We never thought a stroke could happen to us. But it did. And when it happened, it felt unreal. It was like a bad dream from which we imagined we would wake up and find our lives as they were before.

On the night of November 11, 2015, I was enjoying what seemed like the end of another fantastic day. Then my phone rang. My boyfriend Fernando had a stroke, and was at a hospital. I could not believe what I heard.

A lot has happened since that moment. But it has been manageable, much in part to the great care we have received. Not only medical care, but care for him as a person and for his family.

After two weeks in acute care, we were blessed with the assignment of Providence Healthcare for Fernando’s rehab. A new journey began.

It was not about the stroke anymore. Now the focus was on improving quality of life, and setting and attaining goals for the future. It has been a journey of learning and re-learning for Fernando and for his family and me.

Fernando has improved so much since his stroke. I have to say that it is all thanks to the excellent care that Providence provides its patients and families.

To each and every person who has been involved in Fernando’s recovery: you are the greatest gift of all.

One of the biggest challenges for Fernando after his stroke is his speech. Knowing him for so long has helped me figure out what he is trying to say.

And through speech therapy, he has new ways of communicating and expressing himself with body language.

Every day is a new progress. Each speech therapy session increases his confidence in communicating. The sessions are tailored to his specific needs, ensuring he is getting the best tools to help.

Most importantly, the therapists care for him as a person, not only as a patient. And they care about his story. In turn this helps Fernando feel comfortable and open to new things. He feels encouraged to never give up as no one gives up on him.

- Diana Marquez
The history of Providence Healthcare spans three centuries. Our founders, the Sisters of St. Joseph of Toronto, opened the original House of Providence in 1857 in downtown Toronto to care for the sick, poor, elderly and homeless.

Since its inception, Providence has evolved to meet the ever-changing needs of our diverse community. Through the early 20th century, it continued to grow, always caring for the city’s most vulnerable. In 1962, Providence moved to the east end and opened as a state-of-the-art home for the aged. In time, the Hospital programs began, including Palliative Care. In 1995, an Adult Day Program opened.

Our six guiding principles - our Values - were formally articulated in the 1980s, but have been embodied within our organization since the beginning through the Cardinal Ambrozic Houses of Providence, an award-winning, long-term care facility, open house welcomed health professionals from across the province.

The “self-imposed isolation” comment gave Providence’s ability to effectively respond to the tipping point – came with the global financial crisis of 2008. The resulting downturn in the stock market, marked our pension plan, and Providence forecasted a deficit for 2010, which was to balloon in subsequent years.

Consensus work in 2002 and 2003 highlighted the need for a new Vision statement, which was introduced in 2004. “Providence Healthcare will use best practices, innovative solutions and leading-edge technology to help patients, residents and clients achieve their highest possible level of independence and dignity.” Also in 2004, a rebranding and name change to ‘Providence Healthcare’ and clearly defined programs and services were initiated. The first guide for referring partners was published and an open house welcomed health professionals from across the province.

After more than a century of building a reputation for reaching beyond its walls to creatively, seizing the opportunity to drive change and confront the complex situation boldly and essentially achieved, we looked to the future. What would be next for Providence Healthcare?

The cornerstone of the Time to Shine Strategic Plan was the patient flow project ‘Transformation by Design’. This Strategic Direction was initiated for two core reasons. First, the health system’s acute care hospitals were running over capacity, with long wait times in emergency rooms and for surgeries. Providence struggled to keep up with the demand to admit more patients from acute care, and with over 100 of 347 beds occupied by patients designated as ‘Alternate Level of Care’ (ALC), Providence’s ability to effectively respond to the need for efficient patient flow and access to rehabilitation services was bleak. Second – and the tipping point – came with the global financial crisis in 2008. The resulting downturn in the stock market marked our pension plan, and Providence forecasted a deficit for 2010, which was expected to balloon in subsequent years.

Transformation by Design, Providence confronted the complex situation boldly and creatively, seeing the opportunity to drive change for the broader health system. We transformed our ways of thinking and behaving, strove for ‘perfect care’ for the people we serve, and committed to a dramatic, radical move on the system by completely redesigning patient flow.

With the support of our Foundation, year over year, each of our rehabilitation programs were remodelled and new processes were developed, spread and sustained. Metrics showed the project to be an overwhelming success, and Providence reputation grew as a solution to the health system. With the success of, and Providence’s 2003 Vision essentially achieved, we looked to the future. What would be next for Providence Healthcare?

This brings us to the period of time captured in this Annual Report. The pages that follow outline how our new plan will help us navigate a rapidly changing environment and stay true to the legacy that has sustained us for close to 160 years.

The time is now. We have an opportunity to create a future that is better for all of us. Let’s make it happen.
Message from the Providence Healthcare Board of Directors

Today health care poses new challenges and presents us with an opportunity to respond with the same courage, creativity and compassion as our founders, the Sisters of St. Joseph of Toronto. To meet these opportunities, over the past two years we have created and launched our BEST Together Strategic Plan 2015-2020.

This forward-thinking Plan lays the foundation for achieving our new Vision - to help people stay healthy and safe at home, for as long as possible - which flows through our Big Goal, Strategic Directions and Aims for the years ahead. It is based on the most extensive consultation in our organization’s history, informed by research, and confirmed by following careful and thoughtful reflection.

In this report we review the progress we have made in our first year of our Plan, called our ‘Get Fit’ year. We also share highlights of our achievements for 2015-2016, which include:

• Involving over 150 of our patients, families and staff in conversations about our current performance in delivering the BEST Care Experience.

• Continuing to grow our Leadership Development Institute to ensure the Providence leaders of today and tomorrow help us create the BEST Community of Experts.

• Developing the BEST Relationships Beyond Our Walls. In particular, our partnership with Variety Village helps outpatients continue their rehab activities in a fun and therapeutic environment.

While we feel very energized about the progress we made in 2015-2016, we are equally excited about the coming year. We thank everyone who has made a contribution over the past year: our staff, our volunteers, the Catholic Health Sponsors of Ontario, Catholic Charities of the Archdiocese of Toronto, the Toronto Central Local Health Integration Network, local Community Care Access Centres, our donors, and our partners in acute care and the community. We also thank our patients, residents, clients and their families for their trust in our care and the opportunity to be part of their lives. Last, a special thank you to those who have shared their experience in this Annual Report.

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Message from the Providence Healthcare Foundation Board of Directors

BOLDLY MOVING FORWARD.

Over the years, it has been humbling and gratifying to witness a growing community of philanthropy led by the involvement of our Foundation Board of Directors, the volunteer support of 153 dedicated Foundation Committee Members, and the unwavering commitment of the donors of Providence Healthcare. So many individuals have come together to help Providence deliver exceptional and compassionate health care every day.

Despite a year of global and economic uncertainty, we continue to be inspired by the level of generosity and donor excitement that has capped off another memorable year for Providence Healthcare Foundation. We recognize that donors have many choices, and we are privileged to have your support. In fiscal 2015/16, we raised $2.6 million (net), together. These essential donations empower our staff with the resources to bring to life new approaches and improvements to transform health care in meaningful and lasting ways.

Our successes were your successes – each one made possible because of the ongoing partnerships and relationships we have forged within our community. Investment in projects, such as our Hope Starts Here campaign, continue to grow. Our donors have pledged $11 million towards our bold $16 million goal to support our three main priorities: Transformation by Design; Palliative Care; and The Knowledge Centre.

A growing number of generous contributors and supporters have made a significant impact on the well-being of those in our care, truly demonstrating that the power of community does help people flourish at Providence and at home.

Thank you to our many Foundation friends who have allowed us to thrive and fund Providence’s big dreams.

KEVIN P DOUGHERTY, Chair, Board of Directors Providence Healthcare Foundation

JENNIFER C. STEWART, CFRE President and CEO Providence Healthcare Foundation

Providence Healthcare Foundation Financial Report
Year Ending March 31, 2016

REVENUE: TOTAL $4,209,968.00

EVENTS: 34%
CAPITAL CAMPAIGN: 26%
OTHER MAJOR GIFTS AND ESTATES: 23%
ANNUAL DONATIONS: 16%
INVESTMENT INCOME: -1%

FUNDS GRANTED: TOTAL $3,174,398.00

PALLIATIVE CARE: 55%
CARDINAL AMBROZIC HOMES OF PROVIDENCE: 27%
TRANSFORMATION BY DESIGN: 9%
PROVIDENCE HOSPITAL: 6%
EQUIPMENT (HOSPITAL): 3%

EVENTS:

Rebecca L. Jones and husband Jack Ivaszko at the 2015 Silver Ball; Joie Ziebell and Andrew Branion, guests at the 2015 Cuisine and Cuvée; and the 2015 champions of the Hope Starts Here Providence Golf Classic.

Jennifer C. Stewart
Providence Healthcare Foundation
We established a community referral pathway and provided Fast Access to Seniors to improve access to evaluation and Respite Services (FAST CARS).

Fifty-three service providers were awarded to sites ranging from 200 hours to 560 hours. Volunteers gave 62,000 hours of their time in 2016.

The 2015 Golf Classic, co-hosted by the Lion's Club and the CWU Local 2017, raised over $100,000 in innovation and awarding of education grants.

The Innovation and Education Awards Day was held, celebrating innovation and awarding over $150,000 in education grants.

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Providence is one of the largest rehabilitation hospitals in Ontario. Providence is one of East Toronto’s largest employers, with over 1,400 employees, physicians and volunteers.

The facility is over 460,000 square feet, located on 8.25 hectares. Approximately 21 acres.

The Cardinal Ambrozic Houses of Providence has 288 long-term care beds.

Annual hospital admissions grew to 2,780 in 2015/16 from 1,753 in 2008/09, an increase of 58 percent.

Of patients returned home after rehabilitation, the average number of alternate level of care (ALC) patients at Providence has reduced to 35 by the end of 2015/16 from 91 in 2008/09, a decrease of 61 percent.

The average length-of-stay for patients in rehabilitation decreased to 29 days in 2015/16 from 76 in 2008/09, a decrease of 62 percent.

98 percent of patients surveyed in 2015/16 responded positively when asked.

The adult day program served 302 clients, referred to as “club members” in 2015/16.

We achieved stroke distinction from Accreditation Canada for our inpatient stroke services. We were evaluated against national standards and achieved 100 percent compliance with all best practice standards.

After one year, the case study “Boldly Go - Character Drives Leadership at Providence Healthcare for the Ivey Business School’s MBA, HBA and Executive Programs (University of Western Ontario) was downloaded close to 1,000 times – primarily from the U.S. and Canada, as well as Portugal and India. It was also downloaded in Australia, Austria, China, Ecuador, Mexico, Philippines, Singapore and the U.K. It has performed well, outselling case studies about Lululemon, Molson Coors and Lac-Megantic.
Our BEST Together Strategic Plan 2015 - 2020

Our BEST Together Strategic Plan is based on the most extensive consultation process in our organization’s history, informed by research, and confirmed following careful and thoughtful reflection. Our plan has been developed with a five-year outlook. Each year we will review our progress and make adjustments, as necessary.

OUR VISION

Providence Healthcare will extend our community of expert care beyond our walls. We will give the people we care for the knowledge and confidence to stay healthy and safe at home for as long as possible.

OUR BIG GOAL

The people we care for will flourish at Providence and at home.

• BEST CARE EXPERIENCE (PATIENT EXPERIENCE; CLIENT AND FAMILY-CENTRED CARE; QUALITY AND SAFETY INITIATIVES)

• BEST COMMUNITY OF EXPERTS (LEARNING AND DEVELOPMENT, COACHING MODELS, HEALTHY WORKPLACE)

• BEST RELATIONSHIPS BEYOND OUR WALLS (INTEGRATED FUNDING MODELS, EXISTING AND NEW PARTNERSHIPS, COMMUNITY ENGAGEMENT)

AIMS

The expectations of our patients, residents, clients and their families are always exceeded.

Aims

The people we care for will drive their health care journey, what matters most to them is what counts.

Aims

Our staff will feel enriched and empowered to make decisions that create a better Providence.

Aims

Sustainable partnerships support shared accountability for health outcomes and positive experiences for the people we care for.

Aims

We will collaborate to develop and implement integration at the point of care, connecting providers within and across sectors.

Community engagement will bring value to the people Providence cares for through joint planning, decision-making and actions.
To support the BEST Care Experience Strategic Direction, we have chosen to apply for the GOLD Designation in person-centred care. Planetree is a non-profit group that works with healthcare organizations internationally to improve the patient experience. In September 2015, we invited Planetree to conduct focus groups to create a baseline measurement of the patient experience in Providence Hospital. Our score is based on 48 criteria under 11 key aspects of holistic, person-centred care. Over 150 staff, patients and families participated in the focus groups. The summary of the focus group feedback highlighted our strengths as well as opportunities for improvement. The results revealed Providence had near perfect scores in the categories of Structures and Function, Necessary for Independence, Dignity and Choice. The Hospital also scored well in categories of Family Involvement, Integrative Therapies and Healthy Communities.

A good night’s sleep
Providing an optimal environment for sleep is essential for our patients to flourish during their stay at Providence.

A review of our patient interviews and satisfaction surveys revealed the “nighttime experience” as an opportunity for improvement. Satisfaction surveys revealed the “nighttime noise level at night” and family-directed visiting hours are still in its infancy in Canada. Our choice to work with Planetree positions Providence as a leader in improving care for our patients, residents, clients and their families.

An improved dining experience for our residents
Our long-term care home, the Cardinal Ambrozic Houses of Providence, is home for each of our 288 residents. We survey our residents and family members annually to identify where we can improve the lives of our residents.

In 2015, our survey revealed their dining experience could be enhanced. Recognizing noise is a particularly sensitive issue for our residents, we focused on three areas to improve the dining experience. The noise of the plates being cleared off with metal utensils was found to be disturbing, so we introduced plastic spatulas to clean plates and moved this process further away from the eating area. The sound of the plates on hard melamine table surfaces also created noise. Introducing tablecloths was cost-prohibitive, so bright orange placemats are being placed in a select number of the 16 Houses. We are relocating the speakers in each House’s dining room to reduce echo and create more of a surround sound. Televisions in nearby sitting areas are now turned off while the music is on during mealtimes.

A follow-up survey has revealed that the dining experience has improved for our residents with the implementation of these measures.
Our Adult Day Program provides a home-like environment for anyone with irreversible dementia, where we engage in therapeutic and meaningful social and recreational activities throughout the day, evening and overnight. Over the past year staff members in the program initiated a shift in the client experience at this award-winning program to make it even more effective for “club members,” a term used in the program for clients.

Activities for club members had been organized around employee shifts. Staff members created an innovative, research-based framework for providing programs and services based on clients’ needs, not staffing schedules. Now the programs are based around the club members in attendance at that particular time. Activities now run for longer durations, which in turn enables club members to focus and participate in things that they enjoy for a longer period of time (before beginning a new activity of their liking). This in turn frees up staff to be involved in other activities that benefit club members. This emphasis on client-centred care has been further elevated by a new cover sheet in their charts that gives more detailed biographical personal history to help explain to staff, “Who am I?”

The new model of care introduced to the Adult Day Program supports a culture where staff members offer more flexibility, creativity and autonomy for the client, allowing them to flourish in our setting.

Although Nana is no longer with us, the memories in our heart of time spent together at the Adult Day Program will always be a part of who she was and the life that she had there. Thank you again for everything you have done. You made her journey here a beautiful and bright one filled with love and laughter.

Sincerely,
The Rogers Family

Mom and I would like to thank you all for your card, kind words and beautiful pictures to reminisce about how much Nana meant to not only us but you all during her six years at the Adult Day Program. We are at a loss right now without her and feel as though our home is empty but as you all know she filled our hearts with many memories of her smiles and determined to keep going. She truly was happy during her time at the program and most enjoyed the food (obviously!) but also the hand massages, nail paintings, games and the time you took to sit and talk with her and ensure she felt like she mattered to each and every one of you.

During the later stages of Alzheimer’s at your program you modified the needs and programming to ensure that she was still a part of the program and made every attempt to ensure that her smile remained upon her face and that she received the best care possible. In addition to all your support and care for Nana we would like to thank you for your kindness, patience, understanding and support during our time there. You were willing to hear our suggestions on ways to support the client and their families and allowed us to share in Nana’s special times with you through programming and party events. We always wanted what was best for her and you all did your very best to accommodate and listen to our needs. Whether it was putting her into the program when my mom wasn’t well or allowing us an extra seat on Santa’s lap during the Christmas festivities, it meant a great deal to us.

Although Nana is no longer with us, the memories in our heart of time spent together at the Adult Day Program will always be a part of who she was and the life that she had there.

Thank you again for everything you have done. You made her journey here a beautiful and bright one filled with love and laughter.

Sincerely,
The Rogers Family

Jennifer’s grandmother June Rogers was a club member in the Adult Day Program for six years. An avid Leaf fan, to say the least, she held season tickets for 67 years. In spite of having Alzheimer’s disease in her later years, she still enjoyed the games. In 2013, when she was 88 years old, the longtime Scarborough resident was named winner of the Sportsnet’s Ultimate Sports Fan contest.
Our present Palliative Care Program is a 35-bed unit dedicated to maintaining patients’ comfort, fostering dignity, and providing emotional and spiritual support for patients and their families. The team ensures that pain and symptoms are managed well, and that patients engage in activities and meals as much as they are able. The focus is on helping each patient live to his or her fullest ability and celebrate life. We have assisted in providing weddings, baptisms, birthday parties and anniversary celebrations for people in our unit. However, our current palliative care space is part of our busy rehabilitation Hospital, steps away from the hustle and bustle of our Tim Hortons. The traditional, somewhat institutional setting, conflicts with the warm, home-like and tranquil environment our patients and families desire. By continuing our legacy of listening and responding to their needs, and to feedback from the health care community that cares for them, Providence is remodeling an underused wing of our Hospital, and will relocate patients there later this fall.

Our new Palliative Care program will be a haven for families seeking normalcy and togetherness during the end-of-life journey. You can learn more about this special environment, made possible through the generous donations to our Hope Starts Here campaign, at www.providence.on.ca

Infection Prevention and Control Manager Aurora Wilson has worked at Providence for eight years. In the spring of 2016 she completed phase two of the Leadership Development Institute, a three-phase program developed and launched in-house. The final assignment for participants in phase two is the composition of a letter answering the question, “I graduated from phase two with honours because…” The letter must be dated one year later and describe, “Who will you have become?” Aurora chose to compare how she reacted to a difficult situation her daughter had experienced with how she would have responded having completed phase two of the leadership course with honours. "I think the story is a contrast of me – then and now," Aurora noted. "The now is a work in progress that feeds into my continued desire and commitment to be a better person, a better leader."
The Leadership Development Institute is a three-phase program developed and launched in-house to empower its leaders of today and tomorrow with the tools and resources required to be successful. The program prepares our leaders for the leadership megatrends stages of organizational development and human consciousness that are evolving in society now and will continue into the future.

By March 2016, 73 per cent of our Leadership Forum members (53 of 73) and eight emerging leaders had started the program, consisting of three six-month phases.

PHASE ONE

Leading Self – focuses on “me.” It helps our leaders become more curious about who they authentically are – their strengths, values, beliefs and character. Self-awareness, self-discovery and self-management are key to increasing effectiveness in every aspect of work, organizations and life. To achieve this, participants receive one-on-one sessions with an executive coach, attend group-sharing sessions, workshops and a book club, and complete a personal project.

PHASE TWO

Leading Others – provides guidance for how leaders can move from “me to we.” Participants study existing leadership models, teach each other what they learned and collectively choose what leadership skills they want to focus on during this phase. They apply what they learned about themselves to others and start to see others around them as people who (just like them) have fears, anxieties, strengths, hopes and dreams. Participants continue to receive sessions with their coach.

This phase is self-directed with a lot of peer teaching and small group practice work, reinforcing the messages about working with others.

PHASE THREE

Leading Systems – provides participants with an understanding of how to move from “me to we to all.” Participants analyze a Providence initiative from a systems perspective. Through each analysis, participants learn and teach each other about different aspects of systems thinking, such as the business essentials of health care, strategic thinking, achieving results, visionary leadership, patterns, mindsets, structures, feedback loops, system archetypes and system lenses. Leaders continue to work with their coach during this phase. Phase three was launched in February 2016 and is currently being pilot tested by a group of 13 participants.

Annual scholarship funds

The establishment of the TD Academic Award in 2015 has resulted in the availability of a total of $10,000 in Providence Healthcare Education Grants to further the education of our talented and dedicated staff. The remaining annual awards we provide are: The Dr. Colin Kilty Award; The Macri Nursing Scholarship; The Providence Academic Fund, Supported by Providence Primary Physicians; The Sanofi Education Award; and the Providence Healthcare Education Subsidy.

To align the application process with our Vision, this year we developed clearer criteria for staff to use when accessing these educational and financial resources. In 2015, $105,901.59 in total education grants were provided to 92 employees.
Community Referral Pathway

In 2015 we established a community referral pathway that provides Fast Access for Seniors to Community Assess and Restore Services (FAST CARS). The goal of this standardized care path is to stabilize the health of vulnerable frail seniors, and to keep them healthy and safe at home for as long as possible.

Frail seniors can be referred to the pathway by their primary care physician or family health team, a health care professional at an emergency department, a Community Care Access Centre (CCAC), or by other community agencies.

The assessment takes place at Providence or virtually in the patient's home or other care settings using the Ontario Telemedicine Network. Our care team may include a physician, pharmacist, registered nurse, occupational therapist, physiotherapist, social worker, community health navigator, and others as appropriate. Patient collaboration and input is an essential part of this process.

Providence shares the assessment results and recommendations with the patient's primary care provider. The patient's pathway may include referrals to Providence's programs and services (inpatient or outpatient), and referrals to other agencies in the community with programs to meet the patient's specific health needs. The overall focus is to maintain the frail senior's functional independence, prevent medical complications, and prevent unnecessary visits to emergency departments, avoidable hospitalizations and premature long-term care home placement.

The Community Referral Pathway demonstrates how partnerships help us drive a person-centered network accountable for excellent health outcomes.

Funding for this initiative was provided by the Toronto Central Local Health Integration Network.

Our partnership with Variety Village

Variety Village is a fitness facility located in East Toronto that aims to help people with disabilities achieve their goals – athletic or otherwise. Its resources include a state-of-the-art aquatics centre, three-court gym, cardio-centre, weight room, fitness classes and programs for people of all abilities. Variety Village promotes appreciation, interaction, empowerment and inclusion.

We have partnered with Variety Village to provide Providence patients in the community with a Rehab to Community Transition Program. The free six-week program provides education and support in order to help our patients return to active living in their community. The program is offered seven times a year.

A grassroots partnership with our therapeutic recreationists and a local bowling alley

C4Centre Bowling is the passion project of Judy Belyej and Tim O’Hara, who came out of retirement a few years ago to buy the business when they learned it was going to close.

The new owners chose the name C4 – a term for an explosive – to reflect the impact they want their bowling alley to have in the local community. Indeed, their influence is being felt in many positive ways, including through a partnership with Providence.

The relationship began three years ago when Stephanie Ellis, one of our therapeutic recreationist in the Geriatric and Medical Rehab Program, inquired if the bowling alley was manageable by wheelchair. Indeed it is accessible and has special bowling ball ramps that enable people with limited strength or mobility to bowl from their wheelchair.

Trips to C4Centre Bowling are now part of the therapeutic program for our patients. And the relationship has grown further.

Visit our website to learn about C4Centre’s fundraising impact and to see a photo gallery of our recreational therapists and our patients, some of whom are over 90 years of age, bowling through this special partnership.
Partnerships with the Cardinal Ambrozic Houses of Providence

Our long-term care home works in collaboration with Providence Hospital’s own programs and services, as well as with many community agencies and health care providers.

Partnerships with acute care hospitals include an agreement with the Michael Garron Hospital that enables its Geriatric Emergency Management (GEM) team - nurses specializing in frailty-focused emergency services - to visit our residents at the Houses. The GEM team provides an assessment and care for medical conditions, when it is appropriate, instead of transporting frail residents to emergency departments where they may have to wait to be seen.

Collaborations with community agencies are also important for our residents. For example, partnerships with the Regional Geriatric Program at The Scarborough Hospital and at Sunnybrook Health Sciences Centre enable our residents to receive psycho-geriatric assessments at the Houses. Residents with a dementia-related illness can be seen in their normal environment and interaction with our staff can be observed. Based on the assessment, the team makes recommendations on how best to manage their care.

These are just a few of our partnerships.

To learn more, visit www.providence.on.ca

Community Engagement Plan and Framework

In 2015/16 Providence developed a Community Engagement Plan and Framework to serve as a guide for involving the people we care for in conversations about their care, the services we provide, and other issues that impact them. Our community needs to understand us, and we need to understand them - and this Plan is the first step towards achieving a greater, common understanding.

The Plan and Framework have been shared with our staff members, who will be coached on how to appropriately include the voices of those we serve in problem solving, planning and decision making. This is part of a broader shift in our organizational culture to one of engagement, with open and meaningful dialogues with all stakeholders. We have adopted the International Association for Public Participation framework to help us assess our progress.

We are building a community engagement ‘roster’ of individuals interested in taking part to represent our community of patients, residents, clients and their families. If you are interested in participating or learning more, please email communityengagement@providence.on.ca or visit our website.

This year’s three recipients of the annual living our values awards are:

- Henry Sugimoto
  Volunteer
- Jennifer Joachimides
  Physiotherapist
- Shelley Allen
  Social Worker

These outstanding individuals were nominated by their peers in 2015 for living the Values in their day to day work.

OUR MISSION, VISION AND VALUES

MISSION
Providence Healthcare, a Catholic health care organization, is inspired by the legacy of the Sisters of St. Joseph of Toronto to be a welcoming community of compassion, hope and healing. We provide rehabilitation, palliative care, long-term care and community programs.

VISION
Providence Healthcare will extend our community of expert care beyond our walls. We will give the people we care for the knowledge and confidence to stay healthy and safe at home for as long as possible.

VALUES
Sanctity of Life
Every life is a sacred gift that has meaning and value.

Human Dignity
Everyone has intrinsic value and is worthy of respect.

Compassionate Service
The needs of every person are attended to with thoughtfulness, understanding and sensitivity.

Community
People of diverse backgrounds gather together with a shared purpose and support each other in hope and celebration.

Social Justice
Each person is treated in a fair and equitable manner, according to one’s needs.

Social Responsibility
Accountability is demonstrated by the prudent use of resources given to us in trust.

These are just a few of our partnerships.

TO LEARN MORE, VISIT WWW.PROVIDENCE.ON.CA

From L-R Community Advisor Cyndi Barron with Community Engagement Process Lead Noorin Prebtani.
Resident Assistant Sandra Booth prepares an afternoon cup of tea for a resident in the Cardinal Ambrozic Houses of Providence.

We belong to a system of 16 Catholic health care providers across Ontario, sponsored by Catholic Health Sponsors of Ontario (CHSO). Our shared origins can be found in the Congregations of Sisters who founded our organizations as Ontario’s health care pioneers. As sponsor, CHSO continues the legacy of the Sisters by ensuring that the Catholic identity, Mission and Values strengthen and enrich health care delivery in our province.