

## Kevin's Column



With just a few short weeks before summer comes to a close for yet another year, I hope that each of you have had some time for some well-deserved rest and relaxation.

With September just around the corner, we continue to prepare for the anticipated second wave of the H1N1 flu virus. Over the last several years, we have spent a great deal of time developing a comprehensive pandemic plan and have undertaken numerous infection prevention and control initiatives to ensure all steps are being taken to protect the health and safety of our patients, visitors and staff.

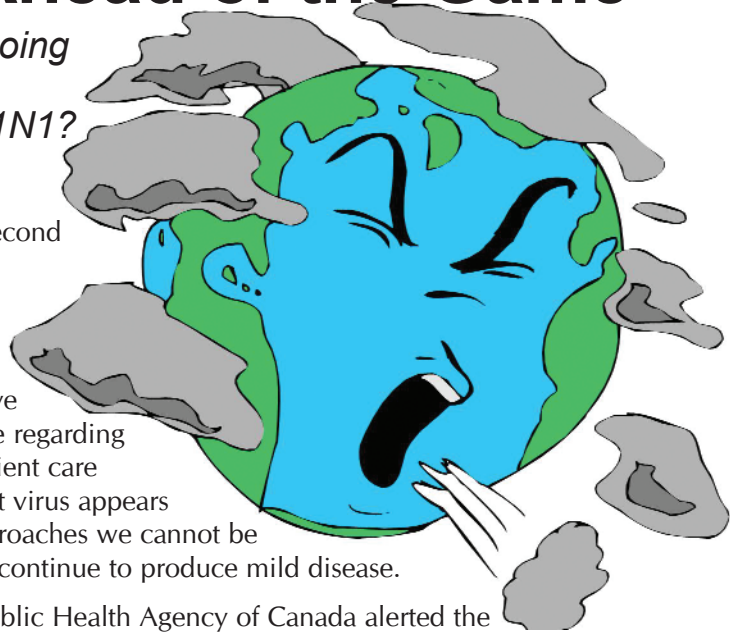
We must continue to be diligent in our hand hygiene practices. Although recent data shows a slight increase in overall hand washing compliance within our organization, ensuring that everyone adheres to our corporate hand hygiene practices continues to be a challenge. We understand that changing behavior and culture takes time but we must remember that by not practicing proper hand hygiene, we continue to put

*Cont'd on Pg. 5*

## Staying Ahead of the Game

*What is St. Joe's doing to prepare for the second wave of H1N1?*

As St. Joseph's Healthcare Hamilton prepares for a second wave to the current H1N1 Influenza A situation, it is important that we assess our capabilities ahead of time to ensure that we have contingency plans in place regarding our ability to maintain patient care services. While the current virus appears to be mild, as the Fall approaches we cannot be certain that the strain will continue to produce mild disease.



On April 20, 2009, the Public Health Agency of Canada alerted the Ministry of Health and Long-Term Care (MOHLTC) about a number of individuals in various locations of Mexico who had Severe Respiratory Illness (SRI) and these cases were later confirmed to be Novel H1N1 Influenza A. On April 28, 2009 Ontario was alerted of its first four laboratory confirmed cases of Novel H1N1 Influenza A.

On June 11, 2009, the Director-General of the World Health Organization raised the level of influenza pandemic alert from a Phase 5 to Phase 6, declaring the start of the 2009 influenza pandemic. During this period SJHH began increasing its mitigation strategies, including the resurrection of the SJHH Pandemic Influenza Steering Committee, co-chaired by Winnie Doyle and Dr. David Higgins. This committee is an ad hoc committee to the Emergency Preparedness Committee and is accountable to the SJHH Executive Pandemic Influenza Steering Committee and the Executive Team.

While our organizational plan and response is required in preparation for the second wave of the novel virus, a number of working groups are currently being represented at the committee level. However, it is important to note that pandemic planning is not inclusive to these groups and planning continues as a priority across the organization as departments/units continue to update their current pandemic plans. Those areas include:

1. Logistics-Equipment and Supplies
2. ICU

*Cont'd on Pg. 6*

## St. Joe's Food Drive is a tremendous success!

A huge thank you to all St. Joseph's Healthcare staff, physicians, volunteers, learners and visitors who supported our Community Food Drive last month. The response was truly remarkable!

During the last several weeks, we have collected over 5000 food items (over 7,000 lbs of food) and approximately \$4000.00 in cash donations to benefit those individuals currently living in poverty in our community!

The items collected during this Food Drive were donated to St. Matthew's House, one of the many community food banks in our region in great need of food donations. We will continue to support our community food banks through future drives so stay tuned for dates to be announced soon!



*The tremendous support of St. Joe's staff helped fill the empty shelves at the St. Matthew's House Food Bank. Over 5000 food items were donated since the Food Drive began on July 13th.*



## Helping to spread the word...Not the germs!

The "Clean Hands Protect Lives" campaign was developed to provide patients with critical information about effective hand hygiene and compliments the "Just Clean Your Hands" staff education program. Although the main focus of this campaign is hand hygiene, the overriding theme is patient empowerment and education. The intent of the program is not to place additional "expectations" or "burden" on the patient, but rather to create an environment where they feel comfortable to ask questions of their healthcare providers.... including "Did you wash your hands?"

The "Clean Hands Protect Lives" campaign is designed and managed by the Ontario Hospital Association (OHA) and funded by the Ministry of Health and Long-Term Care (MOHLTC). OHA encourages all hospitals in Ontario to demonstrate their commitment to patient safety and infection control by supporting the program. In addition, as part of Accreditation Canada's patient safety goals and required organizational practices, organizations are required to provide patients with information on the role they play in their healthcare. The "Clean Hands Protect Lives" campaign is a great way for healthcare providers to encourage patients and their families to become more informed and involved in good hand hygiene.

## MyStJoes

### Your New Intranet

Our new intranet, **MyStJoes** is going to help revolutionize the way we work at SJHH. With a brand new, easy-to-use web interface, staff are now able to collaborate online by sharing information and documents. Key highlights of the new **MyStJoes** include:

- ❑ A personal blog from our President & CEO, Kevin Smith,
- ❑ An online forum to allow staff to ask questions to senior executives,
- ❑ A link to events and rounds calendars,
- ❑ Up-to-date information of key corporate topics such as patient flow and health alerts,
- ❑ Links to web applications such as the provider portal, phone directory and web reports,
- ❑ Quick launch access to common needs such as maintenance orders and Requests for Service,
- ❑ Easy-to-use policy and forms libraries,
- ❑ Easy-to-use search bar,
- ❑ Virtual collaboration spaces for teams, departments and committees with access to secure document libraries, shared calendars and task lists.

To further leverage on the tremendous potential of **MyStJoes**, we have also launched "St. Joe's PC News", an innovative new communications tool that provides the capability to push critical information, corporate messages and code alerts to any PC on our network.

**MyStJoes** is accessible through any computer connected to the St. Joseph's Healthcare Hamilton network.

Be sure to visit us at:

<http://MyStJoes>

# Body Watch

## Fact or Fiction? Setting straight some common nutrition myths

**FICTION:** Carbohydrates are fattening.

**FACT:** In fact, many plain breads, pasta, rice, cereal and potatoes contain less than 3g of fat per serving. However, any foods eaten in excess of your daily requirements can lead to weight gain. What is important to keep in mind when consuming carbohydrates is the size of your portion, as well as any spreads or sauces that may add extra calories or fat. Carbohydrates are an essential part of any diet, as they provide energy and dietary fibre and help to keep you feeling full and satisfied.

**FICTION:** Eggs are bad for my dietary cholesterol.

**FACT:** Dietary cholesterol and cholesterol in our bodies are not the same and for most people, eating food with dietary cholesterol contained in them, has a relatively small effect on blood cholesterol levels. In fact, eating foods which are high in fat especially saturated and trans fats can have a bigger impact on your blood cholesterol level. If you do not already have high blood cholesterol, and are generally

healthy otherwise, it is perfectly fine to include eggs in your diet. Eggs are an excellent source of protein and 11 essential nutrients, and are among the few food sources of Vitamin K and D. As recommended by Canada's Food Guide to Healthy Eating, one to two eggs constitutes a serving.

**FICTION:** Even though I eat well, I should take vitamin and mineral supplements.

**FACT:** The best way to achieve optimal health and make sure your diet contains all the essential nutrients, is by eating a wide variety of foods. The right combinations and amounts of vitamins, minerals and other protective substances are found naturally in food. Also, there is a wide variety of fortified foods that can be found right in your grocery store. For example, many orange juices are fortified with calcium, and most whole grains are fortified with iron. In the end, vitamin and mineral supplements do not provide any of the energy or fibre you would normally obtain from eating nutrient-

filled foods, and they should not be considered insurance for a poor diet.

**FICTION:** Canada's Food Guide to Healthy Eating recommends too much food.

**FACT:** The key is in the recommended size of a serving. When it comes down to it, the serving sizes suggested are not as big as you think. Here are some examples:

- 1 serving of grain products = ½ a bagel - the size of a hockey puck
- 1 serving of milk products = 1 oz or 50 g of cheese- the size of two fingers
- 1 serving of fruits or vegetables = 1 medium sized piece of fruit - the size of a baseball
- 1 serving of meats and alternatives = 3 oz of cooked meat - the size of a deck of cards

Individual needs and preferences should determine your food choices. Remember, different people have different needs and you should match your food choices to your lifestyle.

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

## Got an HR question? Now you can ask Emma!

We are very proud to introduce a new online forum designed to provide SJHH employees with direct access to Emma Pavlov, Vice President, Human Resources and Organizational Development. If you want to know Emma's views and perspectives on HR strategies at St. Joe's then this is an opportunity for you to ask her questions anonymously. Look out for Emma's responses, opinions and expert advice which will be posted for all SJHH employees to read on our new intranet.

Please continue to direct your general service or personal information questions, (i.e. what is the process for job posting, where can I find the seniority list, your pension and benefits, vacation eligibility, leaves etc.) to the Human Resources Employee Helpline (ext. 35300) or go online to the Human Resources webpage on the new [MyStJoes](#) corporate intranet for more information.





# Q&A

*We are committed to keeping the St. Joseph's Healthcare Hamilton community up-to-date on all developments concerning the H1N1 Flu Virus. Here are our answers to some of your most frequently asked questions.*

## ***What is a pandemic?***

A pandemic is the worldwide outbreak of a specific disease to which people have little or no immunity.

## ***What is influenza pandemic?***

People are exposed to different strains of the influenza virus many times during their lives. Though the virus changes, having a previous bout of influenza may offer some protection against infection caused by a similar strain of the virus. However, three to four times each century, for unknown reasons, a radical change takes place in the influenza A virus causing a new strain to emerge.

Since people have no protection against the new strain, it can spread rapidly around the world, causing what is known as a pandemic. Frequently, the pandemic influenza virus causes severe complications, such as pneumonia and death in previously healthy individuals. The last three pandemics occurred in 1918-19, 1957-58 and 1968-69.

## ***What is the H1N1 Flu Virus?***

The H1N1 Flu Virus is a respiratory disease caused by type A influenza viruses. These viruses have been reported to spread from person-to-person, but in the past, this transmission was limited.

## ***What are the signs and symptoms of the H1N1 Flu Virus?***

The symptoms of H1N1 Flu Virus in

people are similar to the symptoms of regular human flu and include fever, cough, sore throat, body aches, headache, chills and fatigue. Some people have reported diarrhea and vomiting associated with swine flu. In the past, severe illness (pneumonia and respiratory failure) and death have been reported with H1N1 Flu Virus infection in people. Like seasonal flu, H1N1 flu may cause a worsening of underlying chronic medical conditions.

## ***How does the H1N1 Flu Virus spread?***

Spread of the H1N1 Flu Virus is thought to be happening in the same way that seasonal flu spreads. Flu viruses are spread mainly from person to person through coughing or sneezing. Sometimes people may become infected by touching contaminated objects or surfaces with flu viruses on it and then touching their mouth or nose.

## ***As a healthcare provider, what can I do to protect myself from infection?***

Follow all infection prevention and control practices.

We ask that you continue to practice proper Hand Hygiene at all times including:

1. When entering and leaving the hospital.
2. Every time you enter and exit a hospital unit.
3. Every time you enter and exit a patient room or outpatient exam room.

4. Clean your hands after touching any surface in the hospital, including the elevator button

The proper use of personal protective equipment, and screening for febrile respiratory illness (FRI) will also help protect you from illness.

## ***Does the Government of Canada expect to see more cases of H1N1 Flu Virus in Canada? Or a second wave of illness?***

The Government of Canada fully expects that new cases will continue to be identified. Although some cases have been severe, including some deadly, most of the cases continue to be mild. Ontario continues to work closely with the Ontario Agency for Health Protection, the Public Health Agency of Canada, the World Health Organization and all other provinces and territories of Canada to monitor H1N1 flu. This work will allow us to learn more about this virus and to prepare for additional waves of illness and/or changes to the nature of the virus.

*Many thanks to Dr. David Higgins and Ms. Winnie Doyle - Co-chairs and the entire St. Joseph's Healthcare Pandemic Planning Steering Committee for their hard work and commitment to ensuring that our hospital remains the healthiest environment for all!*

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

By Angela Coxe, Manager, Respiratory Therapy Services and Jessica Fry, Performance Improvement Consultant, QPPIP, SJHH

The Respiratory Therapy (RT) Department at SJHH is comprised of a team of healthcare professionals who are trained in critical care and participate as key members of the Cardiac Arrest Team, the Critical Care Response Team and the Neonatal Response Team. RTs at St. Joe's are an integral part of all aspects of patient care, including Surgery, Emergency, Neonatal ICU, Birthing, Complex Continuing Care, Cardiac Care, Rehabilitation and the Firestone Institute of Respiratory Health.



Jennifer McClymont, Registered Respiratory Therapist, SJHH

In 2009, our RTs began work to focus on a strategic plan for Respiratory Therapy Services in alignment with SJHH's Compass 2012 Strategic Plan. The department assessed current Strengths, Weaknesses, Opportunities and Threats, and then collaborated to determine Goals and Objectives to further improve our services. We felt that it was important to look at our internal processes so that we could proactively strengthen our services to the organization.

We would like to take this opportunity to thank everyone at SJHH who responded to our recent RT Department Satisfaction Survey. We will highlight responses in an upcoming issue of *Connections*. Please keep your eyes open for more information to come!!

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

## 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



## Kevin's Column

Cont'd from Pg. 1

patients, visitors and ourselves at risk! Staff, physicians and volunteers who do not comply with proper hand hygiene procedures will be treated with zero tolerance.

Unit-specific hand hygiene compliance data was released recently and on August 20th, we announced the top performing areas for this fiscal quarter. Congratulations to 10 Acute Mental Health and Womankind Addiction Services for their diligence and true commitment to our hand hygiene practices. Our next draw will be held in late Fall.

Also, many thanks to all staff, physicians, learners and volunteers who continue to uphold our hand hygiene standards to ensure that SJHH continues to provide our patients with only the safest and most efficient healthcare possible.

On another note, I would like to take this opportunity to acknowledge the outstanding work of our many colleagues who were involved in our most recent International Outreach mission to the Ugandan regions of Gulu, Kampala, and Mbarara. The focus of this mission was knowledge transfer in the areas of Best Practices in Maternal and Neonatal healthcare. We are extremely proud to have the opportunity to continue to play an essential role in the St. Joseph's Health Systems' International Outreach efforts and certainly look forward to upcoming missions in the near future.

Dr. Kevin Smith  
President & CEO

3. Emergency Department/Urgent Care
4. Occupational Health and Safety
5. Corporate Patient Flow
6. Respiratory Therapy
7. Infection Prevention and Control
8. Infectious Disease
9. Pharmacy
10. Public Affairs
11. Human Resources

In preparation for the next wave of the virus, SJHH continues to move forward with mitigation strategies that will support our patients, staff and visitors in a safe and ethical manner. As we recover from the first wave of the pandemic, we are able to apply lessons learned to our preparation strategies. Currently, our employees and physicians are committed to revising our existing pandemic document "The Clinical Health Services Pandemic Influenza Plan". The overall goal of this pandemic response plan is to minimize serious illness, deaths and societal disruption.

During the next wave of the pandemic, it is crucial that we are prepared to respond and provide services within the context of limited availability of external resources and support. Therefore contingency planning is required to mitigate the impact of the influenza pandemic through consideration, planning and preparation efforts within all communities in collaboration with all stakeholders.

## Tobacco users now on the path to quitting thanks to SJHH!

By Colleen Stang, Clinical Nurse Specialist - Stroke Prevention Clinic, SJHH

Great news! Great progress! Healthcare professionals at SJHH's Charlton and King Campuses are making consistent and frequent referrals to the Canadian Cancer Society Smoker's Helpline (SHL) and with over 260 referrals in the previous two quarters (October 2008 to March 2009), our clinicians are among the leading referrers in the province!

The Smokers' Helpline Fax Referral Program brings hospital based cessation intervention and evidence based counselling together. As a Fax Referral Partner, SJHH clinicians are encouraged to refer patients who are thinking about quitting, or are actively quitting, to the Smoker's Helpline for follow up counselling. Last year, referrals to Smokers' Helpline increased by more than 50% over the previous year, making referrals one of the fastest growing ways people are hearing about the service.

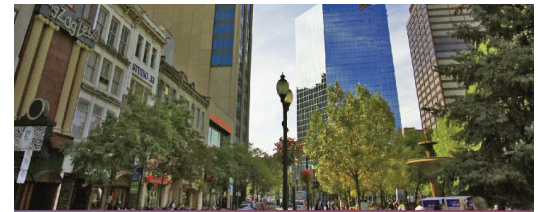
Patients referred to the Smoker's Helpline are diverse in age, with the majority between the ages of 50 and 59 and about 56% of them, female. Though at least 21 departments are actively referring between the two Campuses, the majority of patients are being referred by Pre-Op Clinic/Day Surgery nurses at the Charlton campus.

Of those referred, 50% were engaged in service, which is on par with the North American Quitline Consortium's (NAQC) standards. Those who were reached received a variety of services including:

- Reactive counselling (95%) ■ Literature or self-help materials (86%)
- Proactive service (79%) ■ Referrals to additional support (47%)

The Canadian Cancer Society Smoker's Helpline commends our staff for engaging patients in brief intervention. Every appropriate referral helps a patient to be successful in quitting as well as being one step closer to a healthier lifestyle.

For more details about the SJHH Fax Referral partnership, please contact the Clinical Site Coordinator, Colleen Stang at ext. 35099.





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

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



## Living the Mission

*Just a note to let you know about the wonderful experience that my aunt and I had at your hospital.*

*My aunt was scheduled for surgery on Feb 5th. The surgery initially went well but complications arose and she had to be rushed back into surgery. Thankfully she came through and all is well.*

*I would like to thank the volunteers in the surgical waiting room. They made me feel that I was not alone waiting for news on my aunt. A big thank you to Jim in the recovery room who was very caring and compassionate. He answered all of my questions and was very reassuring that she would pull through. As well, thank you to ICU nurse Barb who was very kind and compassionate towards my aunt and uncle (who has Alzheimers and is very confused). She explained in detail what was happening and what to expect.*

*As well, a thank you to the Surgical Step Down Unit, a very caring and compassionate team. Lastly, a big thank you to Dr. Young and his team as well as the ICU physicians for taking such good care of my aunt.*

*I work in healthcare as well and these times are very tough and trying. It is wonderful to see that there are still caring individuals that see the patient and their families as humans and not as the disease or surgical procedure that they are in for.*

Laura Leveque

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

## Wanted...Your Bright ideas!

Do you have an idea that you think will improve patient care or improve your work life?

Can you identify strategies that could make St. Joseph's Healthcare even more efficient or effective?

We know that the best problem-solving ideas are often created through the imagination of employees. You know your job better than anyone else so if you have an idea for a new initiative or a solution to a workplace challenge, big or small, the SJHH Bright Ideas Committee wants to hear about it.

The Bright Ideas Committee will review all ideas to determine which are feasible for implementation. Committee decisions and recommendations will be communicated periodically through our *Connections* newsletter.

Please submit your Bright Ideas via email to: [brightideas@stjoes.ca](mailto:brightideas@stjoes.ca)

### Why not be part of the team?

With the expanding role of the Committee, we are looking for individuals interested in serving on the Bright Ideas Committee. If you are a current member wanting to continue to work on the committee or you would like to be part of the Committee, please contact the HR Employee Help Line at ext. 35300 or email [brightideas@stjoes.ca](mailto:brightideas@stjoes.ca).

## Awards honour those dedicated to excellence in healthcare practice

*By Monica Alderson, Manager & Professional Practice Leader, Occupational Therapy Dept., SJHH*

In a workplace full of extraordinary healthcare professionals, some just stand out. They are the people who go above and beyond the call of duty and make our mission of achieving excellence in healthcare a reality. Our Professional Advisory Committee (PAC) wants to recognize them!

The Health Professionals Excellence in Practice Awards are team and individual awards that target the pillars of professional practice and are the organization's way of recognizing, acknowledging and celebrating the contributions of health professionals represented by the PAC. Any employee, physician, learner, volunteer, patient or other external group can nominate an individual or a team for these awards.

Last year, fifty individuals and teams were nominated by their peers, practice leaders and managers for their outstanding work in eight categories at the 1st Annual Health Professionals Excellence in Practice Awards.

Nominations for the 2nd Annual Health Professionals Excellence in Practice Awards open September 1st, 2009 and nomination forms will soon be available on all library computers as well as on the new [MyStJoes](#) intranet.



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## The latest Payday Payouts winners are...

A New Year of Payday Payouts has started...ENROL TODAY!

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:** Natalie Wilkinson

**Department:** CCC

**Draw Date:** June 25, 2009

**Prize Amount:** \$5,260.50

**Winner:** Patricia Martin

**Department:** Acute Psychiatry

**Draw Date:** July 9, 2009

**Prize Amount:** \$5,298.00

**Winner:** Laura Wheatley

**Department:** QPIIP Department

**Draw Date:** July 23, 2009

**Prize Amount:** \$5,307.00

**Winner:** Shelley Young

**Department:** Schizophrenia Intensive Treatment Program

**Draw Date:** August 6, 2009

**Prize Amount:** \$5,299.50

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

*...Read why playing Payday Payouts staff lottery really paid off for Natalie.*

Natalie Wilkinson was the lucky winner of the June 25th Payday Payouts draw...and she knows exactly what she's going to do with the tidy sum of \$5,260.50.

She's going to Australia but before you start feeling too jealous, you should know that Natalie isn't going to Busselton, Australia for a vacation, she's going to compete as a part of Canada's National team in the Ironman Western Australia Triathlon in December 2009!

For months now, Natalie, with the help of her friends and colleagues, has been trying to raise the \$8,000 she needs for travel and competition expenses. On June 25th, her worries disappeared as her Payday Payouts windfall pushed her tally to just over that mark!

When she's not running, cycling, and swimming a grueling Ironman course, Natalie can be found nursing on the Complex Continuing Care floors of the Juravinski Innovation Tower at St. Joseph's Charlton Campus. Natalie, congratulations on winning Payday Payouts, and we wish you all the best as you embark on this personal challenge!



## Access Control to heighten security at St. Joe's

Committee membership includes clinical, non-clinical, front line staff and senior leadership. In the coming months, the committee will begin to implement recommendations limiting after-hour access to the Charlton Campus. For more information, contact Karen Candy, Manager, Security Services at ext. 33036.

St. Joseph's Healthcare is committed to ensuring the safety, health and security of its employees, physicians, learners, volunteers and patients. In April 2009, an Access Control Committee was formed to facilitate and coordinate the development of a collaborative, evidenced-based and sustainable access control initiative based on identified needs and risks throughout SJHH Charlton Campus.

## 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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