



Kevin's Column

When the Sisters of St. Joseph of Hamilton founded our hospital in 1890, they were rigorous in their standards and consistent in way they provided care to the sick. This approach is as relevant today as it was at the turn of our last century. As numerous studies have shown, the key to ensuring safe, high-quality care is standardization. It is this standardization to which we must return to ensure the very best care for our patients, and it is for this reason that I am asking the entire St. Joseph's team to participate in renewing our corporate approach to safety and to standardization.

As a leading academic health sciences centre, SJHH has a responsibility to not only create new knowledge and support scholarship but to also ensure the implementation of best practice and process. Across our sites it is imperative that we embrace a standardization agenda, both for the benefit to our patients, and due to the scientific validity of this approach.

Much of this important work has already begun. The St. Joseph's Healthcare Board of Trustees has embarked upon an ambitious agenda of quality and safety, and in partnership with the Chiefs of Departments and the hospital's

Cont'd on Pg. 5

SJHH Crisis Outreach and Support Team takes top honours



Congratulations to St. Joseph's Healthcare Hamilton's Crisis Outreach and Support Team (COAST), recipients of the Kaiser Foundation's Mental Health and Addictions Award! This award honors excellence in the field of mental health and substance abuse support. Terry McGurk, Manager of COAST, and colleague Sarah Burtenshaw, accepted the award at a ceremony held in Montreal on May 26, 2009.

"Our team is thrilled and extremely appreciative of this award," says McGurk. "By providing our services in this community, we can now offer a lifeline of hope and a foundation of support to individuals suffering from mental illness and addictions."

COAST was created to enable the Hamilton Police Services and mental health professionals to work cooperatively in providing services such as outreach, assessment, support and interventions in crisis situations to individuals who are mentally ill. COAST includes a team of police officers, mental health and addiction professionals, child and youth workers and many dedicated support staff.

From L to R: Tanya Gardner, Terry McGurk, Garry David, Sarah Burtenshaw, Esther Bulk, Gord Davies, Sherry Gallant and Linda Stansfield.

St. Joseph's Healthcare Foundation appoints President and CEO

St. Joseph's Healthcare Foundation is pleased to announce the appointment of Sera Filice-Armenio to the position of President and CEO.

In this role, Sera will provide leadership and strategic direction to the Foundation's diverse fundraising, donor relations, and communications portfolio. For the past four years, Sera held the position of Vice-President of Development at the Foundation. She came to St. Joseph's from McMaster University where she held a series of increasingly senior roles in the alumni and development offices of university advancement.

A graduate of McMaster University, Sera has 17 years of experience working in educational and healthcare philanthropy in the greater Hamilton community.

St. Joseph's Healthcare Foundation raises and stewards funds vital to fulfilling St. Joseph's Healthcare Hamilton's mission as an exemplary academic health sciences centre devoted to research, education and compassionate patient care, consistent with the Sisters of St. Joseph of Hamilton's historic legacy of serving body, mind and spirit.



Sera Filice-Armenio, President & CEO - SJH Foundation



Nuclear Medicine Isotope update

As staff and patients are aware, there has been a current shortage in the last month of medical isotopes as a result of the closure of the Nuclear Reactor at Chalk River. This situation has affected the Department of Nuclear

Medicine at St. Joseph's Healthcare Hamilton, but the department is currently working towards alternate solutions in the interim including using 18F-Sodium Fluoride for whole body scanning, as well as implementing plans for more efficient use of existing supplies.

Patient care has fortunately not been affected and needs are currently being met. Patient care and quality of care is vital and the Department of Nuclear Medicine is working tirelessly to meet the needs of its patients.

It is important to note that our staff has been remarkable and are responding in every way possible. These shortages are managed day-to-day and the department is making every effort possible to ensure that staff and patients have the information required to manage their care.

"We ask that staff and patients continue to be patient and cooperative throughout this difficult period," says Kathleen Sommerville, Manager of Nuclear Medicine. "We recognize that our staff have been stretched thin, but we appreciate every bit of their dedication and effort during this trying time."

The importance of memorial gatherings

By Lucinda Landau, Chaplain Resident, SJHH

The opportunity to mourn on the site of what was likely an experience of painful, personal loss is one that the Spiritual Care Department provides for patient families and staff. For staff in particular, the service is a chance to reconnect with the patient's family whom they have come to know or to grieve together after the death of a colleague at the hospital.

As SJHH is a teaching hospital, chaplain residents plan the services rooted in their personal experience of having provided spiritual care and support at the bedside of dying patients, their families and also with the frontline unit staff. Care is given to create a service that is open to diverse expressions of belief, allowing emotions to flow naturally with a feeling of safety. Reflections are offered which are sensitive to the grieving process, followed by informal sharing over a cup of coffee or tea. People open up to their loss at different times during the gathering and some find restoration in being able to share a memory of their loved one, or express gratitude for the support provided by the healthcare staff.

Memorial gatherings are part of a template of caring that encompasses the wider mission of St. Joseph's. The next hospital-wide memorial gathering is planned for Thursday, July 23rd from 4:00 to 5:00 p.m. in the Charlton Campus Chapel.

We invite all staff and patient families who have experienced bereavement at St. Joseph's during the months of March, April and May 2009 to attend.

We appreciate staff participation and encourage your contributions during the service. Please contact Liz Toke, Spiritual Care at extension 33263 if you would like to be involved.

Celebrating years of service to St. Joe's



On May 26th, over 400 SJHH employees joined together at Carmen's Banquet Centre to celebrate their years of dedicated long service to the organization. Staff who have reached their 15th to 40th milestone year were invited to attend this exciting event, emceed by Hamilton's own Connie Smith, formerly of CHCH TV.

This year, St. Joseph's Healthcare honoured seven employees with 40 years of service to the hospital. These individuals, who began their careers at St. Joe's in 1968, were each presented with an original Sherman Falls print by local artist, Robert Ross.

Pictured from L to R: Leticia Escarrilla, Dulce Balmadres, Carol MacNeil, Ellen Monkhouse, Edna Wallace. Absent: Heli Stephenson, Barbara Stirling

Honouring true dedication to our Mission

The St. Joseph's Healthcare Mission & Values Awards are presented annually to an employee and team who best exemplifies our Mission in their daily work. Congratulations to **Barb Fiorino**, recipient of the SJHH Commitment to Caring Award and the **Kidney Urinary Program Administrative Support Team**: Connie Spears, Karen Sinkevicius and Terry Cook, winners of the Sisters of St. Joseph Working Together Award.



From L to R: Karen Sinkevicius, Connie Spears and Terry Cook - Kidney Urinary Administrative Support Team



Barb Fiorino, Coordinator of Community Services, SJHH Respiratory Therapy Department

Congratulations to all those nominated for this year's awards!

Sisters of St. Joseph Working Together Award nominees:

9 Tower Nursing Practice Council
 SJHH Green Team
 Pre-Admission Assessment Unit
 Womankind Addiction Services
 SJHH Telecommunications Department
 Respiratory Therapy Services

SJHH Commitment to Caring Award:

Peggy Maskell - Hemodialysis
 Lois Cottrel - Library Services
 Sandy Rowan - Community Schizophrenia Services
 Mary Ann Breitigam - Diagnostic Imaging Department
 Jackie Barrett, Director - Mat/Child, Gastroenterology & Endoscopy

New award recognizes Patient Safety at SJHH

The Patient Safety Star Award, acknowledging the incredible efforts that are being made to help minimize risk and improve patient outcomes across the entire organization were also awarded at this year's Employee Long Service Awards ceremony held on May 26th.

Congratulations to both of this year's recipients:

Medication Reconciliation on Discharge

- Submitted by the Medication Reconciliation Working Group

Detergent Free Cleaning Solution

- Submitted by Environmental Services

This year's nominees included:

- Biomedical Response to Pump Module Recall
- Critical Care Response Team
- Championing Patient & Staff Safety: A Multidisciplinary Team Approach in the ICU
- Optimizing Patient Safety During Shift Handover Utilizing Technology
- Introduction of Detergent Free Cleaning System (DFC - Sodium Hypochlorite) - Environmental Services
- Individualized Medication Transcription, Administering and Monitoring Review
- Neonatal Response Team
- Patient Safety Initiatives in Acute Psychiatry
- Ventilator ID Tags for Electrical Cords
- Frontline Patient Safety Workshops
- Patient Flow Initiative
- Eye Infections in the Surgery Center/Eye Clinic: Root Cause Analysis and Tracking
- Discharge Medication Reconciliation
- Admission Medication Reconciliation
- Eliminating Problem Prone Abbreviations
- Improving Documentation for Patient Specific Sterile Room Items
- Managing Peritoneal Dialysis Across the Continuum: An Awareness Campaign for PD Stakeholders
- Learning from a Medication Error Review on Renal Transplant Unit
- Nebulized Hypertonic Saline for Bronchiolitis in Infants
- Screening for Patients who Require Probiotics
- Leading Patient Safety Practices in Acute Psychiatry

Q & A

Over the past year, St. Joseph's Healthcare Hamilton's Public Affairs Department has engaged in a process to enhance and align the hospital's corporate brand. As part of this process, the department recently released a new corporate identity manual, entitled 'The Look' which provides the standards and guidelines for the hospital logo and hospital sub-brands.

Why did St. Joseph's Healthcare Hamilton undertake this process?

There were a few factors which prompted St. Joseph's to initiate this process:

- 1) In 2008, a telephone survey of residents in Hamilton, Ancaster, Dundas, Burlington, Niagara, and Brantford revealed a high overall image of St. Joseph's Healthcare but a low level of awareness of St. Joseph's key clinical programs and services.
- 2) A lack of standardized hospital educational/marketing materials and misuse of the corporate logo had resulted in significant internal and external brand contamination across the organization.
- 3) A consistent profile and brand was identified as a critical need in light of the hospital's on-going fundraising and recruitment efforts.

What were the key objectives of this process?

The goals were as follows:

- 1) To increase awareness of hospital programs and priorities. As part of addressing this objective, banners have been erected at each of our campuses which highlight our clinical programs and staff, physicians from many of these areas.
- 2) To develop standards to align the hospital's corporate brand, campus names, signage etc.

I have heard the hospital is changing the site names as part of this process? Is this true?

In the process of conducting focus groups with front-line staff, communi-

ty partners and patients, a key theme which emerged was confusion regarding the existing hospital campus names. To improve clarity for patients and visitors coming to each one of our campuses, the hospital will now strictly feature the hospital's corporate name, St. Joseph's Healthcare Hamilton, and the associated street names in all references and signage for the campus. ie. The campus names are now as follows: Charlton Campus, West 5th Campus, King Campus. As a result, we will no longer use the CMHS and CAHS names.

What is "The Look" and where can I obtain a copy?

"The Look" is the hospital's corporate identity manual which was developed as an internal tool to provide departments and units with guidelines for the use of the corporate logo, partner logos (eg. McMaster), and corporate sub-brands (eg. MIU, FIRH, etc).

The document also contains various templates of all hospital collateral material including letterhead, business cards, elevator posters, powerpoint presentations, envelopes etc. The document also includes a copy

of these items, along with various formats of the hospital logo and our partner logos in CD-rom format, at the back of the handbook. Electronic templates will also be available from the Public Affairs office, Printing Department and for download via the Intranet Sharepoint system.

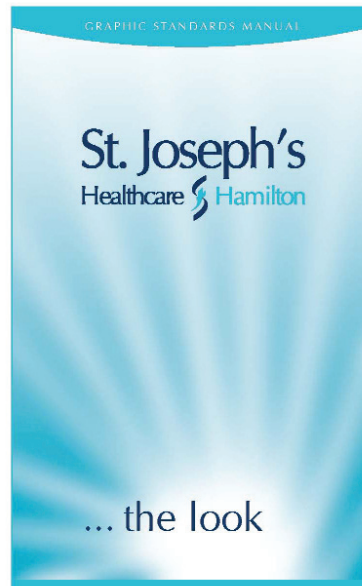
What do we do with existing documents and materials that are not reflective of the current brand standards?

As part of our commitment to a green environment and in the spirit of financial responsibility, please use your existing

supplies. Please do not throw out existing materials. When you have used up your current materials and are ready to re-order a document/form from Printing or Stores, please ensure that it meets the current standards.

What are the next steps in the branding process?

Additional banners have been posted at the streetscape at each campus. In partnership with the Redevelopment Department, new exterior campus signage will also be introduced at the Charlton and King Campuses. Changes to signage at the West 5th Campus will be implemented as part of the redevelopment of that campus.



Improving processes and patient flow

By Michelle Joyner, Corporate Patient Flow Manager - QPPIP, SJHH

During the past year, many improvements have been made throughout SJHH and by our community partners to improve the flow of patients throughout our organization. However, SJHH continues to fall short of the MOHLTC target of 90% of patients reaching an inpatient bed from the Emergency Department (ED) within eight hours. In March, 56% of patients at SJHH arrived at an inpatient bed within eight hours from the ED.

Each area within the hospital is implementing strategies to improve processes and improve patient flow. Some highlights of the more recent changes include:

Corporate patient discharge time of 11:00 a.m.

We are asking all units to work with patients and families to achieve a discharge time of 11:00 a.m. Physicians are encouraged to write discharge orders the day prior to discharge so unit staff can arrange all documents and follow-up appointments the night before. Currently only 15% of patients are discharged by 11:00 a.m. The target is to have 50% of patients discharged by 11:00 a.m. by September 30, 2009, and

80% by December 31, 2009. Please bring any additional ideas you may have in achieving an 11:00 a.m. discharge time to the attention of Michelle Joyner, at extension 32952.



New brochure for patients and families

All patients admitted to SJHH, as well as those seen through the preadmission programs, will be provided with education and a brochure about "Planning for Going Home After a Hospital Stay". The brochure provides information about how the team will assist and support you and your family in the planning process, how the patient can get ready for discharge and how patients can stay active in the hospital.

Patient Flow Status

The ED, Surgery, Critical Care, and Mental Health programs are assigned a patient flow status colour (GREEN / YELLOW / RED) based on identified trigger points throughout the day. A corporate team is reviewing the appropriate actions required when in status YELLOW or RED to move the organization back to GREEN.

Recognizing excellence in nursing care

Congratulations to the following outstanding individuals who were presented with Nursing Excellence Awards at the annual Nursing Dinner held in May.

Excellence in Mental Health Nursing

Susanne Swayze, RPN

Excellence in Emergency/Ambulatory Care Nursing

Natalie Booth, RN

Excellence in Maternal/Child Nursing

Paula McDonald, RN

Nursing Education

Julie Pace, RN

Excellence in Surgical Nursing

Shirley MacBride, RN

Patient/Family Education

Elizabeth Ward, RN

Excellence in Medical Nursing

MaryAnn Rizzo, RN

Preceptorship/Mentorship of Students & Colleagues

Elly Groen, RN

Excellence in Critical Care Nursing

Angela Greiter, RN

Star On The Horizon Award

Heather Sholer, RPN

Excellence in Nephrology Nursing

Jackie Nagy, RPN

Nursing Leadership

Colleen Stang, RN

Robertson Memorial Award

Maryanne Mancini, RN

Kevin's Column

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Senior Team is encouraging us to use standardization as a key enabler to better quality. We are also giving greater attention to the quality and safety priorities set by the Ministry of Health and Long-Term Care, and have been diligently working towards corporate-wide clinical standards.

We are also drawing on work by two internationally recognized partner

organizations – The Institute for Healthcare Improvement (IHI) and Toyota Production Systems (TPS). We will be utilizing IHI resources and publications to guide us, and will be working directly with TPS, in both cases to move to standard approaches in the great majority of our practices and procedures. We will keep you abreast of our progress as this work moves forward.

A third element is critical to our success, namely transparency. As a

publicly funded system, we have a duty to be transparent, and to share pertinent information on our performance with our stakeholders including the public. As a result, transparency and public accountability will also be cornerstones of our safety agenda, and can only help in our effort to improve our performance.

Dr. Kevin Smith
President & CEO

SJHH Director of Library Services named Librarian of the Year

Congratulations to Jean Maragno, Director of Library Services for St. Joseph's Healthcare who has been honored with the Canadian Hospital Librarian of the Year Award by the Canadian Health Libraries Association (CHLA).

This award recognizes the significant contribution of an individual hospital librarian to the advancement of health care and health librarianship in Canada. The CHLA Board of Directors was unanimous in approving the nomination from two of Jean's peers in Halifax.

Jean has been unfailing in her commitment to health librarianship and there are several examples of her involvement with hospital libraries. However, her important work on hospital library standards and as liaison for the Association to Accreditation Canada has helped to benefit hospital libraries across Canada.

As a result of Jean's work over the past years as the CHLA representative to Accreditation Canada, the new rules now specifically mention hospital libraries as a required component of information management in hospitals.

Congratulations Jean!



Jean Maragno, Director of Library Services, SJHH

Learning to thrive in uncertain environments

In September 2008, a unit-based Healthy Work Environment (HWE) Committee was initiated on 8 Floor Rehabilitation Unit. The goals of the committee were to identify resources that could benefit staff in promoting a healthy work environment.

On January 30th, the committee held a retreat facilitated by Sharon MacQueen, Director of Employee and Organizational Development. The theme for the retreat was "*Thriving in Uncertain Environments*" and provided the opportunity for staff to reflect on change, human response to change, the resilience and capacity to absorb more change in a healthy manner and strategies to help staff thrive in these uncertain times. The retreat was well attended and positively received by the staff.

The committee strongly advocates that staff throughout the hospital receive this kind of support and empowerment to optimize their ability to thrive in these uncertain times. The committee will continue to work with the staff on their unit in promoting healthy work environments.

Body Watch

Strawberries: Healthy Recipe Ideas for the Berry of the Season!

Berries, including strawberries, raspberries and blueberries not only taste delicious, but they are a good source of Vitamin C and fibre. Here are a few healthy recipe ideas for these delicious summer fruits!

Mixed Berry Pie (Serves 6)

- 12-15 medium strawberries, sliced
- ¾ cup raspberries
- ½ cup fat-free, sugar-free instant vanilla pudding, made with fat-free milk
- 6 single serve (tart-size) graham cracker pie crusts
- 6 tablespoons light whipped topping
- 6 mint leaves, for garnish

In a small bowl, mix together the berries. Spoon 4 teaspoons of the pudding into each pie crust. Add about 2 tablespoons of the berry mixture to each pie. Top the fruit with 1 tablespoon whipped topping. Garnish with mint leaves. Serve immediately or refrigerate until ready to serve.

Strawberries and Cream (Serves 6)

- 1 ½ cups fat-free sour cream
- ½ cup brown sugar
- 2 tablespoons Amaretto liqueur
- 1 quart fresh strawberries, hulled and halved.

In a small bowl, whisk together the sour cream, brown sugar and liqueur.

In a large bowl, add the halved strawberries and sour cream mixture. Stir gently to mix. Cover and refrigerate until well chilled, about one hour.

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

St. Joseph's Hospital Staff Credit Union Branch

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Living the Mission

On May 2nd, I came into the Emergency Department at the Charlton Campus, very newly pregnant and experiencing some complications.

I wanted to write to tell you about the RN who took care of me, I believe her name is Melissa. She was the kindest nurse I have ever dealt with.

She was so caring and understanding and went above and beyond to help us and I just wanted everyone to know how much it meant to us.

I know how under-staffed our hospitals are and everyone who comes into the Emergency Department complains of the wait time. For being so busy and having such a hard job, she really was absolutely amazing.

She is a real asset to your hospital and you are very lucky to have her.

From the bottom of my heart, thank you.

Sincerely,
Lisa Boros

A world of thanks to the staff of St. Joe's!

John MacKinnon a.k.a. Rosie, and family would like to sincerely thank close friends, co-workers, and especially Peter Urquhart, Pat Bruisy, Fran Ridge, volunteers, everyone in ICU, and all the people who helped out at the fundraising benefit held on April 18, 2009.

"You guys are the best!"

Sharing our healthcare knowledge globally

Since 1986, the St. Joseph's Health System (SJHS) has been providing much needed medical support and training to developing countries across the globe. With a key focus on providing training in current medical and nursing techniques and the transportation of basic medical supplies and equipment to such countries as Haiti and Uganda, these International Outreach

missions are funded by the Sisters of St. Joseph of Hamilton and supported by member organizations and friends of St. Joseph's Health System.

St. Joseph's Healthcare Hamilton is extremely proud to have the opportunity to serve the community, here and abroad and continues to play an essential role in the System's International Outreach efforts. This past January, a group of representatives traveled to the Ugandan regions of Gulu, Kampala, and Mbarara, where they partnered with the country's medical community to focus on Best Practices in the area of Maternal and Neonatal healthcare.

Infant mortality is a big issue in Uganda. According to statistics, there are nine times more Ugandan infant deaths than in North America. Currently, the maternal mortality rate in Uganda is 435 deaths per 100,000 live births, or about 6,000 women per year compared to approximately 11 deaths per 100,000 women in North America. These deaths are primarily a result of poor nutrition, infection, and lack of education regarding pregnancy and birth.

"Much of Uganda is rural and as a whole, unable to obtain high quality healthcare because of lack of proper resources," says Dr. Hugh Fuller, Chief of Medicine at St. Joseph's Healthcare Hamilton. "Although there is a system of local health providers, much of the population is distant from professional help and so they often rely on traditional healers, certainly as the first line of help."

With a chronic lack of resources, healthcare professionals in Uganda are unable to provide the care they know is necessary and as Dr. Fuller suggests, "has caused them to become somewhat overwhelmed and less enthusiastic for change and improvement." This Outreach initiative is aimed at providing these clinicians with the tools needed to ensure significant improvements, particularly in the area of Maternal Health, over the coming years through knowledge transfer and donations of much needed healthcare equipment.

A two-week follow-up to January's visit is planned for July 5th and will include Mr. Brady Wood, Administrative Lead; Dr. Hugh Fuller, Chief of Medicine; Dr. Ann Woods, Palliative Care; Ms. Marnie Buchanan, Nurse Manager, Maternal Child and Dr. Saramin Golinski, Anesthesiologist, Brantford General Hospital.



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For more information, contact the Foundation at (905) 521-6036.

Winner: Monica Kelly-Thompson
Department: Mental Health Rehab.
Draw Date: May 14, 2009
Prize Amount: \$5,016.00

Winner: Shabnam Fernandes
Department: Social Work
Draw Date: May 28, 2009
Prize Amount: \$5,112.00

Winner: June Sanger
Department: Urgent Care
Draw Date: June 11, 2009
Prize Amount: \$5,170.50



Congratulations to St. Joseph's Healthcare, recipient of the 2009 Employee Campaign of the Year Award as presented by the United Way of Burlington and Greater Hamilton. This award is presented annually to an organization that organizes and conducts the most exceptional United Way campaign, achieving outstanding results. SJHH was nominated along with McMaster University and the Workplace Safety & Insurance Board of Hamilton. The Campaign of the Year Award is a very significant honour as it is not just about dollars raised, but the attitude and commitment of the organization as well.

Pictured L to R: Dan McLean (Hamilton Chair), Wendy Smith, Gaston Germain (Burlington Chair) and Daryl Skidmore, CEO of the United Way of Burlington and Greater Hamilton.

SJHH Risk Manager awarded top grant

who was the recent recipient of a scholarship grant from the American Society for Healthcare Risk Management (ASHRM) Foundation. This award recognizes Margaret as "an individual pursuing individual achievement of professional excellence in the healthcare risk management field."

The grant will be used toward her pursuit of a Master of Laws degree, with a focus on Alternative Dispute Resolution at York University's Osgoode Law School.

Congratulations to Margaret Doma, SJHH Risk Manager

The ASHRM Foundation grant awardees must meet the application criteria in the areas of current employment in the finance, insurance or healthcare risk management field and provide a financial need for funding as well as a letter of recommendation.

The ASHRM Foundation was established in 2004 by the American Society for Healthcare Risk Management, a personal membership group of the American Hospital Association (AHA), in cooperation with the Health Research & Educational Trust of the AHA. The foundation helps facilitate the advancement of the healthcare risk management profession by funding scholarships, education grants and research.

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. Submissions must be received by the 10th of each month.

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