Introducing the STAR (Special Thanks And Recognition) Program!

Beginning today Hôtel-Dieu Grace Healthcare will be launching the STAR – Special Thanks And Recognition program to acknowledge the everyday exceptional acts performed by our staff! Staff, physicians, patients and visitors will be able to nominate an employee or employees who have performed an act that has gone beyond the call of duty. To nominate someone you think is a STAR simply complete a submission form giving a description of how that staff member made a difference to you.

Forms are available on the internet and intranet sites as well as paper forms at drop boxes located in the Tower Lobby near Tim Horton’s, in the Emara Lobby next to the elevators and in the RCC Huot Building Lobby next to reception. Successfully nominated employees will receive a STAR pin. For more information on the STAR program please contact Victoria Lapczuk in Occupational Health and Safety at ext. 73761.

HDGH Welcomes Patrick Kolowicz to Management Team

On February 24, 2014 Patrick Kolowicz joined our team at HDGH as Manager for the inpatient Complex Continuing Care Unit on 2 South (CC3/4) in the Dr. Y. Emara Building. Patrick will also manage the Geriatric Assessment Team (GAP), the Adult Day Program (ADP), the Acquired Brain Injury (ABI) program, Psychology (for Rehab, ABI & CCC), Recreation Therapy (for CCC) and Respiratory Therapy.

Patrick has held a number of hospital management positions over the past four years and worked as a clinical instructor prior to that.

“I’m looking forward to my transition to the Hôtel-Dieu Grace Healthcare leadership team. Everyone has been extremely courteous and welcoming which I thank all of you for. I am eager to learn about the vital programs and services that this campus offers to meet the unique needs’ of the individuals in our community. I am excited to embrace the establishment of our redefined vision, future directions, objectives and priorities. I look forward to working with everyone through this journey,” said Patrick.

Patrick is located on the second floor of the Emara building and can be reached at ext. 76103 or by email at Patrick.kolowicz@hdgh.org.

Please join us in welcoming Patrick to Hôtel-Dieu Grace Healthcare.

Foot Problems? Call the Chiropody Clinic at HDGH

Having a full-time Chiropodist (pronounced ker-rahh-po-dist) on staff and operating a Chiropody Clinic at Hôtel-Dieu Grace Healthcare, means that we are able to provide professional foot care to children, adults and seniors who may be suffering from a variety of foot problems.

Anja Ozvald, a registered chiropodist has been treating foot problems in the Chiropody Clinic at HDGH for over 20 years. Anja is a graduate of the Chiropody Program at the Michener Institute in Toronto and a member of the College of Chiropodists of Ontario, a regulatory body that sets standards to ensure that safe foot care is provided in Ontario by qualified practitioners.

If you are suffering from corns and callouses, thick nails or fungal nails, ingrown toenails, planter warts, heel, arch and general foot pain, heel spurs, planter fasciitis, skin infections or foot ulcers and wounds, Anja can help you. If you are diabetic and want to prevent foot problems or are looking for orthotics or footwear advice, you should make an appointment to see Anja.

“As the only hospital based chiropodist in the Windsor area, I assessed and treated 350 inpatients and another 2,300 outpatients last year,” said Anja. “Early prevention of foot conditions may prevent problems later in life which is why it is important to keep your feet healthy and comfortable.”

The Chiropody Clinic is located on the first floor, East Wing in the Casgrain Building. Clinic hours are Monday and Tuesday from 7:00 a.m. to 4:00 p.m., Wednesday and Thursday from 7:00 a.m. to 3:45 p.m. and every other Friday from 7 a.m. to 3:30 p.m. According to Anja, no doctor referral is necessary, and many health plans provide coverage. Inpatients are charged $25 per visit and outpatients are charged $30 for the first visit and $25 for each visit after that.

To make an appointment, call Anja at the Chiropody Clinic at 519 257-5111, ext. 72230.
HDGH’s Attendance Support Program

The Attendance Support Program at HDGH is a comprehensive strategy to assist employees and the organization in maintaining optimal health, safety and productivity. It is a collaborative response to the health, safety and disability needs of our employees. This new program came into effect March 1, 2014 and can be found in the online Policies and Procedures, as well as on the HDGH Intranet under Health and Safety.

The goals of the program include a focus on wellness, safety, absenteeism and disability management to foster a safe, healthy and productive work environment at HDGH.

If you are sick, you need to advise your direct supervisor/manager of any absences. Managers/Supervisors will contact employees to follow-up on messages left for a sick call. All medical notes must be handed in to the Health Office when the hospital has requested medical or for any absence greater than three days.

After any absence greater than three days an employee must submit an attending physician statement (APS). The APS must be dated and all sections completed, signed, and stamped by the treating physician. If the APS is not received within 48 hours following the third consecutive missed shift or before your return to work, whichever comes first. (Fax number is 519-257-5181). The APS must be faxed to your physician or email it to you.

The APS must be submitted to the Employee Health Nurse (Sue Klein) within 48 hours following the third consecutive missed shift or before your return to work, whichever comes first. (Fax number is 519-257-5181). The APS must be dated and all sections completed, signed, and stamped by the treating physician. If the APS is not received within 48 hours following the third consecutive missed shift, you will not be paid sick pay until the APS form is submitted.

There are six “phases” to attendance support that are clearly set out within the policy.

Everyone starts in the “awareness phase”. Movement from Awareness Phase into Phase 1: during the previous 12 months the employee experienced six or more incidents; or during the previous 12 months the employee experienced eight or more days (60 hours) of absence. At Phase 1 employees will have a meeting with their manager to discuss their absence record and supports available should the employee require them.

Movement into Phase 2 or higher phases - takes place if, during the subsequent quarter, the employee experiences more than two days of absence. At Phase 2 and higher meetings are scheduled with the employee and his/her manager. At higher phases meetings with Human Resources and Occupational Health may be included. Employees may ask for Union representation at any meeting.

Movement back to the Awareness Phase will occur if: the employee is absence free for six consecutive months; or the employee has five or less days absent in a 12 month period.

The full version of the policy sets out the meetings and supports offered at each phase of attendance support. Employees are encouraged to read through the policy in its entirety. A report will be going out to managers in the second week of April that sets out employees who meet the criteria to be moved in to Phase 1 according to their absences from April 1, 2013 – March 31, 2014. If you have met the criteria for Phase 1 your manager/supervisor will be meeting with you to discuss attendance support.

“Special Consideration” may be granted to employees if it has been determined the employee’s absenteeism is due to: chronic medical condition supported by a specialist’s documentation and approved in consultation with Occupational Health; serious time-limited, life threatening medical condition or illness, or surgery which is medically required.

Employees granted “Special Consideration” will not progress to higher phases in the Attendance Support Process for absences related to their special consideration until such time as their condition improves, they are successfully accommodated or they are not able to (or will not) provide medical documentation to support their absences. The forms for special consideration can be obtained from Occupational Health.

If you have any questions or concerns about the changes to the policy or how the policy operates, please contact Sheri McGeen at ext. 73306, Sue Klein at ext. 73360, or Victoria Lapczuk at ext. 73761.

HDGH Celebrates National Volunteer Week

Compassion, laughter, giving and a touch of friendship are some of the unique qualities our volunteers offer to Hôtel-Dieu Grace Healthcare each and every day. They are truly a gift to our health care facility and the community.

Help us to celebrate National Volunteer Week by acknowledging the dedication and commitment that our volunteers radiate throughout the hospital by saying a simple thank you in passing.

On Tuesday, April 8th we are honouring our volunteers at an appreciation luncheon. At that time areas will be without help by our volunteers so that they may attend.

Changes in Food Service Coming to HDGH

The Department of Food & Nutrition Services is happy to announce some exciting plans for the provision of food service, coffee, snacks and beverages at Hôtel-Dieu Grace Healthcare.

As of June 2014, prepared food services will be provided in the Emara building daily from 10:00 a.m. to 2:00 p.m. In addition to this, the Auxiliary also plan to operate a Coffee Bar offering beverages and packaged snacks from 8:00 a.m. to 8:00 p.m. daily.

In preparation for both of these services, renovations are scheduled to begin soon to expand and improve the dining area and create the Volunteer Coffee Bar. Plans also call for relocating the existing Gift Shop to allow for expansion of the eating area. This newly created Emara Café is being sponsored by a generous donation.

Blind taste tests will be offered to staff, patients and visitors on April 1st in the Emara Lobby from 8:30 a.m. to 10:00 a.m. to get their input on coffee and snack choices for the new café.

The Tayfour cafeteria will also be undergoing some changes. As of April 30, 2014 the product license agreement with Tim Horton’s expires which means we will be looking for a new coffee provider. To help us make this decision, we will be engaging staff and visitors to participate in a taste test to determine the new coffee provider from two popular coffee distributors. Look for your opportunity to try our new offerings on April 28th in the Tayfour cafeteria.

Also, once renovations are complete at the Emara Café, enhancements to the Tayfour cafeteria will begin to improve layout and customer flow. During this transition, our Department of Food & Nutrition Services will continue to provide the great food choices that you have been enjoying since October 1st (breakfast sandwiches, salads, Mac’ n Cheese, Tilapia, etc.). This is a great opportunity for you to try some of our offerings in the Tayfour Cafeteria.

In addition to the changes and expansion of food services noted above, we will also be reviewing vending machine locations to ensure that they are optimal.