

# St. Joseph's Residence Inc.

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## Resident Handbook



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Welcome to St. Joseph's Residence! We are a Roman Catholic not-for-profit personal care home within the Long Term Care Program of the Winnipeg Regional Health Authority. We are sponsored by the Catholic Health Corporation of Manitoba, a healthcare network committed to leadership, innovation, and excellence in service, stewardship, collaboration and shared responsibility. Faithful to the spirit and mission of its founders, their mission is to further the healing ministry of Jesus Christ.

Our care team strives to provide a home-like atmosphere while assisting you to maintain a sense of independence and fulfilment. We hope that you will feel at home here. Please remember that our staff will be happy to assist you whenever you have questions or need help.

## Mission

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The Mission of St. Joseph's Residence is to show forth God's love in an environment of respect, reverence, and hospitality in the spirit of St. Benedict, by fostering compassionate care to the elderly.

## Vision

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We aspire towards *Excellence in Care*  
We work together in a culture that generates *Team*  
We are a *Learning Organization* in pursuit of Best Practice  
We demonstrate *Catholic Values*



## Values

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Compassion · Dignity · Hospitality  
Interconnectedness · Learning · Reverence

## History

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- |      |   |
|------|---|
| 1923 | The Sisters of St. Joseph's of Toronto owned and operated St. Joseph's Hospital on Salter Street.   |
| 1973 | St. Joseph's Residence was licensed as a Personal Care Home by the Manitoba Government.             |
| 1980 | St. Joseph's Residence was moved to Leila Avenue.   |
| 1987 | The Sisters of St. Benedict became the owners of St. Joseph's Residence.                            |
| 2003 | Ownership of St. Joseph's Residence was transferred to the Catholic Health Corporation of Manitoba. |
| 2014 | Actionmarguerite assumed management of St. Joseph's Residence.                                      |

## Bill of Rights for Residents of St. Joseph's Residence Inc.

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In keeping with its mission and values to provide accessible quality health care that promotes the dignity and well-being of those we serve, St. Joseph's Residence Inc. provides care in a way that respects and fosters residents' autonomy, positive self-regard, rights and involvement in their care. In accordance with the Catholic Health Association of Canada's Health Ethics Guide, St. Joseph's upholds the belief that all persons have equal value and dignity and are to be treated with respect - especially when they are weak, vulnerable or sick.



The Bill of Rights and Responsibilities is reflective of St. Joseph's Residence's core values of caring, respect, reverence and hospitality and is intended to facilitate cooperation, effective communication and a trusting, healing relationship between residents, families, physicians and staff.

Residents have the right to:

- Be treated with courtesy and in a way that promotes their dignity and individuality.
- Family participation in their care.
- Be sheltered, fed, dressed, groomed and cared for in a manner consistent with their needs.
- Give or refuse consent to treatment - including medication - in accordance to the law; this right is extended to legal representatives as well.
- Be free to (in accordance with safety requirements and privacy rights of other residents/patients):
  - Exercise their freedom of choice of religion, culture and language.
  - Communicate and have visits with family, friends and others - and in private if desired.
- Care in a safe and clean environment.
- Be afforded reasonable privacy while being treated and cared for.
- Care that is free from abuse, neglect or reprisal.
- Be informed of and participate in decisions regarding options for care and treatment.



- Receive care and services that promote a meaningful quality of life.
- Be respected regardless of age, nationality, gender, sexual orientation, religion or mental and/or physical disability.
- Expect that information about health and personal matters be held in confidence.
- Know that there are processes to resolve disputes, grievances and conflicts.
- Access and receive information regarding their own medical file; this right is extended to legal representatives as well.
- Be free to communicate and meet with their legal representative as often as necessary - and in private if desired.
- Choose their recreational activities.
- Choose the personal items to be kept in their rooms, when space permits.
- Select the clothes to be worn each day.

Residents have the responsibility to:

- Participate in decision making to the extent of their ability.
- Identify an individual to speak on their behalf if they are not able.
- Be understanding and considerate of the needs and abilities of other residents.
- Be understanding of the communal nature of a care area and be considerate of staff who is working to meet the needs of all residents.



## **Resident Responsibilities**

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You should be aware of your responsibilities:

1. Respect the mission of St. Joseph's Residence
2. Respect the rights of other residents, the care team and volunteers
3. Purchase/provide adequate clothing and personal supplies to meet your needs
4. Update your contact information
5. Pay rent on time and maintain a positive balance in the resident trust account
6. Follow facility policies and procedures
7. Maintain your room and belongings in a tidy manner that does not endanger yourself or others
8. Respect the property of other residents or the facility

## **Resident & Family Council**

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The Resident & Family Council meets regularly, and provides a forum for discussion. You are encouraged to participate in this Council and exercise your right to make decisions and voice your opinions. At regularly scheduled meetings, you and your family have the opportunity to share information, participate in activities and support the home in its mission of providing quality care.

## **Introduction to the Resident Handbook**

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This handbook has been created to provide an easy reference. Much of the information found in this handbook has been taken from our policies. Should any inconsistency exist between the



information in this handbook and our policy manuals, the information contained in the manuals will be viewed as correct.

Throughout this handbook, St. Joseph's Residence will be referred to as "SJR".

## **Medical & Nursing Services**

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Nurses provide care 24/7, and work with certified health care aides to ensure your needs are met. Upon admission, a physician from one of our physician group will provide services to you while you reside here.

*Assessments* - Within your first two weeks here, our care team will complete assessments with you to develop a care plan that best suits your needs and wishes. These assessments include Nursing, Nutritional, Recreational, Occupational Therapy, Medical, and Spiritual Care assessments.

*Care Conferences* - Within 6 weeks of admission, you and your family will be asked to attend an initial care conference. They will be held annually thereafter. Your involvement at care conferences is very important because it allows you an opportunity to review and assess your individual care plan.

## **Dental & Foot Care**

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Dental and Foot Care services are provided at SJR on a regularly scheduled basis. Any services provided will be charged to your



trust account. You may also choose to visit your own dentist or podiatrist.

## **Pharmacy**

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Medisystem provides pharmaceutical services, and a licensed pharmacist is on call as needed. Costs for most prescribed medications are covered by Manitoba Health. You are responsible for the costs of any medications purchased outside of this program. Prescribed medications are reviewed quarterly by your doctor, pharmacist and nurse. To avoid harmful interactions, you must disclose with the care team any use of over the counter medications, herbal products, vitamins and related products.

## **Laboratory & X-Ray**

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A variety of laboratory and x-ray services are provided at SJR through our community partners.

## **Occupational Therapy / Rehabilitation**

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An Occupational Therapist provides services at SJR once a week. The Rehabilitation Aide assists residents with maintenance of mobility and physical capacity. A Physiotherapist is available for consultation upon request.

**Special Equipment** – Residents are responsible for purchasing or renting equipment to help with mobility or maximize comfort (i.e. wheelchairs, walkers, air mattresses, hygiene slings, transfer belts, etc.). The Occupational Therapist will assess your needs and recommend the purchase of equipment as necessary. Any special



equipment you own will be labelled as yours. Safety service assessments and maintenance to your mobility aids are provided regularly by a contracted service. You are responsible for these fees. Fees related to this service will be charged to your trust account.

## **Spiritual Care**

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Our Spiritual Care department provides support, information, and services to you, your family, and staff. Specific spiritual care needs are addressed and chapel services are celebrated regularly. The Spiritual Care Calendar is created and distributed monthly. The chapel is located on the main floor by the main entrance and is open to all residents, their families and anyone wishing to visit or attend a service.

You may choose to have your clergy from the community visit regularly. The Spiritual Care Coordinator can be contacted if you have any spiritual concerns or requests.

## **Recreation**

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The Recreation team is committed to providing programs that maintain and promote the holistic well-being of each resident. Recreation uses a dementia care approach that incorporates individual, small group and large group programs. The framework categories include five areas:

- Life role and lifestyle
- Sensory stimulation
- Expressive arts
- Exercises
- Social and large group



Programs are adapted to the individual and designed to promote choice, empowerment and self-fulfilment. A monthly calendar of events is available in your room and daily programs are posted on each unit. Your suggestions for new activities are welcome.

## **Nutrition & Food Services**

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The Food Services department provides quality nutrition care and food services for each resident. SJR has a kitchen onsite, and we pride ourselves on providing nutritious home-cooked meals. The nutritional needs of the Residents are met in accordance with Canada's Food Guide and physicians' orders and are reviewed and approved by our Registered Dietitian.

Each resident's food preferences are respected, and alternate menu items are provided for food dislikes. Special considerations are provided for those following a specialized diet based on culture or religious beliefs. The Resident & Family Council has established a Food Committee, open to all residents who wish to provide input on the menu and overall dining experience.

The resident menu is a five week rotational menu, and is adapted to accommodate therapeutic diets and texture modifications. The menu may be changed for holidays and special themes. You will be offered an afternoon and evening snack on your unit.

Guests may dine with residents by prior arrangement. Due to space limitations, we will accommodate guests on a first come, first serve basis. Bookings can be made at Reception during



normal business hours. There is a charge for visitor meal service to be paid prior to the meal.

## **Volunteer Services**

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The Volunteer Coordinator is responsible for the recruitment and coordination of volunteers at SJR. Volunteers are people who choose to give their own time, talent, and energy to assist staff in providing quality care in accordance with the mission. Volunteers are viewed as integral members of the health care team. Each one brings their unique skills, interests, and qualities to the team. If you, your family or friends wish to become a volunteer, please contact the Volunteer Coordinator.

***Companion Services*** – Although we do have volunteers who visit with residents, there may be times when you or your family may feel that a companion would be of benefit. Our Social Worker can give you information related to the facility policy and on how to obtain companion services. Companion services and fees are your responsibility.

## **Housekeeping & Laundry Services**

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Our Housekeeping and Laundry staff strive to ensure that the building, your room, and your clothing are well kept and clean. Resident rooms are cleaned daily. We request that you keep items on shelves to a reasonable amount to ensure that shelves can be dusted thoroughly. Window ledges must be kept clear of items to allow for proper ventilation.



Residents are encouraged to personalize their room with meaningful items such as pictures, comforters, plants, radios. Some rooms can allow a small piece of furniture such as a chair or writing table. Please consult with the Manager of Support Services before bringing in new furniture. If you wish to hang a picture or mount an item on the wall, please contact Nursing. They will forward your request to Maintenance staff.

**SJR reserves the right to request items be removed from your room if they pose a safety risk.** Items NOT ALLOWED for safety reasons include:

- soft upholstered furniture (Only new vinyl or leather recliners are permitted)
- fridges, microwaves, tea kettles/coffee pots
- electric blankets or heating pads, hot-water bottles
- portable air conditioners, humidifiers, vaporizers,
- Aerosol cans (air fresheners, hair spray, deodorants, etc.)
- Cleaning products
- Extension cords (only power bars with surge protectors are permitted)
- halogen bulbs
- area or scatter rugs
- blow dryers

All electrical equipment (e.g. clocks, radios, DVD players, TVs, lamps) must be CSA approved. All items will be inspected regularly by Maintenance staff to ensure their safety.



You are responsible for the upkeep of personal items in your room (i.e. watering of plants, etc.). Your night table has one locked drawer for your convenience. You are strongly encouraged to leave jewellery, valuables, and large amounts of money with a loved one and not at SJR. SJR is not responsible for lost, stolen, or damaged items.

Upon the passing or discharge of a resident, the primary contact is responsible for removal of personal items from their room. SJR is unable to accept these personal items as donations.

*Clothing and Personal Items* - The admission package contains a sheet that outlines all suggested items needed at admission. Dentures, eyeglasses, wheelchairs, mobility aids, and electronics should be labelled prior to admission.

Personal clothing laundry service is provided ONLY for wash and wear clothing. Items not suitable for laundering (e.g. woolen and dry clean only items, etc.) are discouraged and will be your responsibility to clean. Mending and ironing services are not available. SJR is not responsible for damage to these types of articles. If your family chooses to wash your laundry at home, you must provide a hamper to be left in your washroom. A sign will be attached to it stating that family will wash laundry.

All personal clothing requires labelling to prevent loss. The Laundry department will provide this service for a one-time fee. All clothing brought in is to be left at the nursing station so that it



can be forwarded to Laundry for labeling. All clothing should be clean and in good repair. An adequate clothing supply is necessary to allow for changes and laundering. You or your family will be contacted when extra clothing is needed.

Despite our best efforts, clothing and other personal effects are misplaced from time to time. Should this happen, please see Nursing staff to fill out the form in the "Lost and Found" binder located at each nursing station to ensure that your loss is investigated promptly.

## **Maintenance Services**

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Maintenance Services provide a safe, comfortable home environment while maintaining the building, equipment, and grounds. Please submit repair requests in the Maintenance Log Book located at the nursing station on each unit. Repairs to personal items (e.g. appliances, wheelchairs) are your responsibility.

## **Social Work**

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As part of the Resident Services team, the Social Worker will focus on your emotional and physical well-being, and advocate on your behalf. The Social Worker coordinates the admission processes and serves as a link with outside agencies and community resources.

Before your admission date, you or your designated decision-maker will be given an admission package containing a number of



forms. To ensure that your admission goes smoothly, we ask that this paperwork be completed and returned before or on your admission date. Please contact our Social Worker for help completing these forms.

At admission, we will ask that you appoint a primary contact and designate the person responsible for your finances. Please notify our Social Worker with any changes in contact information.

## **Financial Services**

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The cost of services provided in personal care homes is shared between the residents and the provincial government (Manitoba Health, Healthy Living and Seniors), with the government paying the majority of the cost. Residents pay a daily charge based on income. This charge is withdrawn only monthly from your bank account through Electronic Fund Transfer.

A trust account is created for you at admission. You, or your financial delegate, are responsible for ensuring that the fund holds an adequate balance to cover expenses (up to \$400, e.g. cable, phone services, hairdressing services). Trust account statements are mailed out regularly.

## **Hairdressing Services**

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Hairdressing services are available for your convenience (contracted service). You can view the price list and book an appointment on the door of the Hair Salon. Our hairdresser can answer any questions you may have.

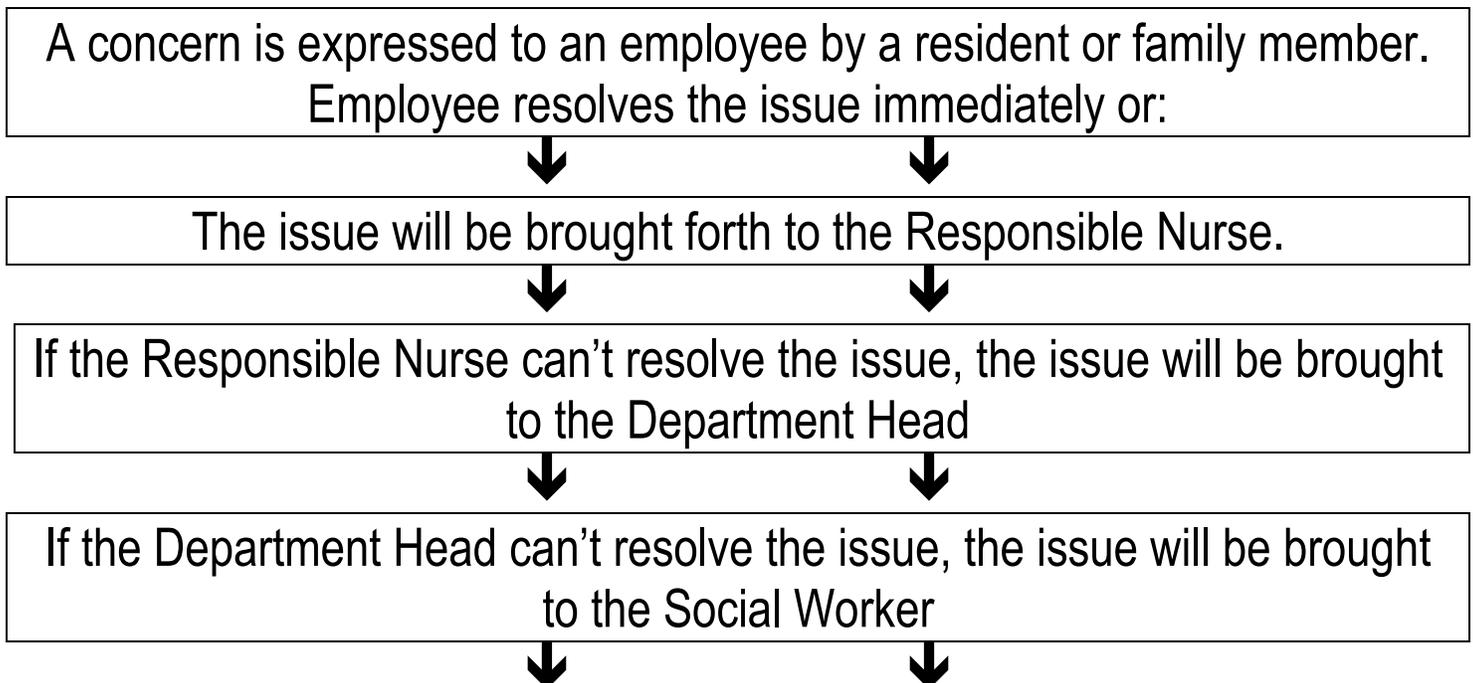


## Quality Improvement - Concerns

SJR is committed to quality improvement initiatives as a way to improve care and services. In order to provide the best services possible, you and your family are encouraged to share feedback.

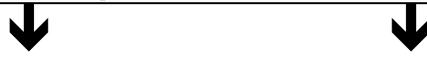
*Compliments, concerns and complaints* – Your input is crucial in assuring the quality of our services. Please approach any one of our employees whenever you need help with an issue. Compliments, concerns and complaints forms are available from any manager or from the Resident and Family Bulletin boards on each unit. The form outlines the process used to address concerns. *Any concern that you may have will be dealt with in a timely, confidential manner.*

### Complaints - Process for Dealing with Care Issues

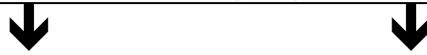




If the Social Worker can't resolve the issue, the issue will be brought to the Manager, Resident Services



If the concern is not resolved, A Concerns & Compliments form is filled out with the person bringing forth the issue



The Manager, Resident Services will then forward the completed Concerns & Compliments form is to Chief Nursing Officer or the Chief Executive Officer. Copies are also given to the Department Head responsible for addressing the concerns for information & follow-up.



The Concerns & Compliments form is added to the Concerns Management Database for Quality Improvement initiatives.

## Mission & Ethics

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Ethical decision-making plays an important role in all aspects of management and resident care. Consultants from the Catholic Health Corporation of Manitoba provide guidance in dealing with difficult issues. The Board is accountable to develop and integrate SJR's mission, values and vision throughout all facility activities, decisions and strategies, and ensure all clinical and business practices are consistent with the Catholic Health Ethics Guide.

## Education

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Our home provides an environment that encourages growth and development. For any information on events, available resources, and other useful information, Resident & Family Communication Boards are located on each floor.



SJR often hosts practicum students in Nursing, Dietetics, and Recreation in partnership with several community colleges.

## **Donations**

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You can make a donation to SJR through our Foundation at Reception. *The Friends of St. Joseph's Residence* is our foundation. It is committed to enriching the lives of our residents by providing financial support and equipment raised through their fundraising efforts.

Donations in kind are only accepted in limited circumstances. In order to receive a tax receipt, proof of fair market value must be provided by the donor.

## **Visiting**

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Visiting hours are between 8am and 8 pm. All visitors must sign the book at the front desk upon arrival and departure.

Visitors with signs or symptoms of the flu or other contagious illness should not visit until they feel better. If an outbreak occurs, we will implement special infection control precautions. We may ask visitors to wear masks or protective clothing or refrain from visiting until the situation improves.

SJR has many attractive areas, including the grounds, where you are encouraged to socialize. In addition, some rooms (e.g. Baba's Dining Room, Multi-Purpose Room) can be reserved for family functions for a fee. Due to limited space, bookings are granted on



a first come, first serve basis. Please book these rooms at Reception.

***Bringing in Food and/or Gifts*** – Before giving any food or gifts to residents, visitors must inform Nursing so that they can ensure that gifts are safe for the resident and labelled.

***Visiting with Pets*** – Before bringing in a pet to visit, visitors must see our Assistant Director of Care, who will advise on Infection Control and health requirements for visiting pets.

***Visiting with Children*** – Children are welcome to visit; however, we ask that they be supervised by their parent/guardian at all times.

## **Parking**

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Visitor parking is provided on the south and west sides of the building. Please DO NOT park in the front driveway - this fire lane must remain clear at all times. Handicapped parking is available. Visitors must record their license plate number in the sign-in book at the Front Desk.

## **Leaves of Absence**

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***Social Leave*** - Manitoba Health permits 21 days social leave each fiscal year (April 1<sup>st</sup> to March 31<sup>st</sup>). The residential charge applies while you are away. Any leaves for periods less than 48 hours are not included in the 21 day allowance and may be taken at any time.



Please let the care team know whenever you leave the building, regardless of the length of your absence. You will be asked to sign out at the nursing desk and indicate an expected time of return. Before leaving SJR overnight, you or your designate must sign a form accepting responsibility while on leave. Please provide prior notice for leaves over 48 hours to assist in the preparation of medications. While on leave, administration of medications is the responsibility of the resident/family.

***Hospital Leave*** - In keeping with Manitoba Health guidelines, your room is reserved up to 21 days when receiving treatment in hospital. If the required treatment extends beyond the 21 days, an extension for bed-holding must be approved by Manitoba Health. The residential charge still applies throughout the hospital stay.

Transportation to any scheduled appointment is to be arranged by you or your family. When escorts are necessary, you, or your designate, are responsible for arranging an escort.

## **End of Life Care**

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When a resident is at the end of their life, we provide care that emphasizes dignity and compassion. The care team works together to support the resident and their loved ones during this time. Comfort care measures are put in place. The resident is monitored closely for signs and symptoms of discomfort, and a techniques are used to provide relief.



The Spiritual Care team plays an important role by spending time with the dying, calling in clergy when desired for anointing, and leading the care team in prayer.

You are required to complete an Advance Care Plan and designate a level of care for the health care team to follow in order to respect your wishes.

### **Emergency Preparedness Plan**

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To ensure the safety of all residents, staff, and visitors, an Emergency Preparedness plan is in place. SJR practices fire drills and tests the alarm systems monthly. In an emergency, please follow the instructions provided to you by our staff or emergency responders. Please remain calm and remember that all staff have been trained to react to these situations. Emergency responders are called immediately in the event of an emergency. Do not use the elevator or telephones during an emergency.

The emergency codes you may hear at SJR are:

- |                                       |   |
|---------------------------------------|---|
| <b>CODE BLUE - Medical Emergency</b>  | <b>CODE RED - Fire</b>                  |
| <b>CODE YELLOW - Missing Resident</b> | <b>CODE WHITE - Crisis Intervention</b> |
| <b>CODE GREEN - Evacuation Plan</b>   | <b>CODE BROWN - Chemical Spill</b>      |
| <b>CODE GREY - Air Contamination</b>  | <b>CODE ORANGE - External Disaster</b>  |
| <b>CODE BLACK - Bomb Threat</b>       |   |

### **Safety & Security**

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To ensure your safety, the following measures are in place:

- ↪ Infection Control Program – This program prevents and monitors infections. All residents and volunteers are strongly



encouraged to receive annual influenza immunizations in the fall.

- ↪ Falls prevention and management program.
- ↪ Pressure ulcer reduction initiatives.
- ↪ Workplace Safety and Health Program – This program provides education and standardized procedures to reduce workplace accidents.
- ↪ Occurrence Reporting - All incidences, i.e. injuries, falls, abuse, medication errors, equipment failures, must be reported to the nurse, who files an occurrence report. An occurrence database assists management in identifying risks and preventing future incidences.
- ↪ Preventative Maintenance Program – This program ensures that all equipment at SJR is in working order at all times.
- ↪ Call bell system – Your room has a call bell by the bed and in the washroom. Pulling the call bell cord activates an alarm and causes the light outside your room to flash. The care team answers all call bells as quickly as possible.
- ↪ Roam Alert System – Residents assessed as a high risk for wandering wear a bracelet that causes external doors to lock closed. There is a monthly fee for the bracelet.
- ↪ Security Cameras – installed inside and outside the home.

## **Abuse Prevention**

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We promote an environment that is supportive and respectful. Our staff and volunteers receive training on the protection of adults receiving care.



If you ever feel that your care is not provided in a safe and secure manner, or if you should witness abuse:

1. Report the incident immediately to your nurse, the Manager of Resident Services, Assistant Director of Care, Chief Executive Officer OR
2. The Protection for Persons in Care office receives and investigates reports of suspected resident abuse. You can make a confidential report through them:

300 Carlton St., Winnipeg, MB R3B 3M9

204-788-6366 / 1-866-440-6366 toll-free

Hearing impaired access: 204-786-7132 / 1-800-855-0511 toll-free

Fax: 204-775-8055 | Email: [protection@gov.mb.ca](mailto:protection@gov.mb.ca)

## Restraints

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A restraint is anything that restricts voluntary movement, and can include seat belts, lap tables, and medications that alter behaviour. Restraints may be used when the health care team identifies a risk for risk of serious harm to you or others. You and your family are consulted when any restraint is used.

SJR is proactive in restraint reduction initiatives. All restraints are reviewed regularly by the health care team.

## Confidentiality

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In Manitoba, The Personal Health Information Act (PHIA) protects the information of all receiving health care. All those who work or volunteer at St. Joseph's Residence are legally required to ensure



that health information is kept private. On request, our Social Worker can provide you with your health information.

## **Smoking**

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St. Joseph's Residence is a smoke-free facility. Anyone wishing to smoke must do so off the property.

## **Alcohol**

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St. Joseph's Residence does not permit alcoholic beverages to be stored in resident rooms. Consideration must be given to the resident's diagnosis, current prescribed medications, and health status before liquor is permitted for consumption.

## **Tips & Gratuities**

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Employees are not permitted to accept gifts or money.

## **Phone, Cable, Internet & Newspaper Service**

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Your room is equipped for telephone and cable services should you wish to subscribe to them. Arrangements and payments for these services are your responsibility. Shaw provides a reduced group-rate cable package payable through your trust fund. Cable service is provided for televisions in the unit lounges. If you wish to subscribe to a newspaper or magazine, it is your responsibility to arrange for subscription and payment.

Free Wi-Fi (wireless internet) is provided in the common areas on the first floor (front lobby, Conference Room, Baba's Dining



Room, Multi-Purpose Room). A Resident Use laptop is available for use from Recreation staff.

## Contact Information

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The following is your address and contact information:

St. Joseph's Residence Inc. 1149 Leila Ave.

Winnipeg, MB Canada R2P 1S6

Phone: 204-697-8031 | Fax: 204-697-8075 | [admin@sjri.ca](mailto:admin@sjri.ca)

Please note:

- ▶ We cannot share confidential information via email.
- ▶ If you wish to mail anything, please see Reception for assistance in purchasing stamps and mailing.
- ▶ Your mail will be directed to you or your financial designate.

