

August 2010

## President's Message



"Excellent Care for All" or Bill 46 is the name of a new Act which received Royal Assent in June 2010 and will be enacted over the next year. It signals a new direction in setting expectations to deliver high quality and safe care. The Ontario Health Quality Council will also be a key organization in setting performance standards. The Ministry of Health and Long Term Care will also increasingly channel funds to hospitals based upon quality of care criteria. Our Hand Hygiene rates, our mortality rates, infection rates, compliance with surgical checklists, delivery on wait times are only the initial quality of care indicators that will be used to determine funding awards to hospitals. Let me be very clear on this issue - our funding will directly be affected by the quality and safety of our care. If we are unable to deliver on this expectation, funds will flow to others who can, directly affecting our ability to fund programs and services at St. Joe's.

As you are all aware, team work is key to achieving the best patient outcomes. In our ongoing efforts to recruit quality and patient safety champions across the organization, I was pleased to welcome Dr. Hugh Fuller as the new Vice President, Medical and Academic Affairs (Education) on July 1, 2010. A member of the Professional Staff at St. Joe's since 1986, Dr. Fuller has lead programs and change initiatives as the Head of Service - Intensive Care, Head

Cont'd on Pg. 4

## St. Joe's appoints new President of Medical and Academic Affairs

Congratulations to Dr. Hugh Fuller who was recently appointed Vice President, Medical and Academic Affairs (Education) for St. Joseph's Healthcare, effective July 1, 2010.

Dr. Fuller has been a member of the Professional Staff at St Joseph's Healthcare since 1986 and has served as Head of Service - Intensive Care, Head of Service - General Internal Medicine and most recently, Chief of Medicine. Over the years, Dr. Fuller has led numerous program and process development changes with enthusiasm and dedication.

He has been appointed a full Professor of Medicine at McMaster University and has been passionately involved in developing educational and clinical initiatives in our International Outreach Program in Uganda. In addition to his medical training and academic experience, Dr. Fuller has completed the McMaster University Healthcare Leadership Program, the University of Toronto HPME Physician Leadership Program and most recently the University of Toronto, Rotman School of Management Advance Healthcare Leadership Program.

After a career focused in Internal Medicine and Critical Care, Dr. Fuller



will now lead the Medical Affairs Department, with particular focus on quality of patient care, resource utilization and all matters relating to the practice of Members of the Professional Staff. He will sit on the Executive Team and will be the key liaison between the Medical Advisory Committee, Chiefs of Department, Executive Team, Faculty of Health Science Programs at McMaster University, Nursing and Allied Health colleagues.

In addition, he has agreed to continue to hold the position of Interim Chair of the MAC pending appointment of a new Chair in the late Fall.



## Accreditation 2011

Read more about our Quest for Quality on Pg 7!

## St. Joe's only 1 of 12 in Canada to hold WHO Designation

St. Joseph's Healthcare Hamilton has, for the second time, successfully met the requirements of the **Baby Friendly** Hospital Initiative! First designated in 2003, we received our formal re-designation on June 25, 2010 as a **Baby Friendly** organization. Everyone at St. Joseph's Healthcare should be very proud of this achievement as we are one of only 12 hospitals in Canada to hold this designation.

Being **Baby Friendly** means that we are committed to promoting, supporting and protecting breastfeeding as the healthiest choice for mothers and babies. We do this by following and implementing the *Ten Steps to Successful Breastfeeding*, and by adhering to the World Health Organization's *International Code of Marketing of Breastmilk Substitutes*. At St. Joseph's Healthcare, we foster a culture that provides education and support for women and families in their infant feeding choices.

Our organization has received this designation, which means that support is always available to women and babies in all inpatient and outpatient settings (patients, staff and visitors). Information and assistance is available through the Breastfeeding and Newborn Assessment Clinic at 905-522-1155, ext. 34998.

Through a lot of hard work and dedication, we continue to achieve the gold standard of care for women, babies and families. Many thanks to all staff, physicians and volunteers for your roles in supporting our **Baby Friendly** hospital environment. We look forward to working together as we continue to uphold these rigorous World Health Organization standards.

Submitted by Kim Ross,  
Nurse Manager, NICU & Maternal Newborn Child Ambulatory Care, SJHH

## New appointment for St. Joseph's Health System President and CEO

Congratulations to Dr. Kevin Smith, President and CEO of St. Joseph's Health System (SJHS), who was recently named the new Chair of the Board of Directors of the Canada Foundation for Innovation (CFI).

"It's a privilege to serve as Chair of the Board of the Canada Foundation for Innovation," says Smith. "Research is of critical importance as an economic driver, and to our collective quest for knowledge. As Chair, I will work with the Board to continue CFI's remarkable history as a driver of innovation and builder of world-class research infrastructure across Canada."

In addition to this position, Smith is also Chair of the Board of Directors for the Ontario Hospital Association, and an Associate Professor at the McMaster University School of Medicine. He also serves on the boards of directors of several organizations, including the Association of Canadian Healthcare Organizations and the Ontario Council of Teaching Hospitals.

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.



Congratulations to Jasmine Multani (pictured above with Sister Joan O'Sullivan), a Charlton Campus student volunteer who received this year's Sister Joan O'Sullivan Scholarship Award in recognition of her exemplary volunteer service to SJHH. Jasmine has been a volunteer and student trainer at St. Joe's for over 4 years during which time she's accumulated over 300 hours of service supporting over 7 different programs. We wish Jasmine every success as she pursues Kinesiology at McMaster University this fall!

**DON'T FORGET!!!** Morrison Food Services is holding a BBQ every Friday during the summer, 11:00 am to 1:45 pm in the Spiritual Garden at the Charlton Campus.



## How food contributes to your carbon footprint

What we choose to eat has an enormous impact on the environment. How can we measure the impact we have on the environment? Simply by our carbon footprint! Our carbon footprint is a measure of the greenhouse gases, such as carbon dioxide, associated with our daily activities.

Food is an often overlooked component of our carbon footprint, but it is one to which we should pay attention. The average family uses almost as many resources staying fed as it does staying sheltered!

Food contributes to one's carbon footprint by the food miles traveled from farm to table, and how the specific food product is made. Products have a vast lifecycle that includes manufacturing of raw materials, transportation, packaging, storage, and finally, the products disposal. All of these steps are included in our carbon footprint, after we purchase a food product.

If we do not control the size of our carbon footprint, we will continue to contribute to global warming as well as the rising in sea level and flooding land, reductions in rainfall across vast areas where crops are now grown and other major changes in weather patterns.

### How can we reduce our food related carbon footprint?

- ▶ Learn more about where your food is coming from and how it is made.
- ▶ Decrease your food miles by eating local and eating foods in season.
- ▶ Eating organic to decrease the amount of fertilizer used.

*Enhancing SJHH culture...One department at a time.*

## How the Social Work Department says "Thanks!"

Sandy Rowan, our Manager of Social Work wanted to find a way to say "thank you" to her staff who had recently been involved in implementing a number of significant changes in the delivery of patient care. She decided on a simple, inexpensive and fun way to do so and held a luau.

A couple of social work offices (including hers) and part of the hallway were brightly decorated with colourful leis, paper lanterns, flamingoes, pictures of palm trees, flowers and birds. The tables were covered with floral napkins and table cloths and there was lots of punch, fruit and veggies. There was also a "photo op" in which staff could place their head over a picture of a suntanned body of someone on a warm sandy ocean beach and have their picture taken. The luau was done in an open house format and staff dropped in over a two-hour period. Some staff even came in traditional grass skirts.

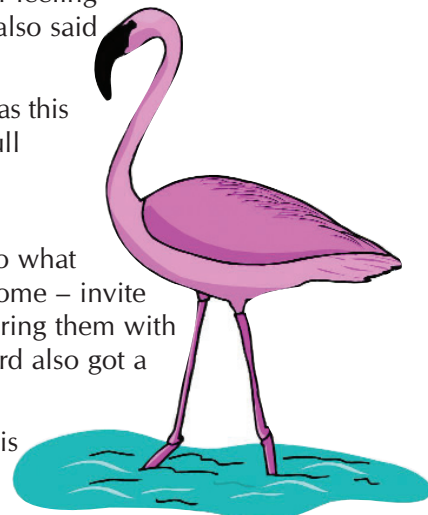
According to Sandy the luau was not only a way of saying "thank you", but also provided staff with the opportunity:

- To get to know each other in a different context
- To have a welcome break from a fast-paced work environment. (Apparently, no one discussed work!)
- To get to know and welcome the new staff. One staff who started the week the luau was held said that it set the tone for her feeling very welcomed to the department. Participants also said that it was definitely a morale booster.

What I learned from this story is that events such as this don't have to be expensive or a lot of work to pull together, but can go a long way to making fun memories for staff.

Sandy's advice for others trying this idea is to do what many of us do when we are having a party at home – invite the neighbours so you won't worry about bothering them with the noise. It seems that staff from the Ethics Board also got a chance to participate.

Thank you to Sandy and her team for sharing this wonderful idea on how to say "thank you" to staff.

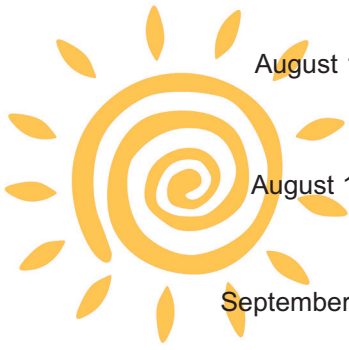


*Written by Sharon MacQueen  
Director of Employee and Organizational Development, SJHH*



## Christmas Bazaar Vendors Wanted

**Are you a "crafty" employee of St. Joe's?**  
**Do you have a hidden talent?**  
**Are you interested in being a vendor at our Christmas Bazaar to be held on November 12th?**  
**If so, contact Volunteer Resources at ext. 36167.**  
**Spots are limited!**



### Charlton Campus

August 11, 2010 - 11:30 a.m to 2:30 p.m.  
Spiritual Garden

### West 5th Campus

August 18th, 2010 - 11:30 a.m. to 1:30 p.m.  
Behind Cafeteria

### King Campus

September 15th, 2010 - 11:30 a.m. to 2:30 p.m.  
Rear of Campus

Summer Sizzler

## Teaming up to find a cure for juvenile diabetes

Congratulations to Team St. Joe's in placing third in the Top 5 Corporate Team fundraisers in this year's *Telus Walk to Cure Diabetes*. Team St. Joe's consisted of staff members with their family and friends who in total raised a whopping \$4,414 to help find the cure for juvenile diabetes.

Way to go Team St. Joe's!

### President's Message

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of Service - General Internal Medicine and most recently, Chief of Medicine. In addition, Dr. Fuller has been involved in developing educational and clinical initiatives in our International Outreach Program in Uganda. This is a positive addition to our quality and patient safety efforts as Dr. Fuller will bring his knowledge and experience to the Executive Team and will be a key liaison between the Medical Advisory Committee, Chiefs of Department, Executive Team, Faculty of Health Science Programs at McMaster University, and will work closely with our Nursing and Allied Health colleagues in program development.

Most recently, the efforts of our staff, physicians and volunteers have been recognized through the re-designation of St. Joe's as a *Baby Friendly Hospital*. As you are aware, St. Joe's delivers approximately 51% of babies in Hamilton thus it is imperative we aim to offer the best care to newborns. Only 12 hospitals in Canada hold this designation and I would like to congratulate the team for successfully adhering to these World Health Organization standards once again. I am also pleased

to highlight that in recognition of their contributions to research on the causes and treatment of schizophrenia, Dr. Robert Zipursky, Vice President of Mental Health & Addictions and Dr. Michael Kiang, a Psychiatrist and Research Scientist have been awarded the prestigious 2010 Kempf Fund Award for Research Development in Psychobiological Psychiatry from the American Psychiatric Association. Research gives our patients hope for a better future and I congratulate Dr. Zipursky and Dr. Kiang on this most outstanding achievement.

To highlight the critical contribution of processes to quality and resource use, I must highlight the Process Improvement Program (PIP) occurring in both the ED and the Inpatient Units. Teams of dedicated staff are currently focusing on how we provide care with the expectation that, by focusing on what the patient really needs, we can reduce wasted time and effort for staff. "Patient Flow" may seem like a dry backroom process but it truly is a key issue for health care today. Careful review with data shows the complexity and multiple steps involved in patient care that could be dramatically reduced if we refocused on the patient need and true value of each step. You will be

hearing more about this topic as it is a responsibility of each of us. I will provide regular comments on the Patient Flow initiatives via this monthly column and my other communication venues to emphasize the progress of this important endeavour.

We welcome our new Board who will also guide us over the coming years and in the fall issue we will update you all on the new St Joseph's Health System. We will also be developing strategies and plans for our future over the next year. Our colleagues at HHS are undergoing a large revision of their sites and programs titled "Access to Best Care" which we expect will result in increased activity at St Joe's. We are working with HHS on a plan to ensure that the transitions are as smooth as possible and to have resources available to meet those anticipated challenges.

Thank you all for the work you do every day for our patients. I hope you all have a great summer and get some time away with your friends and family.

Until the next time!

*Dr. David Higgins*  
**President - St. Joseph's Healthcare Hamilton**



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

Come by and visit us in  
**Room G1104 or call ext 32910**  
Fax 905-308-7224

## Exciting next step in new West 5th Campus

### **The bids are in!**

In late June, the teams bidding to design, build, finance and maintain our new West 5th Campus officially submitted their bids to Infrastructure Ontario. Over the course of the summer, teams from SJHH, Infrastructure Ontario and the Ministry of Health and Long Term Care will spend time reviewing each proposal, leading up to the selection of the preferred team, which is expected in September, 2010.

In late Fall, we will reach Financial and Commercial Close, when all financial and contract details are agreed upon and at which time we will see what the new campus will look like.

### **Enabling Works now underway!**

The first signs of construction are now evident at the West 5th Campus as *Enabling Works* is well underway.

The work, to be completed between July and November, will prepare the campus for construction of the main hospital. The work includes expansion of the parking lot behind the J wing, underground work re-routing the main building's water, hydro, gas lines and communications cabling as well as renovation of Beckfield to accommodate offices and programs which will need to move once main construction begins.

MHPM, the project management company selected to manage this work, will be the primary point of contact for this project.

Please continue to check the website at [www.stjoes.ca/west5](http://www.stjoes.ca/west5) for ongoing updates, as well as MyStJoes, where regular updates are posted in the Redevelopment Department's section.

*Submitted by Lesli Tomlin,  
Public Relations Consultant,  
Redevelopment Department, SJHH*

## St. Joe's chief engineer pushes to make energy efficient for the long term

After several years of spearheading a major \$13 million two-phase energy retrofit at St. Joseph's Healthcare, John Duncan can finally relax.

Five years ago, his boss tossed him a hefty directive; find 30% energy savings for the entire operation. Given its \$5 million yearly energy tab, Duncan had his work cut out for him.

"It was a pretty lofty goal," Duncan, the hospital's chief engineer says. "I spent a year putting things together to figure out how we were going to do this."

While the building didn't need major surgery, there were some obvious areas for improvement: 45 year-old boilers, chillers (that help cool air) past their useful lifetime, lights in need of upgrading and an intricate system of 110 fans that needed to be streamlined to deliver air to areas based on usage.

"We had a lot of old fan systems here that were circulating fresh air throughout the building, 24/7. A lot of areas are used for office space from 6am to 5pm, Monday to Friday. But we were circulating all the air," he says. "Plus, we have 1.3 million square feet of hospital, so there are a lot of lights!"

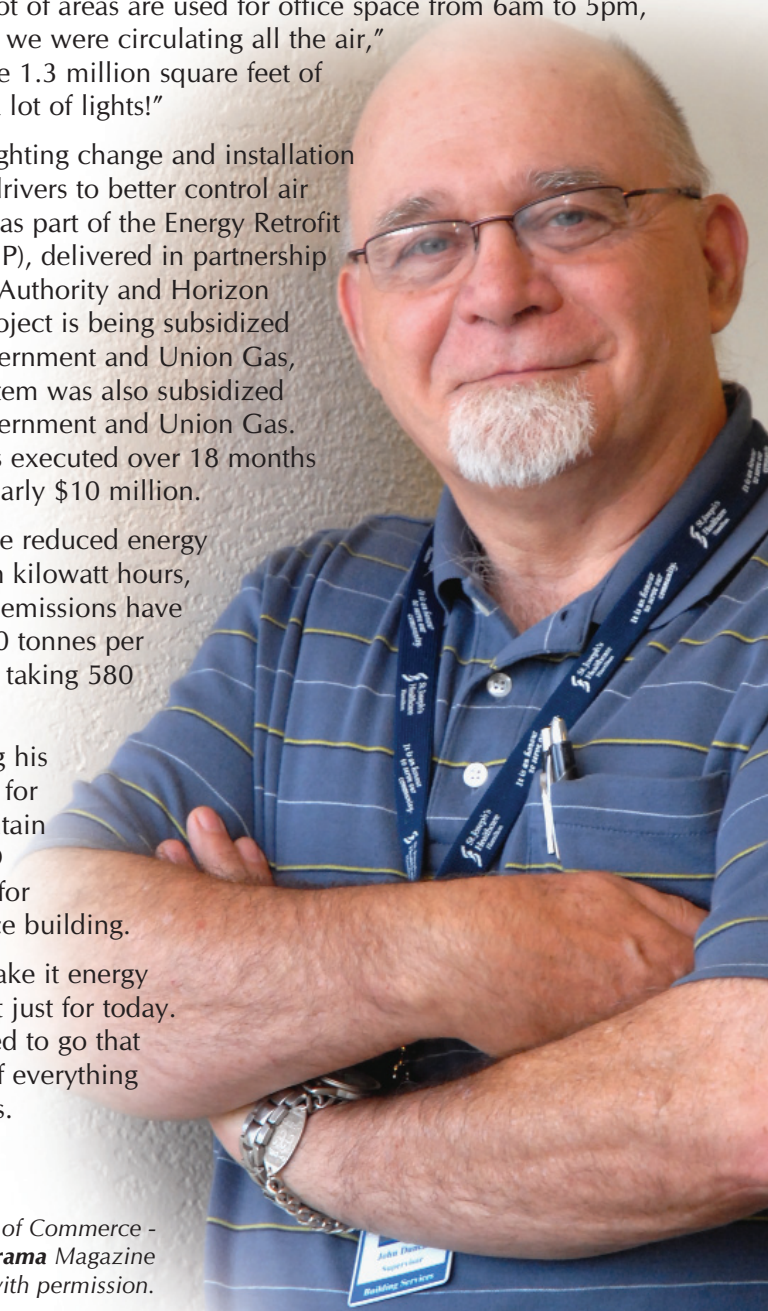
The chiller upgrade, lighting change and installation of variable speed fan drivers to better control air flow were undertaken as part of the Energy Retrofit Incentive Program (ERIP), delivered in partnership by the Ontario Power Authority and Horizon Utilities. The boiler project is being subsidized with funding from government and Union Gas, while a steam trap system was also subsidized with funding from government and Union Gas. The whole project was executed over 18 months and carried a tab of nearly \$10 million.

The ERIP projects alone reduced energy demand by 7.3 million kilowatt hours, whole carbon dioxide emissions have been reduced by 3,700 tonnes per year, the equivalent to taking 580 cars off the road.

Duncan is now turning his attention to the design for St. Joseph's new mountain facility. It will be LEED certified, a distinction for green high performance building.

"We are pushing to make it energy efficient long term, not just for today. I really believe we need to go that way; take advantage of everything you can," Duncan says.

*Chamber of Commerce -  
Panorama Magazine  
Reprinted with permission.*



# Creating a Culture of Attendance

**St. Joe's dedicated to reducing Sick Time through Attendance Management Program**

## HR takes a different approach to increasing attendance

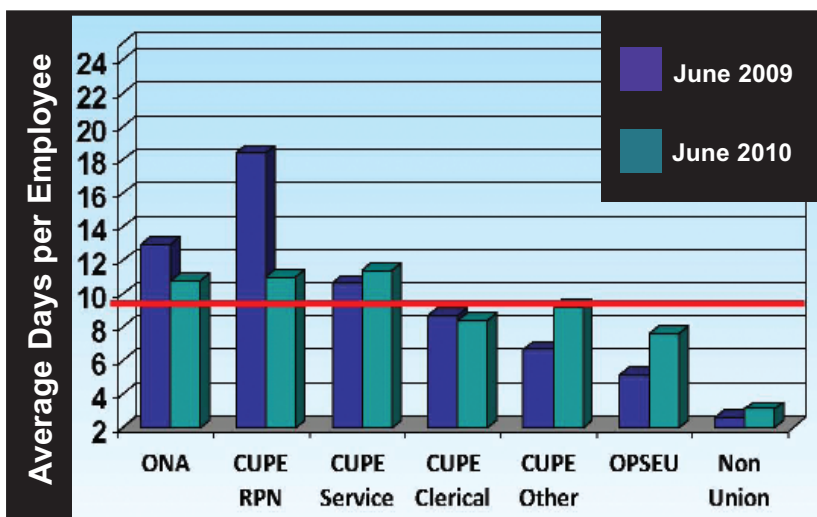
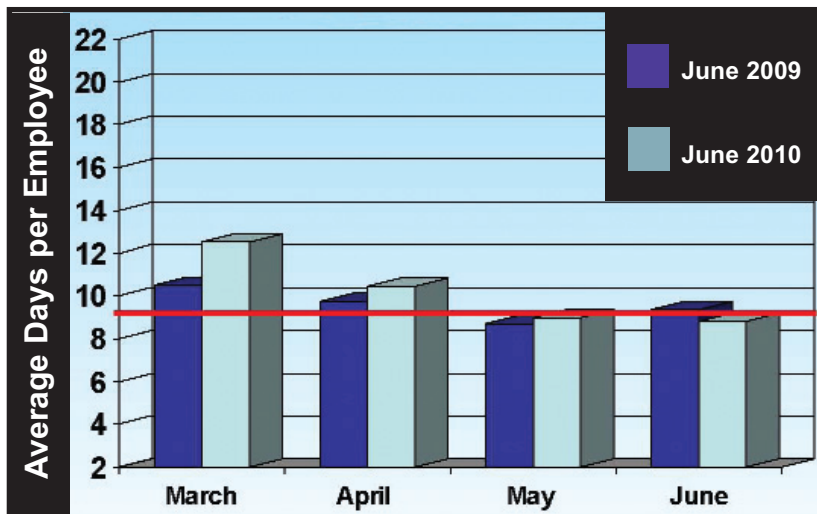
St. Joe's is taking a proactive approach to creating a culture of attendance. One of the initiatives to assist us in developing that culture is our new Wellness Program which focuses on supporting employees in improving their health and well-being thereby improving their attendance at work, leading to a healthier organization.

The objective of the Wellness Program is to create a supportive and healthy workplace.

The **Wellness@St.Joes** pilot program, which began in July 2009, initially offered Seated Massage and Relax and Renew sessions to seven units throughout the hospital. Since that time, the program has expanded to include 21 clinical units reaching out to nearly 1200 employees on a weekly basis.

The next phase of the project will involve trialing lunch time Yoga sessions and Lunch and Learns where employees will be able to obtain health information on specific wellness topics.

If you have an idea for a wellness topic, please feel free to send it to [wellness@stjoes.ca](mailto:wellness@stjoes.ca).



**Target Average Sick Days per Employee=9.25**

## Your chance to speak up! How well do you think we are communicating?

The Public Affairs Department is interested in learning about the effectiveness of our internal communications - *Connections*, MyStJoes, Elevator Posters, etc.

With YOUR feedback, we will be able to determine what communication practices are working, which ones are not and how we can enhance what we are currently using.

Please take a minute to fill out our survey at: <http://142.238.250.31/efm/wsb.dll/s/1g7a>

## Suicide prevention is everyone's business!

Please join us on World Suicide Prevention Day - Friday, September 10, 2010 at the City Hall Council Chambers at 10 a.m. for the official launch of the Hamilton Suicide Prevention Strategy.

Suicide is one of the leading causes of death worldwide. Each year, close to 4,000 Canadians die by suicide and in Ontario alone, someone dies by suicide every 10 hours. Suicide deaths account for more than half of all violent deaths in the world - more than all the deaths from wars and homicides combined. In Hamilton, suicide claims more lives annually than motor vehicle collisions and homicide.

World Suicide Prevention Day is an annual event sponsored by the International Association for Suicide Prevention, in collaboration with the World Health Organization. It is a day to promote community commitment and action to prevent suicide. Call (905) 546-2424, ext. 3612 for more info.

## Accreditation 2011:

### *The Quest for Quality*

It's that time again and we are gearing up for another Accreditation. Since our Full Accreditation Award in 2008, a great deal of hard work and innovation has been undertaken in our "Quest for Quality" care and services.

Below are only a few examples of these continuous improvement initiatives:

- New ED Sepsis Protocol
- Revised processes in ED and General Medicine to enhance patient flow
- Implementation of the Safe Surgery Checklist
- Implementation of a standardized electronic patient identification label
- Early implementation and continued spread of the central line insertion and maintenance bundles
- Piloting of a standardized transfer of accountability process/tool at shift to shift handover
- Education re: falls, skin and wound care, and hand hygiene

The Accreditation process assists health-care organizations across Canada in defining, measuring, reporting and improving the quality of the care and service they provide. The redesigned program has proven to be very effective in engaging frontline staff and providing the organization with a truer sense of how staff perceive the care provided at St. Joseph's Healthcare Hamilton.

There are two parts to this process:

1. Online Self Assessment – Sept/Oct 2010
2. Peer Review On-Site Survey - May 2011

Staff will be asked to participate in both parts of this vital process. Stay tuned for more information to come. Thank you in advance for helping to ensure all our patients receive only the highest quality of healthcare possible.

*Submitted by Ann Higgins,  
Quality and Patient Safety Consultant, SJHH*



*On Tuesday, June 1st, I had some routine surgery done and because of some concerns, I was kept in the hospital for an extra 24 hours of observations.*

*During my stay, I received the upmost care and professionalism from the staff at St. Joseph's Hospital.*

*What impressed me was their attentiveness, their politeness and cheerfulness. I couldn't help but notice that some of the medical staff treated their patients with such a personable approach. The resident doctor displayed a wonderful sense of humour and was never in a rush when attending to my needs.*

*As a person who is aware that colours can affect one's mood and well-being, the use of space and colour of the unit gave it a warm and calming effect. Even the various colours of the nurses' uniforms brought cheerfulness into the rooms of the patients and gave each healthcare professional a personality of their own.*

*At a time of so much negativity in the press about our current healthcare system, it's refreshing to see from first hand experience how a positive atmosphere can aid in one's healing.*

*From someone who notices.*

*Reprinted with permission: Glanbrook Gazette, Opinions and Letters Section  
**Hospital staff was wonderful, caring**  
By D. Hoeflaak, Mount Hope, June 16th, 2010*

## The countdown to Starry Night is on!

Just a reminder that this year's **Starry Night** will be held at the Hamilton Convention Centre on November 20th, 2010.



Aside from the new location, other changes will include a change to the tables in which there will be tables of ten only this year.

Note that our official ticket launch will be held at the Charlton Campus on September 9th, 10th, 14th and 15th in the main lobby and outside the cafeteria. At the West 5th Campus, the ticket launch will be held during the Summer Sizzler BBQ on August 18th and at the King Campus on September 15th during their Summer Sizzler. The date of actual ticket sales will be **September 20th**. Be sure to organize your tables early and be ready for the BEST Starry Night ever!

Please watch for further flyers and posters for contact information for ticket launches and ticket sales.

## Seeking your assistance in finding wheelchairs

The EVS Portering Dept. is experiencing great difficulty in locating available wheelchairs throughout the Charlton Campus. This lack of access to available wheelchairs is having an severe impact on the Porter transport times, patient flow and outpatient appointments. We ask that staff look through both clinical and non clinical areas and units, identify all available wheelchairs and communicate locations to the EVS Department for collection. Communication to the EVS department can be made via the Transport system or through Pager #901.

Thank you for your assistance in this most pressing matter.

# St. Joseph's Healthcare Hamilton FOUNDATION

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 St. Joseph's Healthcare Hamilton.

**Winner:** Patricia Wilson  
**Department:** Cleghorn Program  
**Draw Date:** June 23rd, 2010  
**Prize Amount:** \$5,448.00

**Winner:** Brenda Hillier  
**Department:** Endoscopy  
**Draw Date:** July 8th, 2010  
**Prize Amount:** \$5,430.00

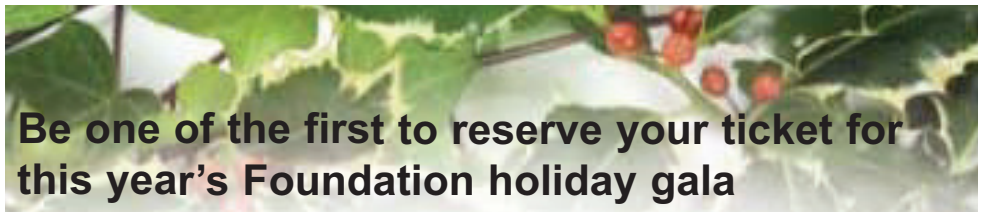
**Winner:** Rhonda Van Groningen  
**Department:** Surgery Dept.  
**Draw Date:** July 22nd, 2010  
**Prize Amount:** \$5,484.00

For more information on the Payday Payouts Staff Lottery, contact St. Joe's Foundation at (905) 521-6036.

Don't forget to visit:

# MyStJoes

intranet home page for up-to-date  
NEWS, EVENTS & INFORMATION  
at  
St. Joseph's Healthcare Hamilton!



## Be one of the first to reserve your ticket for this year's Foundation holiday gala

Always one of the first holiday festivities in the city, St. Joseph's Healthcare Foundation will host its 13th Annual Holiday Gala – **The Holly & The Ivy** – on Saturday, November 6th, 2010 at 6:00 p.m. This Black Tie event will be held at Hamilton's LIUNA Station located at 360 James Street North.

The evening of merriment will include a formal dinner, entertainment, a live and silent auction, as well as a wine auction. Guests will also have a chance to purchase a raffle ticket for a chance to win an 18k white gold Chopard Circle Pendant valued at \$9,410. Raffle tickets are \$100 each and the draw will be made during the evening event.

Tickets are \$300 per person with corporate tables and sponsorship opportunities available. Proceeds from the Gala will enable St. Joseph's Healthcare Hamilton to continue to meet the growing healthcare needs of the community.

Please call St. Joseph's Healthcare Foundation today to reserve your ticket at 905-522-1155, ext. 35981.

*Congratulations to Dennis Rudd who was recently honoured by St. Joseph's Healthcare's Medical Staff for his ongoing commitment and dedication to St. Joe's and for continuously going above and beyond his regular duties as Hospital Greeter.*

*Last month, Dr. David Wood (pictured here with Dennis) officially presented Dennis with the **Service Excellence Award** much to his surprise. Dennis is the third recipient of this honour also shared by Steve Baswick from Diagnostic Imaging and Julie Dehghani from Environmental Services.*

*Congratulations Dennis!*



# CONNECTIONS

is published monthly by the St. Joseph's Healthcare Public Affairs Department.

## 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 prior.

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