

North Renfrew
Family Health Team

THE ZINGER

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

March 2020

**WE ARE STAYING AT
WORK FOR YOU,**

**PLEASE STAY HOME
FOR US!**

***STAY HOME
FLATTEN THE CURVE***

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COVID-19 INFORMATION

**INFORMATION FOR STAFF**

Please refer to the daily emails from Janna Hotson, or other memos, for the latest information, updates, and direction related to COVID-19. With the situation evolving so rapidly, any COVID-19 related information in this Zinger may be out of date. This edition of the Zinger is a condensed one, and does not include all of the memos and News Releases that have been shared in relation to COVID-19.

INFORMATION FOR OUR COMMUNITIES

A new page has been created on our website to share Novel Coronavirus COVID-19 Information and Resources: <https://www.drdh.org/covid19>. This page includes links to the Health Unit, the Government of Ontario's COVID-19 website, Public Health Ontario fact sheets, as well as a summary of all the changes implemented at DRDH to help limit the spread of the virus.

SPREAD THE WORD ABOUT THE NEW VIRTUAL TRIAGE & ASSESSMENT CENTRE FOR RESIDENTS OF RENFREW COUNTY

Renfrew County now has a new pandemic healthcare service to strengthen access to primary care and reduce the demand on our Emergency Departments. If you have a health concern and don't have a family physician or access to your family physician, call the Renfrew County Virtual Triage and Assessment Centre at **1-844-727-6404** to connect with care and support from a nurse practitioner, family physician and/or community paramedic.

▶ RESIDENT OF RENFREW COUNTY

⚠ IF YOU HAVE A HEALTH CONCERN

🚫 AND NO ACCESS TO A PHYSICIAN

☎ CONTACT US 24/7 🌐 1-844-727-6404
🌐 www.rcvtac.ca

👨‍⚕️ 👩‍⚕️ 👨‍🚒
RENFREW COUNTY Virtual Triage & Assessment Centre
FAMILY PHYSICIAN NURSE PRACTITIONER COMMUNITY PARAMEDIC

Helping You During the COVID-19 Pandemic

GOOD NEWS FOR ALL STAFF



Starting March 27 until April 17, 2020 across Canada, all hospital workers, first responders including police, fire, and paramedics who visit any of Parkland's retail sites [Fas Gas Plus, **Ultramar**, Pioneer & Chevron] will receive **\$10 off** their fill-up (minimum 20 litre). This is Parkland's way of saying thank you to those in critical and essential service roles in the communities in which we live and operate.

Make sure to show your ID badge prior to pumping fuel to ensure that the discount can be applied.



As a thank you to all of our staff for their hard work and dedication during these trying times, staff will be provided with **free parking for the month of April**.

We appreciate your continued support and compassion as we move through these unprecedented times.

STAFFING UPDATES

This month, we welcomed four individuals back to the organization to support our pandemic response. **Rayan Ben Letaifa, Yamin Ben Letaifa, and Emily Elliott** previously worked in reception and they have come back to help staff the screening desk. In addition, **Kelsie Fischer** had previously completed a placement with us for her Office Administration program, and she has come back to support the administrative functions of the Emergency Operations Centre.

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We also welcomed 8 new hires this month. Carmen was with us for her consolidation and will soon be an RN. Kiana is also a student working towards becoming an RN. Welcome to the team everyone!

ROSEMARY RETIRES



Physiotherapist RoseMary Nishimura’s last day of work was March 26, 2020. Staff gathered in the cafeteria to share their well wishes with RoseMary, while maintaining social distance from one another. We wish you a happy and healthy retirement RoseMary!



POLAR PLUNGE

Lesley Buckingham and Samantha Lamothe froze their paws for a great cause on March 1 this year—participating in the Polar Bear Plunge for the Ontario SPCA Renfrew County Animal Centre.

Way to go Lesley and Sam!



ONTARIO SPCA
AND HUMANE SOCIETY
PROTECTING ANIMALS SINCE 1873



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ALLIE CELEBRATES A BIG BIRTHDAY



On March 6, staff gathered to wish our Manager of Clinical Services and Director of Care, Allison Lepack, well as she was gearing up to celebrate a big birthday on March 7!



ORGANIZATIONAL FACEBOOK PAGES CREATED



To help us share information with our communities in a timely manner, organizational Facebook pages have been created. There is now a page for Deep River and District Hospital, North Renfrew Family Health Team, and Four Seasons Lodge. Clicking on the screen shots below will take you to each of the pages so you can give them a “like” and help us keep our communities informed.



BUILDING YOUR RESILIENCE WITH SELF-CARE



Resilience is the ability to adapt well in the face of adversity, such as when you may be experiencing personal or family issues, a serious health concern, work stress, money worries, or other difficulties. It's the ability to bounce back from challenges.

Here are some ways to take care of yourself to help build your resilience:

Make meaningful connections. Strong ties—to family, friends, co-workers, and community groups—help you find the social and emotional support you need to bounce back from setbacks or disappointments.

Make time for your closest relationships. Try to have dinner together as a family as much as possible. Connect with co-workers—for coffee, lunch, or a restorative walk. Spend extra time with your pet if you have one.

Talk about what you are going through with others. Family, friends, and co-workers can be a lasting source of emotional support as well as “reality checks.”

PAY ATTENTION TO YOUR PHYSICAL SELF-CARE

Make exercise a priority. Try to get a minimum of 30 minutes of exercise that makes you breathe harder on all or most days of the week, whether it's walking, swimming, biking, working out along with an exercise video, or even doing vigorous chores at home.

Follow a healthy diet. Avoid junk food and fast food. Limit how much alcohol you drink; over time, it depletes your energy and resilience.

Follow good sleep practices. Establish a bedtime routine and try to stick to it. It can be as simple as listening to soft music, drinking a cup of herbal tea, turning off your electronic devices about an hour before you go to bed, or taking a bath and then turning out the lights at the same time every night. Try to unload what's on your mind before you go to bed.

BUILD YOUR EMOTIONAL RESILIENCE

“This too shall pass.” Try to see your situation as temporary, no matter how difficult. Life tends to ebb and flow in ways that are impossible to predict. This view can help you gain perspective and maintain momentum to work through the current circumstance.

Try to avoid catastrophic thinking. During times of uncertainty, we often try to fill in the blanks. We may wonder “what if this happens” and imagine worst-case scenarios. While it is good to be prepared, it is rare that worst-case scenarios come true.

GIVE YOURSELF A BREAK FROM MEDIA

When a national or world event is dominating the news, avoid over-exposure to media, especially if it is making you feel ineffective, anxious, or unable to have control of your life. Many media-worthy events can be presented in an exaggerated or false manner to attract attention. Unplug for part of each day from all your sources of media and news.

PRACTICE RELAXATION TECHNIQUES

Deep breathing, meditation, mindfulness, and yoga are four widely used relaxation techniques that can help improve mental and physical well-being.

Article from our EFAP Provider:

<https://www.lifeworks.com/ca/blog/building-your-resilience-with-self-care/>

DEADLINE EXTENDED FOR BOARD AND PATIENT/ RESIDENT REPRESENTATIVE APPLICATIONS

For people looking to contribute to their community, serving as a member of a health care board can be an incredibly rich, rewarding, and meaningful experience. To ensure that health care organizations meet the needs of their stakeholders, they need guidance and direction from the communities they serve. The guidance and direction provided by volunteer boards is an integral part of a properly functioning healthcare system. Boards provide oversight to support management in discharging their accountabilities as well as assist in establishing strategic goals which help the organization uphold its mission, vision and values.

The Board which governs the Deep River and District Hospital, the North Renfrew Family Health Team, and the Four Seasons Lodge Long-Term Care is looking to appoint Board Members with complimentary skills and expertise to act on behalf of our communities and be ambassadors for the organization.

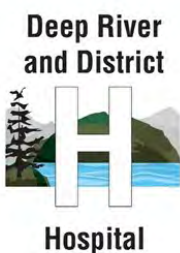
There are opportunities for individuals to join as Board Members, or as Patient / Resident Representatives on a Board Committee. All Committees of the Board meet quarterly or at the call of the Chair, and the Board typically meets monthly – except for July and August. Board Members are elected for volunteer terms of up to three years. Board Members sit on at least two Committees in addition to the Board itself.

Get involved! Join the Board

The Board of Directors for the Deep River and District Hospital, the North Renfrew Family Health Team and the Four Seasons Lodge Long-Term Care is Inviting New Members to Join our Team

Joining the Board as a Patient / Resident Representative, which are appointed annually, can be a great way to learn about the functioning of the Board before joining as a Board Member.

Join the Board to help ensure we achieve our vision of an excellent, compassionate health care experience, every time. Those with a deep interest in health care, a passion for improving the patient / resident experience, and an openness to learn are invited to apply. Applications can be accessed on the DRDH website (www.drdh.org) or by calling 613-584-3333 x 7100. Kindly submit your application to Amy Joyce before Monday, **June 15, 2020**.



**Deadline for applications
is April 15, 2020
www.drdh.org**

**DEADLINE IS NOW
JUNE 15, 2020**

Please note that staff members are not eligible to join the Board.

FORMER DRDH EMERG NURSE PASSES AWAY

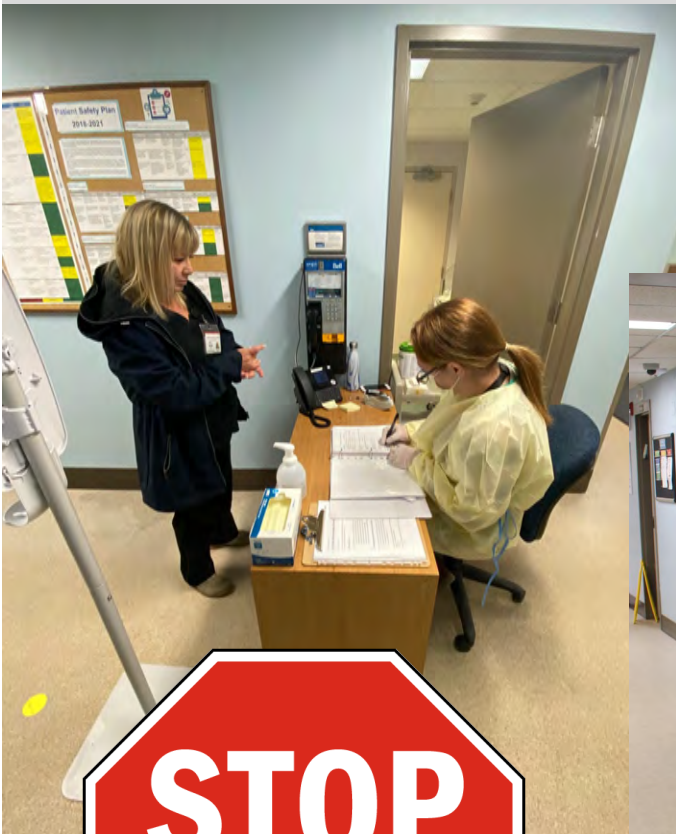


Beryl (Forsey) Williams passed away on February 17, 2020 at the age of 80 at the Nanaimo Regional General Hospital. Beryl and her husband Geoff moved to Deep River in 1964 where Beryl worked at the Deep River and District Hospital for many years.

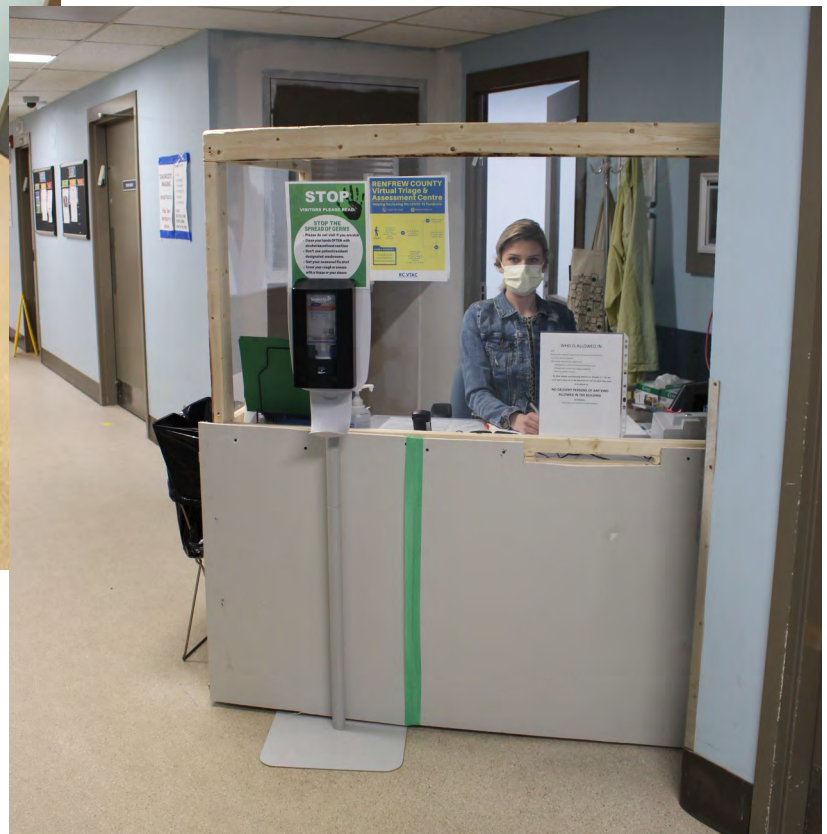
To read Beryl's full obituary, [click here.](#)



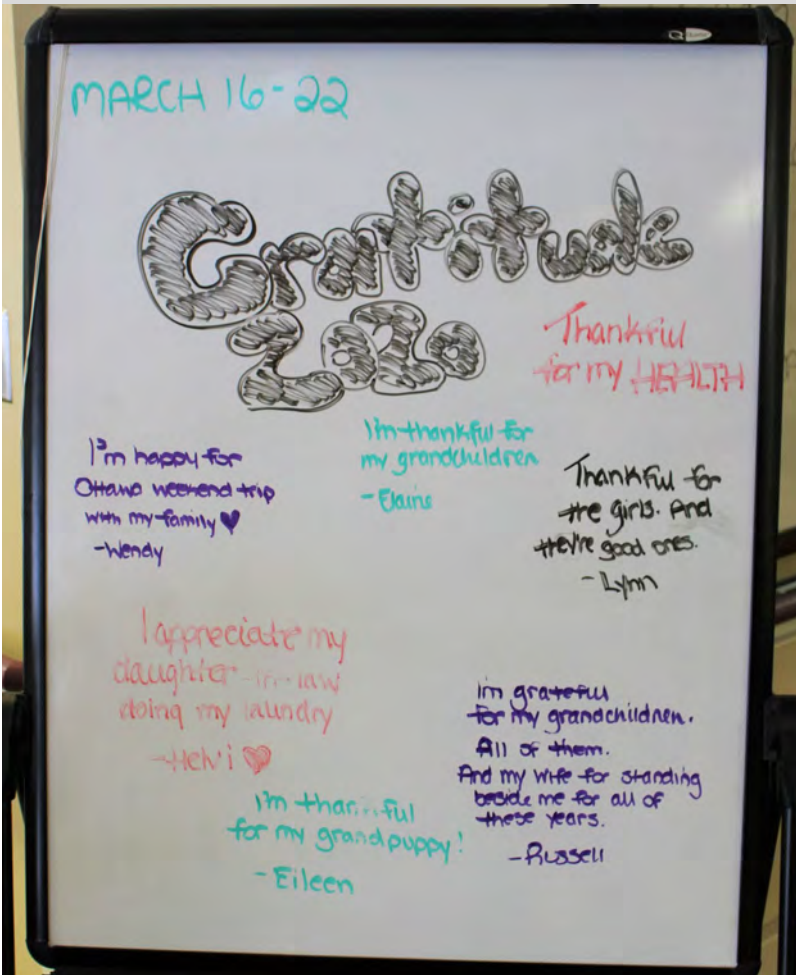
SCREENING DESK IMPROVEMENTS



Since the screening desk was implemented, a number of changes and upgrades have been made to better protect those acting as screeners. For example, a plexiglass surround was built to stop any droplet particulates from being exchanged between staff and those entering the organization.



FOUR SEASONS LODGE—GRATITUDE BOARD



To help limit the spread of COVID-19, visiting restrictions are currently in place across the organization.

Not being able to visit with family and loved ones is tough for everyone, including the Residents who live in the Four Seasons Lodge. On March 16, some of our Residents put together a 'gratitude board' to share some of the things that they are grateful for during this difficult time.



FOUR SEASONS LODGE—BIRD HOUSE PAINTING

With Spring right around the corner, Residents spent the afternoon on March 27 painting some colourful birdhouses that will be hung outside when the warmer weather arrives.



SUPPORT FROM OUR COMMUNITY



The organization has received many offers of support from businesses and individuals who are eager to help during this pandemic. Many have offered to donate items that we may be able to use if faced with a supply shortage, and for this we are very grateful.

Pictured here are some N95 masks donated by an individual in Petawawa, Tyvek gowns donated from CNL, and a number of hand-sewn items from people in the community. Donations have also been made by the Deep River Chinese Association, Canadian Ski Patrol Deep River, and several other businesses and individuals.



The organization would like to extend a special thank you to P&G Enterprises for lending us a hand washing station, which is now in use on the Medical Floor.

We greatly appreciate everything our community is doing to help protect each other from the spread of COVID-19.

thank you

IS THERE A DISTINCTION BETWEEN “PRIVACY” AND “CONFIDENTIALITY”?

"**Privacy**" is the fundamental right of individuals to control information about ourselves (including the collection, use and disclosure of and access to that information).

"**Confidentiality**" is an obligation of organizations and clinicians to protect personal health information in our custody or control, to maintain its secrecy and not misuse or wrongfully disclose it.

Sometimes health care providers *wrongly* think that :

- Since we all sign confidentiality agreements within our organization that means we can share information within our team however we like.
- So long as I do not tell anyone else about a client, I can look at any client’s record for my own purposes.
- I am entitled to know everything about my clients because I am providing them with healthcare. There should be no limits to what I know about my clients.

- Clients have privacy rights -

Each person who works here and with our clients’ information should only ever view, look at, listen to, use or disclose identifiable client information if they have a “need to know” as part of their job.

Clients may choose to not share everything about themselves or their health information or their health history with us. This is commonly called using a “lockbox” or a consent directive. If you would like to know more about the lockbox, please contact me for more details.

Merely keeping the information to yourself does not mean you have not breached a client’s privacy.

Clients are entitled to a copy of their health records regardless of where that information is kept (this of course includes their chart – but may also include records such as emails or reports in which they are mentioned).

It is a privacy breach if a person wrongly looks at health records or talks about a client with people who do not have a legitimate need to know as part of their positions (even if they never further share that information). We have to report privacy breaches (to me as Privacy Officer and to the Privacy Commissioner in certain cases) and notify affected individuals. If you have questions, please let me know.

Privacy is everyone’s business.

Cara McGuire, Privacy Officer, 613-584-3333 ext. 7150



FOUNDATION NEWS—CATCH THE ACE ON HOLD



PROGRESS THERMOMETERS GETTING CLOSER TO THE TOP!



On a very snowy day in late February, Foundation Executive Director—Chris Doucette, Foundation Board Member—Tina Shorter, and DRDH Board Chair—Dick Rabishaw (*and their lovely photographer—Amy Joyce*) trekked through the banks to update the Focused on You Major Campaign progress thermometers to show that 85% of the 1.75 million goal has now been reached! That means that though multiple fundraising efforts, *Catch the Ace*, and the amazing support of our donors and volunteers we have been able to raise \$1.48 million so far.

RENOVATIONS IN DIAGNOSTIC IMAGING



FEBRUARY 10

Here are progress photos of the renovations over the last few months. Funds for these upgrades have come from the Foundation's Focused on You Campaign, which has now reached 85% of it's 1.75 million dollar goal.

Given the clinical importance of the new equipment in the Diagnostic Imaging Department, renovations have continued through the pandemic.



FEBRUARY 10



MARCH 18

Renovations are now complete in the department, and staff will be receiving training on the new equipment over the last week of March.

Stay tuned for a full reveal!

Changes in the Diagnostic Imaging department include a new X-Ray machine, portable X-Ray machine, and ultrasound equipment, as well as upgrades to the supporting infrastructure.



MARCH 24

PHYSICIAN SLEEP ROOM RENOVATION



Remember the room that was previously occupied by William Willard, and then briefly used as an ultrasound room, and way before that was a reprocessing room? You know the one, across from the Sunroom? Well that room is now being renovated to become a second on-site sleep room for our physicians. Having this room allows for physicians who are coming from out of town to have a place to sleep before their early morning shift starts. Previously, the organization would put these physicians up in a hotel room, so having another room on site will result in significant cost savings.



AUXILIARY NEWS



Total volunteer hours between January 1, 2019 and December 31, 2019 = **12,070 hours**

Total number of Auxiliary members = **140**

Donations to the our organization between April 1, 2019 and March 31, 2020 = **\$81,000**

NUTRITION MONTH

March is Nutrition Month! This month, we want to provide recognition to our Dietitian, **Erica Van Drunen**, for everything that she does for the health of our patients and residents.

The Dietitians of Canada hope this Nutrition Month and every month you consider dietitians' encouragement to be more mindful of your eating habits, to cook more often, to enjoy your food and share with others! Find recipes, articles and more at www.NutritionMonth2020.ca



PHARMACY AWARENESS MONTH



MARCH IS

**Pharmacy
Awareness Month**

Each March Pharmacy Awareness Month (PAM) celebrates the contributions that pharmacists make to our health care system. This month, we want to provide recognition to our Pharmacy Technicians **Tova Greenberg** and **Bev Bergin** for everything that they do for our patients. Find more information about PAM at <https://www.pharmacists.ca/news-events/events/pharmacist-awareness-month-pam/>

*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.*