, 2008
2nd Floor, Juravinski Innovation Tower
Charlton Campus



14th Annual First Canadian Humour Conference

Special program with entertainment and motivational speakers.

Practical and innovative humour strategies.

February 9, 2008
9:30 a.m. to 2:00 p.m.
Conference Room #3

Fontbonne Building, Charlton Campus
Call (905) 573-4801 for more information.



Go the extra mile for St. Joseph's Healthcare!

114th Around the Bay Road Race in support of

St. Joseph's Healthcare Foundation
March 30th, 2008

Put together your own 'Team St. Joseph's' and join us in raising funds for St. Joseph's Healthcare Hamilton.



Congratulations to Marlene Walton, pictured here with Betty Kenney, Benefits Program Administrator, Human Resources, Varujan Gharakhanian, Acting Chief, Human Resources and Michael Lay, Business Development Executive, TD Home and Auto Insurance. Marlene was the winner of the TD Insurance Home and Auto's Exclusively Pure Genius Contest and is the proud recipient of \$2000! The contest, which ran from August 13th until October 5th, was open to those SJHH employees who either requested a quote or were already policy owners.

SJHH employees are entitled to preferred group rates from TD Insurance for their home and auto insurance. Call 1 866 296 0666 to see how you can save!



Going above and beyond this Christmas

On behalf of the Good Shepherd Centre of Hamilton, we would like to extend a huge thank you to all of the caring staff here at St. Joseph's Healthcare Hamilton for all your generous donations of hats, scarves, mittens, food items & toys!

This year you definitely went above and beyond, collecting a total of 500 hats, scarves and mittens, 600 food items and 900 toys!!

A very special thank you to the following Redevelopment contractors who participated in this year's Wish Tree Program - Stewart Mechanical Contracting, Alco Sheet Metal, Comstock, Tosello & Sons Inc. and Dry-Ac Interiors. They each generously donated a \$500 HBC Gift Card with which we were able to purchase many more needed items such as winter coats, coats, clothing and toys for the disadvantaged children in our community. Also, many thanks to CanReg Inc. for their continued participation in this program.



CONNECTIONS

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We want to hear from you!

Please send us your comments, suggestions, story ideas or submissions. The Public Affairs Department reserves the right to edit and print your submissions as space permits. Submissions are subject to approval.

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