

North Renfrew
Family Health Team

THE ZINGER

Newsletter for the Deep River and District Hospital
Four Seasons Lodge and North Renfrew Family Health Team

August 2019



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MANDATORY EDUCATION—DUE AUGUST 31

For the month of August education has been assigned as below:

All Staff:

Privacy and Confidentiality

Patient Identification

Safety Culture

Code Black

Disclosure

RNs:

ConnectingOntario PowerPoint and Security Video

All Clinical Staff, Management and Dietary Staff:

Annie's Story (Risk Management)

These modules are now assigned on Surge.

They are due to be completed by August 31st, 2019.



DRDH HELPS KEEP SENIORS SAFE

The Deep River and District Hospital participates in the Ministry's Senior Friendly Hospital Initiative, which aims to develop programs and processes that are geared to ensure safety and reduce risk to the senior population in hospitals.

As part of our Senior Friendly Initiative in 2018, we began assessing inpatients with the Confusion Assessment Method (CAM) Tool. This tool helps to identify a patient's cognitive baseline to help with identification of hospital acquired delirium.

An audit is completed every month to track completion of the CAM tool within 24 hours of admission.

In June and July 2019, the usage rates of the CAM tool were the highest they have been since implementation.

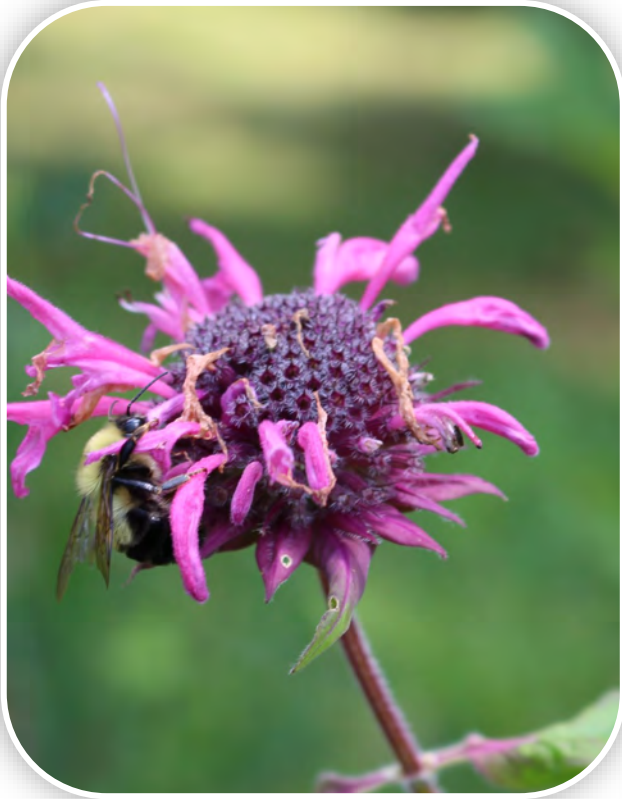
Huge congratulations to the Medical Nursing staff on their hard work!

In June, staff performed screening on 100% of the inpatients over 65, and on 89% of the patients under 65.

In July, staff performed screening on 87% of the inpatients over 65, and on 83% of the patients under 65.



DRDH IN BLOOM



This furry friend came to see what I was looking at so closely in the garden...as soon as I came inside with the good camera, of course!



NEW HIRE ORIENTATION



On August 7, a group of new hires participated in an Orientation Day. The group is pictured here working through hypothetical ethical dilemmas using our “IDEA” ethical framework.

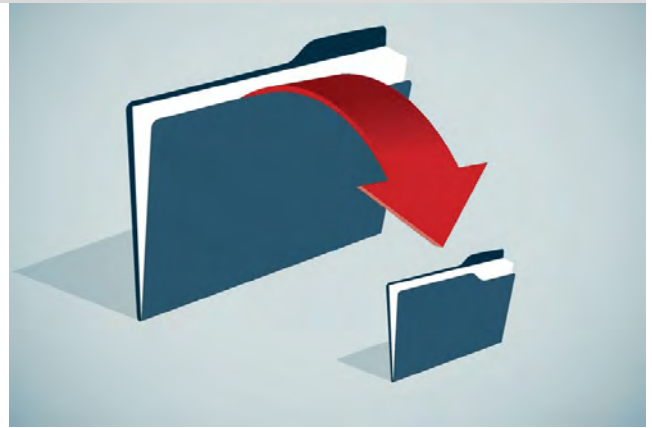
- I Identify the facts*
- D Determine the ethical principles in conflict*
- E Examine options*
- A Act on your decisions and evaluate*



Other topics covered during the orientation included our strategic plan, organizational structure, standards of behaviour, policies, privacy & confidentiality, information technology, health & safety, emergency codes, incident reporting, quality frameworks, infection prevention & control, as well as the patient / resident experience, and more!

POLICY MEDICAL TOP TIP

Did you know that if PolicyMedical goes down, such as during a Code Grey, or when the system is having login issues like it did this month, we have a back-up method to access all of our policies and procedures? There is a shortcut on the desktop at the nursing station computers in both the Emergency Department and on the Medical Floor to a location called “**PolicyMedical Back-Up**”. All our policies and procedures are backed-up to this location daily to ensure they can still be accessed outside of the system!



RESIDENTS VISIT THE SCHOOL HOUSE MUSEUM

During the month of August, some Residents from the Four Seasons Lodge went on a trip to the Schoolhouse Museum with family and staff members. The Schoolhouse Museum contains unique collections of records, artifacts and photographs that preserves and showcases the history of the Upper Ottawa Valley.



STAFFING UPDATES

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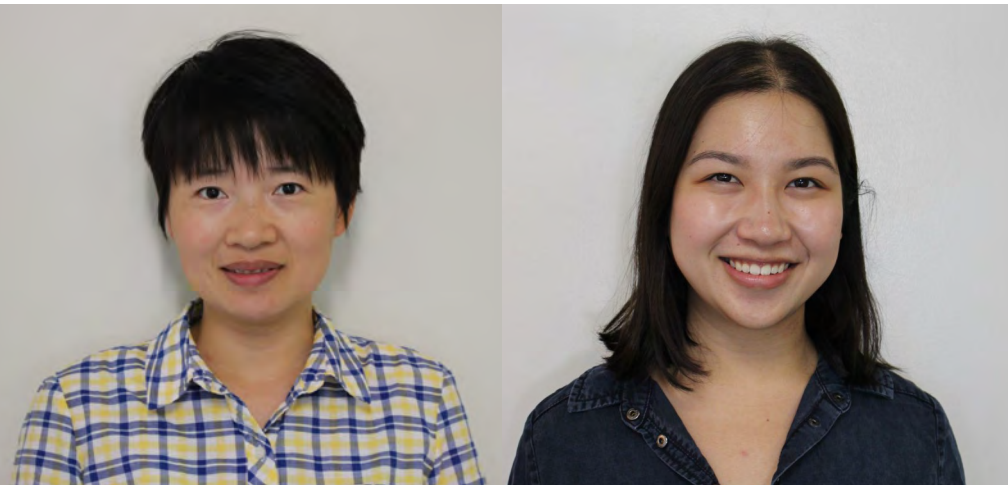


Mark Fick

Breanna Hogue

We are pleased to welcome four new members to the team this month. Mark and Breanna are both students who will be working in Dietary.

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Wei Xiao

Angela Zhu

Wei is a Registered Nurse and Angela is working in the temporary Food and Nutrition Supervisor role.

WELCOME TO THE WORLD EDWARD!



Our Food and Nutrition Supervisor, Lena Jensen, welcomed baby Edward Polulyakhov Jensen to the world on August 6 at 9:32 pm, weighing in at 7 lb 14 oz.



TALKING TO YOUR KIDS AT ANY AGE ABOUT YOUR MENTAL HEALTH

Your family can likely sense your anger, sadness, and other emotions despite your best efforts to mask them. Though uncomfortable at times, talking to your kids about your mental health can reduce anxiety, clear up misconceptions, and cut through the confusion. Further, you also have the opportunity to provide accurate information, reduce stigma and reassure your family that mental illness is treatable.

DISCUSSING MENTAL ILLNESS WITH YOUR CHILDREN

How you talk to your kids about mental health concerns depends on their ages as well as your own knowledge about the topic. You may need to do your own research to ensure that you are well-informed and able to discuss it in a meaningful, age-appropriate manner.

Preschoolers – Just as you wouldn't go into great detail about the male and female reproductive systems when discussing where babies come from with preschoolers, the same is true when discussing mental illness. Younger children aren't ready for detailed information but they are likely to be aware of another person's emotional outbursts, changed appearance or unusual behaviours. Keep your answers brief and matter-of-fact and try not to over-inform.

School-age children – Older children will likely need more information and ask more questions. They may feel uncomfortable in the presence of an emotional person or unsafe with someone suffering from a mental illness. If a parent has a mental illness, reassure the child that it is an illness and no one, particularly the child, is to blame. The time for this discussion is when your child feels comfortable and safe. Answer questions honestly and in a straightforward manner. Depending on your child's age and maturity, a few questions and answers may be all that is needed to put him or her at ease.

Teenagers – Teenagers may already have misconceptions about mental illness due to discussions with their peers and stereotypes perpetuated by mass media. They may have tougher questions than their younger siblings, but can handle more information. Allow the teen to ask questions, share concerns, and contribute to the discussion. Remember that when talking with teenagers, they tend to be more receptive to two-way conversations than lectures.

Whatever the age, accurate information and a straightforward manner can set the stage for your child's understanding of mental illness and compassion for those affected. With **one in five Canadians personally experiencing a mental illness in their lifetime**, this is a critical skill for all children to learn. Encourage questions and work to "normalize" mental illness. Open discussions and information about mental health issues can build resiliency, reduce stigma and minimize feelings of shame.

Article from our EFAP provider: <https://www.workhealthlife.com/Article/Read/talking-to-your-kids-at-any-age-about-your-mental-health?lang=en-ca>



KITCHISSIPPI RUN SUPPORTS 'FOCUSED ON YOU' MAJOR CAMPAIGN

NEWS RELEASE



Pictured here presenting a gift of \$5,000 to the Deep River and District Hospital Foundation, from left to right, are event organizers Colette Giroux and Amy Joyce (back row), along with DRDH Foundation summer student Rayan Ben Letaifa, DRDH Foundation Board Member John Walden, and DRDH Foundation Executive Director Chris Doucette. Missing from the photo are Kitchissippi team members Barb Gallagher, Melissa Cloutier, and Amanda Haughton.

On September 30, 2018, the 7th annual Kitchissippi Run took place through the Petawawa Research Forest. The event was another great success, raising \$5,000 for the Deep River and District Hospital Foundation and attracting 170 participants. Participants and their families alike had a great time at the Canadian Forces' Teddy Bear Clinic, on the bouncy castles, and more.

Mark your calendars, because Laurentian Hills will be host to the 8th annual Kitchissippi Run on October 6, 2019. The Kitchissippi Run (and bike), starts at the Chalk River Lions Hall and is a fun community event for the entire family as well as a fundraiser for our local hospital. It is anticipated that the Canadian Forces will host another Teddy Bear Clinic this year, which will be an adorable addition to the other activities for participants and their families. Funds raised this year will be applied to the DRDH Foundation's Focused on You major campaign, which aims to raise \$1.75 million for the purchase of new diagnostic imaging equipment for our hospital. Equipment purchases will include a new X-ray machine, portable X-ray machine, and ultrasound machine. Thanks to the dedication of the Foundation and their tireless volunteers, as well as the generosity of our communities, the campaign has now reached nearly 60% of their \$1.75 million dollar goal.

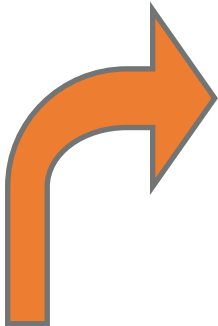
Participants at this year’s Kitchissippi Run will once again get to enjoy the beautiful fall scenery in the Petawawa Research Forest by walking, running or biking with friends and family. Distances include a Full Marathon bike or run (42.2 km), a Half Marathon bike or run (21.1 km), a 10 km run, a 5 km run as well as the 2 km Family Fun route. There is special early bird pricing on registration fees until August 31, 2019. If you are unable to participate in the event yourself, you can pledge a runner or biker through the Race Roster website, or the old-fashioned way with a pledge form. Pledge forms can be accessed on the Kitchissippi Run Facebook group and there are some awesome prizes and incentives for participants who bring in donations.

To sign up for the Kitchissippi Run, or to find out more information, please find the group on Facebook or visit the Race Roster website by clicking [HERE](#).



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early BIRD DISCOUNT ENDS SOON

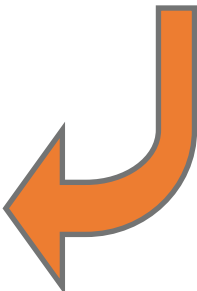
October 6, 2019

DON'T DELAY,
REGISTER TODAY



Register before August 31
to save \$10 on each entry fee

CAN'T PARTICIPATE YOURSELF?
PLEDGE A RUNNER OR BIKER ON THE RACE ROSTER WEBSITE!



DO YOU KNOW YOUR DASHBOARD?



These are our **STRATEGIC PRIORITIES**

These are the department specific quality initiatives that are being worked on that relate to each of the Strategic Priorities

Deep River and District Hospital, Four Seasons Lodge, North Renfrew Family Health Team and Deep River Physiotherapy Center															
Dashboard & Indicator Report Template 2019/20															
	Owner	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Comments
People: Improve and enhance physician and staff recruitment, retention, engagement and opportunities for growth															
Sustainability: Financial stewardship of services balanced with delivery of positive outcomes through progression of organizational objectives															
Integration: DRDH Is Seamlessly Integrated With All Partners															
Seniors: Strengthening Services For Seniors															
Mandatory and Monthly Checks															
Meets or exceeds target			Within 10%									Out of target			

These are departmental specific items that are mandated for us to track or have been identified by staff and leadership as items that help track the quality of care we provide.

These colours help indicate if the monthly data is **meeting**, **close to**, or **out of target** for each quality indicator.

Dashboards are posted on the **quality boards** in each department.

RECREATION STATION

GOLF TOURNAMENT UPDATE

The Nine & Dine – Golf and Dinner event for Friday, September 6th, 2019 has been cancelled due to a low response rate.

PEER RECOGNITION AWARD

The Peer Recognition Award (currently the Ernie Mielke Award) will be undergoing a make-over. Please stay tuned for updates in the next edition of The Zinger!

EMPLOYEE RECIPE CORNER

A suggestion was brought forward to consider gathering recipes to put together a cookbook, and for now, we have decided to share employee recipes monthly in The Zinger.

This month's feature was a favorite from the EFAP Info Session and Potluck earlier this month.

DILL PICKLE PASTA SALAD - Submitted by Michelle Robertson**Ingredients:**

- 1/2 lb dry shell pasta -about 3 cups
- 3/4 cup sliced pickles
- 2/3 cup cheddar cheese -diced
- 3 tablespoons finely diced white onion
- 2 tablespoons fresh dill
- 1/2 cup pickle juice

Dressing:

- 2/3 cup mayonnaise
- 1/3 cup sour cream
- 1/8 tsp cayenne pepper
- 4 tablespoons pickle juice
- Salt & pepper to taste

Instructions:

1. Boil pasta al dente according to package directions. Run under cold water to stop cooking.
2. Toss cold pasta with about 1/2 cup of pickle juice and set aside for about 5 minutes. Drain & discard pickle juice.
3. Combine all dressing ingredients in a small bowl and mix well.
4. Toss all ingredients in a large bowl. Refrigerate at least 1 hour before serving.



It's dill-icious!

Do you have a recipe you would like to share? Please submit your recipe to Amber Cox (amber.cox@drdh.org) for a chance to be featured in The Zinger!

The Recognition and Engagement Committee encourages you to bring any ideas forward that you may have for recognition and engagement events and we look forward to your participation in future events.

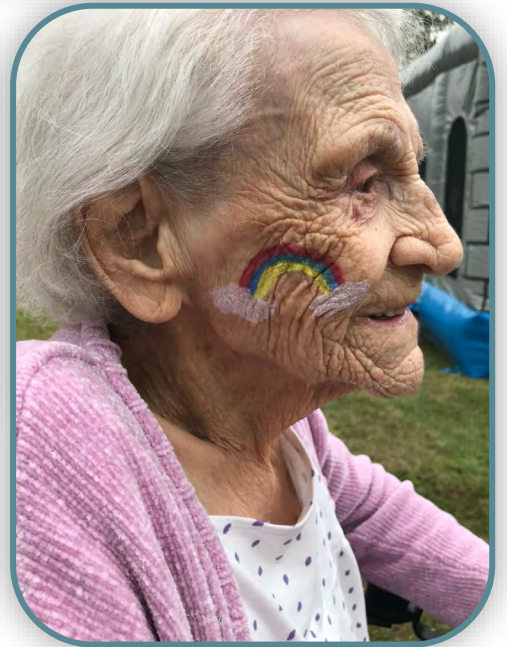
RECREATION STATION

On Saturday, August 17, the Recognition and Engagement Committee hosted a Family Fun Day for staff, residents, and families. There was a BBQ lunch, a bouncy castle, as well as lots of games and activities for all ages!

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RECREATION STATION



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DEEP RIVER'S FIRST MEDICAL CLINIC



"No. 2 Glendale was used as the medical clinic until May 1946, when the [first] hospital was opened. Photo taken in the Fall of 1945 -- shows the only two grass lawns in the village."

Photo courtesy of the North Renfrew Times via Facebook

POLICY UPDATES

The following new or updated policies can now be found on PolicyMedical:

Emergency Operations Center (EOC)

Recognition and Engagement

Standardization and Purchasing of Furnishing, Fittings and Fixtures

Quality Improvement Program

Business Continuity Plan

Equipment Management

Equipment Reuse, Resale, Donation

Employee and Leader Development Program

Code Brown

Incident Management System (IMS)

Will and Power of Attorney



3 MONTHS TO GO!



ACCREDITATION CANADA

WHAT HAS BEEN ACCOMPLISHED SO FAR:

- Code Brown policy development
- Code Black education
- Client identification education
- Evidence population
- Long-Term Care Resident Satisfaction Survey
- Primary Care Patient Satisfaction Survey

WHAT IS ACCREDITATION?

Accreditation is an ongoing process of assessing health services organizations against standards of excellence to identify what is being done well and what needs to be improved

It allows you to understand how to make better use of your resources, increase efficiency, enhance quality and safety, and reduce risk.

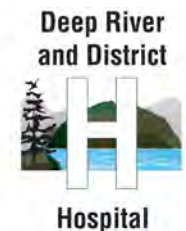
OUR MISSION: Caring for every person like a loved one, within an integrated health system.

OUR VISION: An excellent, compassionate health care experience, every time.

OUR VALUES: Caring | Excellence | Safety | Integrity | Partnering | Innovation

WHAT IS COMING UP IN SEPTEMBER:

- Staff information binders
- Dashboard education
- Skin and Wound Care Program education
- Code Brown education
- Information at Care Transition policy updates
 - Verbal report guidelines
 - Charge Nurse SBAR for contacting Admin-on-call



Medication Management



ACCREDITATION CANADA

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WHAT IS NEW?:

In August the Pharmacy and Therapeutics Committee updated more of the policies that were due for review.

The Committee reviewed 14 policies this month.

The policy updates can be found on Policy Medical at:

Policies & Forms → Pharmacy



WHAT DOES THAT MEAN?:

Some of the policies that have been updated include:

- Accudose Downtime Policy
- Medication Automatic Substitution Policy
- CADD/PCA Pump Subcutaneous Infusion Pumps
- Antimicrobial Stewardship Policy
- Medication Incidents Policy
- Narcotic and Controlled Drug Policy

ACCREDITATION—MOCK SURVEY—SEPTEMBER 12

As part of our Accreditation preparation we are very pleased to announce that on **September 12, 2019** Christine Ferguson, Chief Nursing Executive at Renfrew Victoria Hospital has agreed to come and perform a **mock survey** with the front-line staff.

Chris has an extensive background in clinical leadership and as a Surveyor with Accreditation Canada.

During the mock survey Chris will be visiting Emergency, Medical, Four Seasons Lodge and the Family Health Team. During her visit Chris will speak with as many staff (Clinical, Support and Administrative) as she is able to so that she may gather the most complete picture of the work we do day to day, as well as speak with the patients and residents we care for.

The goal for the day is to help everyone feel more comfortable with the survey process and hopefully alleviate some nerves about the survey experience. In addition, we hope to identify any areas in which we can improve prior to our survey in November.

If you have any questions at all regarding the mock survey, feel free to reach out to Tabitha Kearney.



**ACCREDITATION
CANADA**

EMPLOYEE FAMILY ASSISTANCE PLAN (EFAP)

On Wednesday, August 14 a representative from Morneau Shepell (MS) was on site to outline the services available through the organization sponsored Employee Family Assistant Plan (EFAP). If you were unable to attend the session, you can click the link below which will provide a condensed presentation with the information you missed.

[MS EFAP – All Employees Orientation](#)

In addition to the typical services offered through EFAP, MS has launched **LIFT session fitness**.

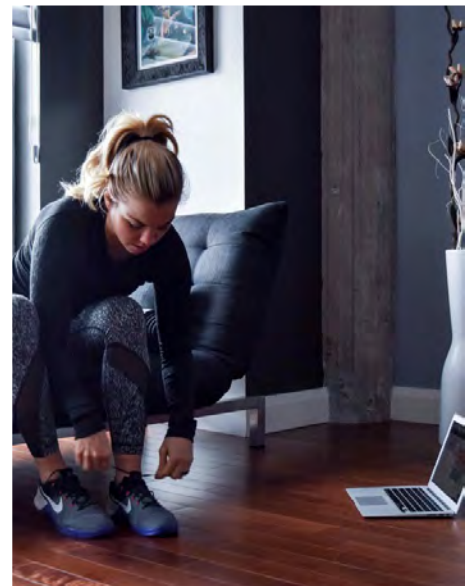
Finding a workout that fits your lifestyle is one of the most important things you can do to get started and stay consistent. With LIFT session virtual fitness through your Employee and Family Assistance Program (EFAP), you have free access to unlimited fitness journeys that are customized for your goals and current fitness level.

Fitness anytime, anywhere, with coach support.

LIFT session virtual fitness programs are available on your mobile device, so you can stay active anytime, anywhere. Chat live online with fitness coaches who can help with fitness, nutrition, and recovery questions you have. Each session lasts 30 minutes, and the typical journey is three sessions per week for a total duration of six weeks. No equipment required!

Click here to learn more about [MS EFAP—LIFT Session Fitness](#).

Get started by going to worklifehealth.com, clicking on the “My Services” tab and scrolling down to LIFT.



BUILD IT AND THEY WILL COME!



During a Residents' and Family Council Meeting, Amber snapped this great shot of a visitor to the new butterfly garden outside of the Four Seasons Lodge.



BEWARE OF PHISHING EMAILS

From: Richard Bedard [mailto:alsmatarkhalfan@gmail.com]

Sent: August-03-19 3:19 PM

To: Martin Harris

Subject: Spare

Kindly spare a few minute.

I need you to get something for me.

I'm in a meeting, reply once you get this

--

Sent from my Xperia™ by Sony smartphone



Beware of emails that appear like they are from trusted sources, such as the email pictured here that Martin received from "Richard Bedard". Take a close look at what email address this message was sent from—it's definitely not Richard! This is an example of a phishing scam. If you receive a suspicious email like this one, please do NOT click on anything within the email and let IT know immediately.

HAND HYGIENE—By Department

Deep River and District Hospital, Four Seasons Lodge, North Renfrew Family Health Team and Deep River Physiotherapy Center Hand Hygiene Report – July 2019					
	Goal	July	June	May	April
Clinical Nutrition	>92%	100%	100%		0%
Diagnostic Imaging	>92%	100%	100%		67%
Emergency Department (RNs & MDs)	>92%		80%		49%
Family Health Team (All staff)	>92%		80 %		75%
Four Season’s Lodge (RPNs, PSWs, MDs, Rec. Therapy)	>92%	23%	40%		67%
Laboratory	>92%	50%	80%	100%	33%
Medical Unit (RNs, RPNs, MDs)	>92%	61%	80%	65%	42%
Pharmacy	>92%	100%	100%		100%
Physiotherapy	>92%	80%	40%		100%
Support Services (Hsk, Food Service)	>92%	23%	40%	18%	67%

HAND HYGIENE—Organizationally

Deep River and District Hospital, Four Seasons Lodge, North Renfrew Family Health Team and Deep River Physiotherapy Center Hand Hygiene Report		
	Goal	July 2019
Organizational Hand Hygiene Compliance	>92%	67%



19TH ANNUAL NORTHERN CREDIT UNION CHARITY GOLF TOURNAMENT—August 8

Rain in the forecast wasn't enough to stop golfers from having fun on the course. The Tournament, for the 19th year in a row, was another great success and will provide much needed financial support to the DRDH Foundation. Thank you to everyone who made this event possible. Two teams of staff members participated in the tournament and had a great time despite the down-pour!



19TH ANNUAL NORTHERN CREDIT UNION CHARITY GOLF TOURNAMENT—August 8

CONGRATS TO THE 2019 WINNING TEAM
(Note: most definitely not one of the DRDH teams)

From left to right: Darren Becks, Jeremy Stewart,
Pam Yakabuski and Brad Payne



2017



Something seemed awfully familiar from the 2017 NCU Charity Golf Tournament—we had fun in the rain then too!



2019



Will was very pleased with the (odd) items he purchased at the live auction. Hey, it's all for a good cause!



MEMOS

Print Devices

As previously communicated, we are continuing to work towards fully utilizing our new multi-functional print devices. The initial implementation of these devices tested their features and functionality throughout the organization. I would like to thank everyone for their feedback and assistance with this transition. This feedback allowed us to tailor the abilities of these printers to fit the needs of our organization.

Over the coming weeks we will be continuing with phase two of this transition. We will be removing stand alone printers where appropriate and ensuring the new devices are being utilized to their full potential. Should you have any questions, please do not hesitate to reach out to the IT department.

Electrical Appliances

Recently the organization updated our Electrical Appliance Policy. This policy promotes safety within our organization, complies with the Long-Term Care Homes Act and will be implemented organization wide.

As part of this policy, Maintenance will be inspecting all electrical appliances (TV's, coffee makers, radios, fans etc.) in the facility to ensure functionality and CSA approval. These inspections will take place on every appliance, with inspections every 6 months.

Please be aware that maintenance will be visiting your department in the near future to inspect these items. If a new resident moves into the Four Seasons Lodge, or a new patient is admitted to the medical floor and brings their own electrical appliances, please inform maintenance so they may inspect the item. For staff, any appliances brought in must be inspected by maintenance prior to use within the facility.

Please submit a "Fiix it" work order for new inspections. The updated policy can be found on Policy Medical.

Surge Learning Updates

Surge QRM (our incident management system) has implemented a new process for incident reporting. Previously, when an incident report was launched, a copy of the report and notification was sent to your supervisor immediately. The supervisor could begin to work on their section at that time. With the update, notification that the incident was launched will still be sent to your supervisor, but they will be unable to view or complete their section until you have completed the initial reporting section.

This means that unless you click "Save and Review Deficiency"



then,

"Send notification and Lock"



the incident report will not be escalated to your supervisor. If you open an incident report and it remains in your QRM list and the status is "started" or "not started", this means it has not been sent to your supervisor.

IT'S A BAKE OFF! SEPTEMBER 26

With September being “Apple” Month, there was a suggestion brought forward from the Residents’ and Family Council to have a friendly staff bake-off.

The bake-off will take place on Thursday, September 26th, further details to follow via email. We encourage you to participate, try some treats, and compete to win the best apple dessert!

Staff are encouraged to prepare an apple treat—whether it is a classic apple pie, apple crisp, apple tart, or whatever your specialty might be! Some of our Residents plan to make an apple crisp, so the competition will be stiff.



ALGONQUIN COLLEGE HIGHLIGHTS JEREMY'S SUCCESS

Below is a post that the Algonquin College Waterfront Campus Facebook page shared about Jeremy:

Jeremy, one of our Computer Systems Technician grads, is now working at the Deep River and District Hospital but he had an amazing journey with Algonquin leading up to that!

“I started at Algonquin College, Pembroke Campus in January 2015 in the General Arts and Science program to take a few courses for my Computer Systems Technician course that I would be starting in September 2015. During the first term of GAS, I also took advantage of the Academic Upgrading for Math in order to get the high school math credit needed for the CST Program. By doing this, not only did I get a feel for college after being out of the school environment for 14 years but I alleviated my work load in CST by taking 3 classes that were spread out between the 3 terms in CST. I then started the CST program in September 2015 and immediately dove in feet first with only self-taught knowledge with computers. The professors and fellow classmates were great as we all had common interests, the professors were always willing to help where needed. After the first two terms in CST, I went on through the summer working my CO-OP position and learning real life situations with in the IT industry. In December of 2016, the CST program came to a finish, however I wasn’t quite done with the college yet. I still had 4 months until graduation, why not finish GAS. From January 2017 to April 2017, I finished my last term of GAS where I took courses that would be different than what I would see in the workplace, including taking the Rainforest and Tropical Science class where we went to Costa Rica and learned about Eco tourism and the culture and despite having work to do, it was by far the best trip I’ve ever been on. Planning on going back soon. In August 2017 I was hired on at the Deep River and District Hospital where I am currently working and enjoy every minute. I am responsible for installation, operation, administration and maintenance of highly sensitive hospital systems as well as design and installation of some new network infrastructure such as wireless and print management. I look forward to the future here at Deep River Hospital and highly encourage the CST program as well as the Pembroke Campus. It’s truly a home away from home and although I’ve been a local to the area since 2005 after moving here for the military, the warm welcomes and willingness to help you succeed in your career will be unforgettable.”

– Jeremy Palmer, Computer Systems Technician Grad, 2016



ALGONQUIN
COLLEGE

CATCH THE ACE IS BACK



ESTIMATED
WINNINGS FOR
WEEK 22=
\$112,000



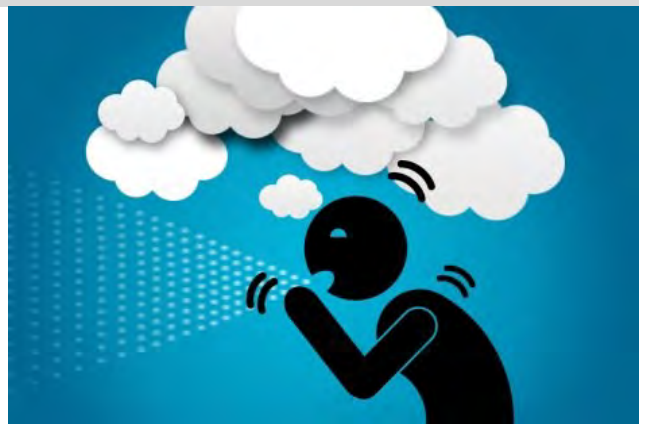
The DRDH Foundation's progressive lottery is back in full swing, in order to raise even more funds for the *Focused on You* Diagnostic Imaging Campaign.

Head to reception or the Foundation office or reception to grab a \$5 ticket for your chance to be the lucky winner this week!

ANNIE WON A TIM CARD?

From last month's education on infectious and communicable disease, Annie Nguyen correctly answered that the missing type of person-to-person transmission was:

- ACTUAL CONTACT
- FOMITES
- HORT DISTANCE
- **AIR-BORNE**



Congratulations Annie!

Is there something you would like to see appear in the next issue of the Zinger? Please submit photos and information to amy.joyce@drdh.org.

The Deep River and District Hospital receives funding from the Champlain Local Health Integration Network (LHIN). The opinions expressed in this publication do not necessarily represent the views of the Champlain Local Health Integration Network.