

## Kevin's Column



As the Province of Ontario continues to be impacted by the global economic downturn, so too does the healthcare sector. As such, with St. Joseph's Healthcare entering a new budget cycle, we have been asked by our LHIN as part of the HAPS process to plan for three potential scenarios: a 0%, 1% or 2% funding increase. Unfortunately, all of these scenarios will leave us in a deficit position, as is the case with most hospitals in the province.

The Executive team is currently working to develop a strategy with our LHIN colleagues and once finalized, SJHH leaders will be involved in the planning for their areas and will be contacted with specific responsibilities. We are open to staff ideas and I encourage you to submit your cost savings opportunities. I have no doubt that we are up to this challenge as we must live within our budgetary means in these trying economic times. We will continue to keep you abreast of further developments as they become available, and ask that you speak to your manager if you have additional questions or concerns.

With the H1N1 influenza virus dominating today's headlines, it

*Cont'd on Pg. 6*

## CTU Quiet Room recently named in honour of beloved Sister

Sister Patricia was born on June 14th, 1929 in Guelph, Ontario. The fourth daughter of James and Katharine Hanlon, young Patricia spent much of her childhood as a girl guide. In 1947, she graduated from Loretto Academy in Guelph, the only student in her class to complete grade 13. With a deep compassion for wanting to help people, that same year she registered at St. Joseph's Hospital School of Nursing, graduating in 1950. Always feeling "the call of the Lord", Sister Patricia decided to become a nun and in 1951, entered St. Joseph's Community, Hamilton, a predominantly nursing order.



With a scholarship that she received upon graduation, she returned to her studies and in 1955 earned a diploma in Nursing Education/Hospital Administration. Over the next decade, Sister Patricia continued her studies, earning her BScN from the University of Ottawa and pursuing Economics at McMaster University. During this time, Sister Patricia held various nursing and management positions at both St. Joseph's Hospital in Guelph and Hamilton.



With her nursing career spanning nearly six decades, Sister Patricia Hanlon continues to provide pastoral/palliative care to the patients of the Clinical Teaching Unit here at St. Joe's.

On September 20th, the staff of the CTU held a surprise birthday party to celebrate Sister Patricia's 80th birthday (which took place in June). Attendees included Sister's closest friends, family

and fellow St. Joe's colleagues. If that wasn't surprise enough, the staff of CTU officially unveiled the new Sister Patricia Hanlon Quiet Room, named in honour of her many years of dedication and contributions to her patients and fellow staff at St. Joseph's Healthcare.

"St. Joe's is very blessed to have Sister Patricia as part of our family," says Donna Johnson, Nurse Manager, CTU and MAU. "We are forever grateful for the endless prayers, for the caring, compassion, and support that she provides for all of us."



## Top honours given to SJHH Physician

Congratulations to St. Joseph's Healthcare's Dr. Deborah Cook who has been welcomed as a fellow into the Royal Society of Canada. Dr. Cook will formally be inducted at a ceremony to be held at the Museum of Civilization in Gatineau, Quebec on November 28th, 2009.

Founded in 1882, the Royal Society of Canada is the country's most prestigious scholarly organization, recognizing outstanding scientific and artistic achievement. Fellows come from a wide range of backgrounds and disciplines, and are elected to the academies of RSC by their peers in recognition for achieving the utmost excellence in their fields.

Dr. Cook, an internationally-renowned scientist and educator in the area of critical care medicine and research methodology, was recognized by the RSC for her outstanding scientific accomplishments in the prevention and management of deep venous thrombosis and pneumonia among critically ill patients. A pioneer in compassionate and ethical end-of-life care, Dr. Cook's work has helped to save many lives and is used around the world. Dr. Cook holds a senior Canada Research Chair and is the recipient of a number of local, provincial, national and international awards for her research, teaching and leadership.

## Increased access to continence care thanks to LHIN's "Aging at Home" strategy

St. Joseph's Healthcare is pleased to announce the expansion of its successful Continence Program to six additional locations across the Hamilton Niagara Haldimand Brant LHIN. This expansion was made possible by funding through the new LHIN "Aging at Home" strategy.

Dr. Jennifer Skelly, Director of the Continence Program at St. Joseph's Healthcare agrees that this expansion will make it easier for seniors to access bladder and bowel care closer to home. "For 16 years now, I've had seniors, who had the means to travel, come to my clinic from all over the region to get help for their incontinence. These new clinics will mean more seniors have better access to help and they now only have to go as far as their community hospital," Dr. Skelly notes.

The six new clinics will be located at the following sites: in Hamilton at Chedoke Hospital and St. Peter's Hospital; in Burlington at Joseph Brant Memorial Hospital; in St.

Catharines at Hotel Dieu Shaver Health and Rehabilitation Centre; in Simcoe at Norfolk General Hospital and in Brantford at St. Joseph's Lifecare Centre.

The clinics, under the direction of Dr. Skelly, will be staffed by nurse continence advisors. Men and women over the age of 60 are eligible to attend these free clinics. "Bladder and bowel problems are not something seniors have to live with," says Dr. Skelly. "It is not a normal part of getting older. These problems can be managed and often cured without the need for surgery or medication. We believe in providing quality bladder and bowel care for quality living."

Seniors who are experiencing continence problems can make their own appointment by calling (905) 573-4821 or they can have their family doctors make a referral by faxing the clinic's central intake line at (905) 560-1574.

*Submitted by Melissa Northwood RN, Nurse Continence Advisor and Project Manager - Continence Care Clinics*

## Breakfast with Santa

### **Charlton Campus**

**Wednesday, December 2, 2009  
7:00am to 11:00am - Cafeteria**

### **West 5th Campus**

**Wednesday, December 9, 2009  
9:00am to 11:00am - Cafeteria**

### **King Campus**

**Thursday, December 17, 2009  
8:30am to 10:30 am - Kemp Auditorium**

**Get festive and come on out and enjoy a hearty breakfast with Good 'Ole St. Nick!**

**Don't forget to bring a non-perishable food item for our Food Drive!**

# Body Watch

## The Facts about Dietary Fat

Dietary fat is an important part of your diet as it is a source of energy. It is also essential for maintaining good health. Fat is needed in the diet to absorb fat soluble vitamins - A, D, E, and K. Dietary fat is a source of essential fatty acids that the body cannot produce on its own and is needed for growth, metabolism and heart health. No more than 30% of your calories should come from fat - an average of about 65g for women and 90g for men each day.

### *Monounsaturated and Polyunsaturated fats: The "Good" or healthy fats.*

These fats help lower your blood cholesterol. Examples of Monounsaturated fats are olive and canola oil, almonds and soft non-hydrogenated margarines. Examples of Polyunsaturated fats are Omega-3 fats (found in fatty fish such as salmon, mackerel and herring) and Omega-6 fatty acids (found in safflower, sunflower and corn oils). *Canada's Food Guide to Healthy Eating* recommends including a small amount - 30 to 45 mL (2 to 3 Tbsp) - of unsaturated fat each day to get the fat you need.

### *Saturated and Trans fats: The "Bad" or unhealthy fats.*

Saturated fats are usually solid at room temperature. They are the type of fat that may contribute to heart disease. Examples of saturated fats are foods from animals such as fatty cuts of meat, poultry skin, lard and palm or coconut oil. Trans fats are produced when vegetable oil undergoes partial hydrogenation, which helps to increase the shelf life, add flavor and increase stability of commercially or prepackaged foods. Examples of trans fat are hard margarines, fried foods, baked products, crackers, cookies and french fries.

Following *Canada's Food Guide to Healthy Eating* will help you make the best choices when it comes to enjoying the healthiest food choices.

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

## Respiratory Therapy- An integral part of St. Joe's

Part 3 of 3

St. Joseph's Healthcare's Respiratory Therapy Department would like to take this opportunity to showcase some of the exceptional talent and achievements of those within its team.

- Respiratory Therapist **Tom Piraino** has been accepted to present a case report on *Optimal PEEP Guided by Esophageal Balloon* at the American Association of Respiratory Care's International conference! Congratulations on this prestigious acceptance!
- Respiratory Therapist **Barb Fiorino** was presented with the St. Joseph's Healthcare Commitment to Caring Award in May. Congratulations on this well-deserved honour!
- Respiratory Therapist - Anesthesia Assistants, **Andrew Ingram** and **Jonathon Swan** have completed the Advanced Program for Anesthesia Assistants from Fanshawe College! Congratulations on this educational and professional achievement!
- Respiratory Therapist **Lesley Cannon** was accepted into McMaster University Medical School! Congratulations on this wonderful step in your career as a dedicated healthcare provider!

To the above individuals and the entire RT team, congratulations and thanks for your commitment and dedication to providing top-notch patient care!

If you have any questions or comments about the RT Department, please contact Angela Coxe, Manager, Respiratory Therapy Services at ext. 34115.



Come on, St. Joe's.

*Get into it!*

The annual SJHH United Way campaign engages the energy, enthusiasm and donations of money, time and caring of thousands of staff, physicians and volunteers across our three campuses.

To kick us off this year, we have set our SJHH campaign goal to \$50,000! We have no doubt as an organization with so many kind-hearted individuals that we will surpass this amount by leaps and bounds.

Your United Way investment will go far in building healthier communities, creating supportive neighbourhoods, investing in stronger families and imagining brighter futures across Burlington and Hamilton.

# Are You Code Ready?

An outbreak, community crisis or hospital emergency can occur without warning.

Whether these emergencies are gradual by onset or immediate, they may present a threat to the health and safety of staff, patients, and visitors. Since the early 1990's, Ontario hospitals have adopted the use of the Emergency Colour Codes to ensure rapid communication with staff that would result in specific and pre-determined responses.

The Hospital Emergency Colour Codes was developed to reduce human error and eliminate confusion among hospital staff during an emergency situation. While the codes are intended to convey essential information quickly and clearly, they also prevent stress or panic among visitors and patients. The standardized language of the emergency codes is comprised of two cues. The word "code" serves as the primary cue, while the secondary cue is the "colour". The colours used for each code are typically associated with some form of emergency such as Code Red, with red being the colour of a fire truck.

The "Are You Code Ready?" campaign is one component of the Emergency Preparedness education that is being rolled out across all three of our campuses in November. A careful review of the Hospital Emergency Codes has resulted in the revision and updating of all supporting policies and procedures, including realignment with the OHA's standardized colour codes.

Over the past year "you" our employees have informed us (the Emergency Preparedness Committee) what you wanted related to Emergency Preparedness and first on your list was the opportunity to learn more about the codes. The goal of the "Are You Code Ready?" campaign is to restore your knowledge and confidence in code response.

As the campaign rolls out, we look forward to hearing from you. If you have any questions or concerns, please contact the Emergency Preparedness Committee Chair, Stephanie Trowbridge at ext. 35866.

Please stay tuned for more information on this initiative.

*Submitted by Stephanie Trowbridge RN,  
Emergency Preparedness, SJHH*

**Code Purple** Hostage situation

**Code Amber** Missing or abducted child or infant

**Code Green** Internal evacuation

**Code Blue** Adult cardiac arrest

**Code White** Violent situation

**Code Red** Fire

**Code Yellow** Missing adult

**Code Black** Bomb threat/suspicious package

**Code Pink** Pediatric cardiac arrest

**Code Orange** External disaster

**Code Brown** Internal spill or contamination

**Code Grey** Loss of essential services or air exclusion

## St. Joseph's Hospital Staff Credit Union Branch

### HOURS OF OPERATION

Mon, Tues, Thurs, Fri .....8:30am to 4:30pm  
Wednesdays .....10:30am to 5:00pm  
Closed Daily from ..... 1:30pm to 2:30pm

### ON-SITE BANKING SERVICES INCLUDE:

- ◆ Open New Accounts
- ◆ Full Pay Deposit/Deductions Arranged
- ◆ ATM and Debit Cards
- ◆ Savings/Chequing/GIC's & RRSP's
- ◆ Personal Loans/Mortgages and L.O.C.
- ◆ Internet & Phone Banking, Bill Payments *and more...*



Office Manager - Kathee Berry  
Call Ext: 32910  
Fax: 905-308-7224

## Good communication is key to providing the highest level of patient safety

The goal of Canadian Patient Safety Week is to "increase awareness of patient safety issues and share information about best practices in patient safety." The theme this year is **Ask. Listen. Talk.** Good healthcare starts with good communication. We as healthcare professionals are encouraging our patients to ASK questions, LISTEN to the answers, and TALK about any concerns they have.

During Canadian Patient Safety Week, which runs from November 2nd to 6th, St. Joseph's Healthcare will be highlighting the important initiatives that we are taking to enhance the safety of our patients.

According to data provided by the Canadian Patient Safety Institute:

- Between 9,000 and 24,000 patients die each year from preventable harm in healthcare.
- There are more deaths each year due to adverse events or preventable harm in hospital than deaths from breast cancer, motor vehicle accidents and HIV combined.
- In Canada, 7.5% or 185,000 patients admitted to hospital experience adverse events, according to the Baker & Norton study; *Adverse Events in Canadian Hospitals (2004)*.
- 70% of preventable harm/error has been attributed to communication failure.

Submissions for the Patient Safety Stars Award 2009, which were presented in May 2009 will also be highlighted. Each project submission identified a patient safety issue and potential solutions. While there were only two official "winners", the success of each initiative made them all "winners" and they deserve to have their hard work and ingenuity recognized.

Watch for posters and displays during the week of November 2nd to 6th, but we challenge all of you to chat with your colleagues in identifying your own patient safety issues and finding solutions. Check the website at [www.asklistentalk.ca](http://www.asklistentalk.ca) for more information.

It takes all of us to make our patients feel and be safe. It all starts with:

**Ask. Listen. Talk.**

## Speaking out for Health. Speaking out for Nursing.

You're invited to join your nursing association, the Registered Nurses' Association of Ontario, today. RNAO members benefit from legal protection, professional development, and networking opportunities. Membership allows you to speak out on nursing and broader health issues, and also benefits your nursing practice and your career. As an RN or nursing student you need RNAO standing behind you. And SJHH staff who are ONA members receive a special rate of \$70 off your membership.

Join and find out more about why your nursing colleagues are already part of RNAO!  
Visit [WWW.RNAO.ORG](http://WWW.RNAO.ORG) or  
speak with your RNAO Workplace Liaison:

Shawn Quait      [squait@stjosham.on.ca](mailto:squait@stjosham.on.ca)      x. 34370  
Ashley Swinamer      [aswinamer@stjosham.on.ca](mailto:aswinamer@stjosham.on.ca)      x. 35290

 **RNAO** Registered Nurses' Association of Ontario  
L'Association des infirmières et infirmiers autorisés de l'Ontario



## SJHH Patient Safety Consultant wins top award



Ann Higgins, Quality and Patient Safety Consultant, has received the 2009 Florence Nightingale Scholarship from the American Society of

Quality (ASQ). This competition was open to any student enrolled in an accredited post-secondary institution who is pursuing studies related to healthcare quality. Ann is currently pursuing her PhD at Western University with a focus on quality and patient safety.

To better appreciate the magnitude of this scholarship, the ASQ encompasses more than 100 countries and includes more than 10,000 international members among its membership of more than 100,000. Membership includes healthcare providers, their supporters and others allied in the field.

The Healthcare Division of the ASQ strives to engage stakeholders at all levels in improving the efficiency and efficacy of a global healthcare system by encouraging research, innovation, and the formation of learning partnerships to advance knowledge of healthcare quality. This was the first time the Healthcare Division of the ASQ has awarded the Florence Nightingale Scholarship.

This scholarship was named in honor of Florence Nightingale, initiator of nursing as a profession, for her significant contributions as a pioneer in statistics and systematic record keeping.

Submitted by Ann Moulton,  
Hemodialysis Staff Educator, SJHH

## Award-winning book takes us on a road from addiction to recovery

It was a sea of vibrant fall colours in the Sisters of St. Joseph of Hamilton Spiritual Garden on October 5th as members of the Womankind Creative Writing Program launched their book of poetry - *A Woman's Write: A Journey Through Addiction & Recovery*.

This book is a collection of poetry and prose capturing the experience of women learning to understand themselves and rebuild their lives as they overcome their addiction. The authors featured are from a diverse range of backgrounds, cultures, professions and ages.

Guests were treated to readings by eight members of the Womankind Creative Writing Program, as they spoke emotionally of their own personal struggles with addiction and how they overcame them.



"Each and every woman who has brought this incredible book to life, should feel incredibly proud of her achievement," says Debbie Bang, Manager of Womankind Addiction Service at St. Joseph's Healthcare. "Who would have anticipated a project that began as a seedling in the Womankind Creative Writing group held each Monday night over the last two years would grow into a very special award-winning book?"

Last year, *A Woman's Write* and its co-founder Gail Mercer-MacKay were awarded the Microsoft Canada Community Service Impact Award for Community Leadership in regards to the establishment of the Creative Writing Program at Womankind Addiction Service.

The book is available to purchase through *Indigo.ca*, *Bryan Prince Bookseller* in Hamilton, and at *A Different Drummer Books* in Burlington.

"Developing the Womankind Creative Writing Program has truly touched the lives of these women," says Gail Mercer-McKay, President, Mercer-MacKay Solutions Inc., and facilitator of the Creative Writing Program. "This program was developed as a way for women to collectively cope with their addiction and get their thoughts and emotions out from the inside and onto paper. This book is a perfect example of how words can fundamentally change someone's life."

Womankind is a women's only addiction service with telephone support, withdrawal management, day and residential treatment, pre-treatment and aftercare programming offered all in one location.

### Kevin's Column

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is imperative that we continue to be diligent in our hand hygiene practices across the organization. Our second hand hygiene audit is currently close to completion and the results will be revealed at a special announcement in early November. Unit-specific hand hygiene data as well as the top performing areas, those areas with 80% compliance and above, will also be announced at this event. Although I anticipate the results of this audit to indicate a further

increase in compliance, we need to ensure that we continue to make hand hygiene compliance an ongoing corporate priority. Hand washing is the single-most effective way to prevent the spread of infection.

The current H1N1 virus discussions and plans are evolving daily. Please use the Staff Self-Screening Tool available on both MyStJoes and our external internet if you are feeling unwell. Also, please note that you

will hear more from your Manager/Chief about vaccinations. Anticipated date is end of October/beginning of November. More information will be provided as soon as it is available.

Kevin Smith  
President and CEO

## Living the Mission

To whom it may concern,

I would like to compliment a few of the staff members at St. Joseph's Healthcare. My father has been a patient at the hospital since early July at which time he had hip orthotic replacement surgery. The care, consideration and understanding that our family was provided by staff in the CCU, 4th Floor Renal Transplant and now Rehabilitation units was outstanding. They really went the extra mile for patient care.

Unfortunately, my father has been in and out of hospital for the past twenty some odd years, and we cannot ever remember a better experience in a hospital. He was treated with kindness and true compassion.

In the past, my father has been ushered out of the hospital within days literally. This time I cannot tell you how many times we were told that he wouldn't be discharged until all parties and family members agreed that he could handle the home environment.

My father is also a daily dialysis patient at St. Joe's and has been for the past 5 or 6 years. It warms my heart that he continues to be treated with respect and friendship during these daily visits as well.

In short, whatever new policies have been adapted, I thank you for the wonderful advances in patient care!

Grace Pettorossi

*Highlighting St. Joe's staff,  
physicians, learners and volunteers  
who go above and beyond  
the call of duty.*

## Celebrate the power of technology in healthcare

Medical Radiation Technologists (M.R.T.'s) include a diverse array of highly-trained professionals representing various technology-related disciplines in the health care field. This includes technologists specializing in Radiology, Nuclear Medicine and Magnetic Resonance Imaging.

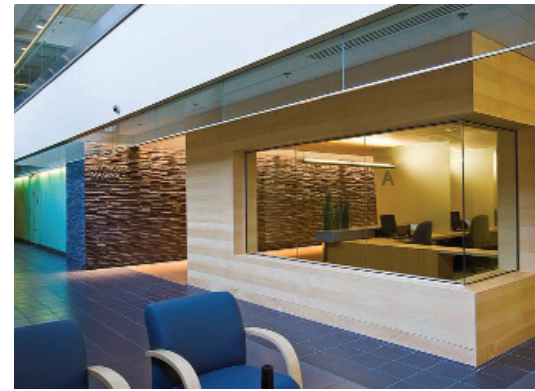
In celebration of M.R.T. Week, November 10 -13, 2009, we would like to invite all St. Joseph's staff to attend an Open House in the new Diagnostic Imaging Department

**Wednesday November 11, 2009**

2:00 to 4:00 pm.

Level 0, Juravinski Innovation Tower  
Charlton Campus

Light refreshments will be provided.



## Now Available - Staff Self Screening Tool for Influenza Like Illness (ILI)

The "Influenza Like Illness (ILI) Staff Self Screening Tool" is now located on the internet and My StJoes intranet page at

<http://mystjoes/departments/ohs/default.aspx>

If you do not have home internet access, please make a copy of the ILI Staff Self Screening Tool to keep at home.

## You are invited to attend the PAC Health Professionals Awards Of Excellence

Nomination submissions are received for the Health Professionals Awards of Excellence. The stories of excellent work in clinical service, research, education, leadership and innovation are incredible! You are invited to join us to honour the nominees and the recipients of the awards and to celebrate and recognize the amazing work done by the PAC Health Professionals every day. Winners will be announced on:

**Tuesday, November 3, 2009**

2:00 - 4:00 p.m.

Frank Charles Miller Amphitheatre  
Charlton Campus

Should you be unable to attend, we kindly invite you to join us for an Open House celebration at:

**King Campus**

Wednesday, November 4, 2009

2:00 - 4:00 p.m.

Kemp Auditorium

**West 5th Campus**

Thursday, November 5, 2009

1:30 - 3:30 p.m.

Seminar Room

## The latest Payday Payouts winners are...



This is your chance to win over \$5,000 every payday! While half of the lottery proceeds make up the ever-growing prize amount, the other half supports patient care initiatives and staff education at SJHH.

**Winner:** Kathryn Radford  
**Department:** Emergency Department  
**Draw Date:** October 1st, 2009  
**Prize Amount:** \$5,370.00

**Winner:** Mary Jane Douglas  
**Department:** EPT  
**Draw Date:** October 22nd, 2009  
**Prize Amount:** \$5,334.50

*For more information, please contact the St. Joseph's Foundation at (905) 521-6036.*

### 15th annual **Kidney Fair**

Everyone is invited to attend the 15th Annual Kidney Fair scheduled to take place on Monday, November 2, 2009 at 4:00 p.m. to 7:00 p.m. in the Frank Charles Miller Amphitheatre, Juravinski Innovation Tower

All guests are invited to visit three display rooms to learn new and standard information about peritoneal dialysis, transplant, and home hemodialysis. SJHH's own Renal Care Team and the Kidney Foundation will also be onsite.

## Division of Nephrology Career Award recognizes the work of new researchers at SJHH

Congratulations to Dr. Jeffrey Dickhout, the recipient of the 2009 St. Joseph's Healthcare Division of Nephrology Career Award. This award supports new junior researchers and is administered through St. Joseph's Healthcare's Division of Nephrology and the St. Joseph's Healthcare Foundation.

"I'm very happy to receive this award, a very generous gift," says Dr. Jeffrey Dickhout, a researcher at the Hamilton Centre for Kidney Research. "This will be fundamentally helpful to our research, including recent findings into the ER Stress Pathway and the Development of Chronic Kidney Disease."

Dr. Dickhout's area of research focuses primarily on vascular biology.

This award, established through a generous donation to St. Joseph's Healthcare Foundation, ensures that St. Joseph's Healthcare remains a progressive and respected centre of research excellence by continuing to attract many of the finest scientists and medical professionals in the world and by expanding its research capabilities through supporting innovative "bench to bedside" research that is crucial to improving patient care and finding new cures.

"St. Joseph's Healthcare Foundation is committed to raising funds for vital healthcare research," says Sera Filice-Armenio, President and CEO of St. Joseph's Healthcare Foundation. "The Career Award allows new researchers the opportunity to begin innovative research projects that will one day advance the healthcare that we provide to our patients."

The St. Joseph's Healthcare Kidney and Urinary Program is the regional referral and renal transplantation centre in south central Ontario for patients with end stage renal disease. The program also houses the urology service that cares for patients with disease or dysfunction of the urinary system. Nephrology is a medical specialty focused on the study of the kidney, its structure, function and the diseases and ailments that can affect its proper functioning. It is one of the fastest-growing research areas at St. Joseph's Healthcare and McMaster University.

## Everyone Can Breathe Easy

*Find out more about the Smoke-Free/Tobacco Initiative at the West 5th Campus*  
**Thursday, November 12th, 2009**  
**1:30 p.m. to 4:00 p.m.**  
**West 5th Campus Cafeteria**

# 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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