

North Renfrew  
Family Health Team

# THE ZINGER

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

*January 2021*



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2020

**ACHIEVEMENTS****Deep River and District Hospital****Four Seasons Lodge****North Renfrew Family Health Team**

2020—what a year! While many of us are anxious to put this past year behind us and look forward to the brighter year ahead, it is important for us to remember and acknowledge just how much we were able to accomplish as a team.

Over the next few pages, we are proud to share some of the achievements we accomplished in 2020:

**Auxiliary**

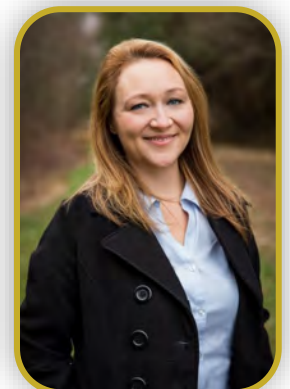
- Provided the Four Seasons Lodge with a gift of \$405 for the Lodge at Home project from a specialty jewelry sale of items donated to the Whistle Stop.
- Provided the organization with a number of hand-sewn items such as masks, gowns, and caps, in order to prepare for a potential supply shortage of personal protective equipment.
- Donated \$14,000 to allow the organization to continue to offer the Pre-School Speech Therapy program to the children and families in our region.
- Donated \$60,000 for the purchase of two air mattresses for the organization, as well as an integrated temperature monitoring system.

**Accessibility**

- Completed a number of items on the 2018-2021 Accessibility Plan, including the reduction of visual clutter on walls, the installation of a grab bar in the accessible staff washroom (by the Classroom), and the implementation of structured training and development for all staff related to accessible customer service.

**Board of Directors**

- Appointed Janna Hotson as President and CEO of the Deep River and District Hospital, the Four Seasons Lodge, and the North Renfrew Family Health Team, effective April 2021.
- Elected three new members to fill vacancies and ensure a broad spectrum of skills and expertise amongst members of the Board of Directors.
- Continued to share Board Highlights after each meeting to communicate information from Board Meetings with the public as well as with staff.
- Appointed three patient representatives to sit on the Resource and Audit / Quality, Risk and Safety / and Strategic Planning and Relationships Committees.
- Board Members participated in the OHA's Governance Essentials for New Directors education session virtually.



## ACHIEVEMENTS

Deep River and District Hospital

Four Seasons Lodge

North Renfrew Family Health Team

# 2020

### Building Services

- Successfully recruited Manager of Building Services and Information Technology, Scott Goodchild, who began working in June.
- Re-paved section of the parking lot off Banting Drive, nearest to the helipad, in May.
- Upgraded ladders leading up to the roof from the upstairs mechanical penthouse with anti-slip steps in June.
- Removed tall light standards in June for the safety of helicopters landing on the helipad.
- Completed replacement of boilers for the organization. The new boilers replace the previous 30+ year old system with new, high efficiency units to provide heating throughout the building.
- Replaced old carpet with new vinyl flooring in a number of areas throughout the organization, which ensures the spaces can be cleaned and disinfected thoroughly.
- Replaced broken drain the kitchen in September.
- Completed repairs to the loading dock in September.
- Completed painting of walls in a number of areas throughout the organization, including the Family Health Team, clinic area, and the hallway leading to the Classroom.
- Installed new outdoor cameras in July to increase coverage of the outside of the organization.
- Initiated weekly safety meetings with maintenance staff in June to review activities with an emphasis on safety.
- Replaced approximately 180 feet of siding on the exterior of the organization.



## ACHIEVEMENTS

Deep River and District Hospital

Four Seasons Lodge

North Renfrew Family Health Team



### Communication

- Shared 2019-2020 Board Annual Report in June with staff, the Board, and the public.
- Published fifty-four News Releases over the year to share information with stakeholders.
- Continued monthly publication of The Zinger newsletter for the organization.
- Shared 'special edition' of The Zinger newsletter in May to focus on Nursing Week.
- Created three Facebook accounts in March – one for the Deep River and District Hospital, one for the Four Seasons Lodge Long-Term Care, and one for the Family Health Team, in order to share information in a timely manner with our communities.
- Aided with communication efforts for the launch of the Renfrew County Virtual Triage and Assessment Centre in March.
- Participated in a TV interview with Cogeco's YourTV in April to share information about COVID-19's impact on our organization.
- Began regular virtual meetings with the Mayors of our surrounding communities in March in order to stay connected and informed on all things COVID-19 related.
- Published *A Holiday Tribute to Our Staff* video in December to thank all our staff and physicians for their dedication and compassion to caring for our community over the year.



### Corporate

- Completed renovations to the administration and finance area in May. The finance department was moved to the front of the space, making the area more accessible for those entering finance, reducing cross-over between those paying and staff, and addressing identified health and safety and infection control concerns of the area.
- Completed a summer clean up in August to clear out items that are no longer useful, and open up new space that is easy to clean.
- Celebrated the organization's 45th birthday in October and shared historical photos and news articles through the Zinger.
- Celebrated all staff and physicians over the holiday season in December through the "12 Days of Christmas" give-aways, as well as by providing a turkey voucher for everyone!



2020

## ACHIEVEMENTS

Deep River and District Hospital

Four Seasons Lodge

North Renfrew Family Health Team

### Diagnostic Imaging

- Completed renovations and upgrades in the Diagnostic Imaging department, including the installation of a new general X-ray, portable X-ray, and ultrasound machines. Thanks to funding from the Foundation's Focused on You campaign, the new portable X-ray arrived at the end of 2019, and construction in the department was completed in March 2020. The department was able to remain open for the duration of the renovations through the use of a temporary DI suite.
- Acquired a second ultrasound machine in July to increase appointment availability for patients.
- Replaced electrocardiogram (ECG) equipment as part of the Focused on You Diagnostic Imaging campaign.
- Moved to appointment based patient encounters for all modalities to ensure patient and staff safety during the COVID-19 pandemic.



### Engagement – Patients, Residents and their Families

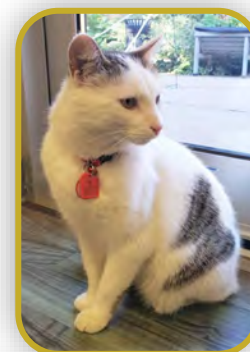
- Launched program in the Four Seasons Lodge to bring residents a “Taste of Home” during the COVID-19 pandemic in April. The program allows residents to make special recipes together with staff that might be a favourite of a resident, something a resident is famous for making, or something that a resident might be missing. The program aims to share residents’ memories of home, community, and connections to their loved ones in order to help mitigate the effects of isolation.
- Received donations from staff members and our community to ‘adopt a mom or grandma’ for Mother’s Day in May. With the donations received, Mother’s Day gifts were provided for all the moms and grandmas on both the Medical Floor and in the Four Seasons Lodge.
- Provided each of the dads and grandpas on both the Medical Floor and in the Four Seasons Lodge with a small gift to brighten their day on Father’s Day in June.



2020

**ACHIEVEMENTS****Deep River and District Hospital****Four Seasons Lodge****North Renfrew Family Health Team****Engagement – Patients, Residents and their Families Continued...**

- Created new outdoor visiting spaces in June to support safe visiting for residents and patients.
- Adopted a cat, Cesar, in the Four Seasons Lodge in July after the idea was brought forward by residents.
- Celebrated Residents' and Family Council Week in September to showcase this great forum where residents and their families to come together as neighbours and offer meaningful feedback, collaborate on ideas, and support decision-making in all aspects of the home's operations.
- Identified Mr. Barber as the first Residents' and Family Council President in September. Mr. Barber will work with the Council support person to identify topics of discussion for the Council, assist with coordinating meetings and activities, and act as a spokesperson for the Council.
- The Patient and Family Advisory Council achieved a number of goals that they set for themselves for the 2019-2020 year, including providing recommendations on the patient care environment, providing input into patient education / safety information, providing input into the annual Quality Improvement Plan, and more.
- Fifty percent of residents and their families provided input through the annual Resident Satisfaction Survey in September, which helped to identified areas for improvement.
- Completed improvements in the Home's main living space in December with new paint and window coverings (chosen by the residents), along with the addition of new dining tables and a new statue for menu display.
- Received donations from staff members and our community for a resident "Secret Santa" at Christmas. With the donations received, Christmas gifts were provided for all the residents in the Four Seasons Lodge, as well as patients on the Medical Floor.

**Ethics**

- Provided ethics education for the Board of Directors in August, as part of the resumption of services and wave-two preparation planning.
- Reviewed and incorporated ethical guidance documents into decision making during the COVID-19 pandemic response at the Emergency Operations Center (EOC), Clinical Subgroup, management committees, and leadership.
- Utilized ethical framework four times between March and October for COVID-19 pandemic and clinical care related issues including care packages, student placements, and more.

## ACHIEVEMENTS

Deep River and District Hospital

Four Seasons Lodge

North Renfrew Family Health Team



### Family Health Team

- Successfully recruited Executive Director, Owen Partridge, who began working in April.
- Moved to virtual patient encounters wherever possible to ensure patient and staff safety during the COVID-19 pandemic.
- Provided nearly 800 influenza vaccinations to rostered patients, prioritizing elderly patients and those who are at the highest risk of complications from influenza.
- Continued to progress application for new Family Health Team building forward.

### Finance

- Renovated previous office space into a second on-site sleep room for our physicians in April. 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.
- Received a donation of \$5,510 from Jenny Ward and Audrey Turner from the sale of hand-made cloth masks.
- Achieved a balanced budget at the 2019-2020 year end in March.
- Received a grant of \$20,000 from the Deep River and District Community Foundation and the Government of Canada's Emergency Community Support Fund in July in order to support COVID-19 response.
- Received \$950,000 in infrastructure funding through the Health Infrastructure Renewal Fund in October, which will be allocated to replace and upgrade the original electrical service and distribution.
- Completed annual audit in June, and midterm audit in December, remotely for the first time.
- Installed plexi-glass barriers for staff who work in close quarters in order to reduce potential transmission of COVID-19.
- Improved petty cash process.
- Received a grant from the Canadian Medical Association for \$98,000 in October. The grant is for negative pressure installation in the Emergency Department with anteroom and potentially to support redesign of the triage and registration area to meet IPAC and safety guidelines.
- Received Long-Term Care infection prevention and control funding, allowing for the replacement of dryers, purchase of fit testing equipment, and the purchase of lockers for staff.



2020

## ACHIEVEMENTS

Deep River and District Hospital

Four Seasons Lodge

North Renfrew Family Health Team

### Food Services

- Installed new stove in the Four Seasons Lodge kitchen in April.
- Completed Dietary Service Review, which included dining audits, a review of production standards, and improved tracking.
- Began making bulk ginger ale purchases locally, which has an estimated cost savings of \$2,300 / year.
- Added a new refrigerator to the kitchenette in the Four Seasons Lodge to increase functionality.
- Repaired walk-in freezer.



### Foundation

- Received \$10,000 grant from the Canadian Imperial Bank of Commerce (CIBC) in February, which was applied to the Focused on You Diagnostic Imaging campaign.
- Received \$20,000 from the 15th annual Black Bears Hockey Tournament.
- Received a donation of \$530 in July from Madi and Owen Nelson, two local children who sold lemonade and freezies on some of the hottest days of the year.
- Provided Catch the Ace draw #4 winner Ian Ingram with \$73,551 in August.
- Received \$500 from each Maven Catering in August and Hyska's Independent in September from fundraisers they held for the Focused on You Campaign.
- Received donation of \$1,018 from Catherine Chapman from proceeds of a yard sale fundraiser she held in September.
- Transitioned Catch the Ace lottery to an online platform in September order to reduce the COVID-19 risks for volunteer ticket sellers and buyers.
- Received donation of \$3,305 from The Beer Store in November.
- Reached 95% of the \$1.75 million goal for the Focused on You Diagnostic Imaging Campaign in November.
- Received \$12,400 from the Deep River and District Community Foundation in December to help bring high-speed fibre optic broadband service to the organization.
- Received \$10,000 grant from Ontario Power Generation in December, which was applied to the Focused on You Diagnostic Imaging campaign.
- Raised \$2,350 through the virtual Trim the Tree fundraiser in December, which was applied to the Focused on You Diagnostic Imaging campaign.
- Received \$2,600 (so far) from Dave Thompson from profits of the sale of his book, "With a Side Order of Smiles".





## ACHIEVEMENTS

Deep River and District Hospital

Four Seasons Lodge

North Renfrew Family Health Team



### Health & Safety and Emergency Preparedness

- Six new members of the Joint Health and Safety Committee completed their certifications - Level 1 was completed in March, and Level 2 was completed in November.
- Began installation of new door signs throughout the organization to assist with wayfinding and ensure signage corresponds with fire zones.
- Partnered with the Deep River Police, with help from students from Algonquin College, on a training exercise related to violence in the workplace. In the mock exercise, two patients became verbally aggressive towards nursing staff, who then initiated a Code White and called the Deep River Police for support.
- Updated Code Red policy with changes to staff gathering areas to ensure outdoor meeting areas with space for physical distancing.
- Experienced a Code Red situation in the Laboratory in September, where the staff's quick and effective response kept the organization, staff, patients, and residents safe.
- Completed annual Code Green evacuation drill with Four Seasons Lodge staff and the Deep River Fire Department as a tabletop exercise to ensure resident safety during pandemic.
- Updated Code Blue to align with new protection measures related to COVID-19.



### Health Records, Privacy and Freedom of Information

- Decreased turnaround time of DND patient medical records to assist follow-up process with Base Clinic.
- Worked with YMS to improve efficiency for physician billing.
- Remained compliant with submission requirements under the Information and Privacy Commissioner of Ontario (IPC) annual privacy report.

### Housekeeping

- Reviewed all shift routines and made changes in order to meet high-touch surface guidelines from Public Health.
- Changed inventory management process.
- Completed a product review and made changes that decrease supply costs.
- Implemented new standby shift to deal with infection control situations that may require immediate attention.



2020

## ACHIEVEMENTS

Deep River and District Hospital

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### Human Resources

- Successfully recruited Human Resources Officer, Mary Goodchild, who began working in September.
- Presented peer nominated Essential Pieces Award to Kerry Sinikivi, RPN, in recognition for her dedication, positivity and demonstration of the Mission, Vision and Values of the organization.
- Awarded 5-year pins to seven employees, 10-year pins to seven employees, a 15-year pin to one employee, and recognized two retirees who had dedicated more than 20 years to the organization at the Employee Recognition Event in April.
- Launched new free wellness platform for staff and their families, LifeSpeak, on May 1.
- Launched re-developed Performance Appraisal process across the organization in August.
- Welcomed four co-op students from Mackenzie Community School in September. The students explored healthcare careers including those in maintenance, finance, administration, and medical records.
- Began participation in regional recruitment campaign targeted at healthcare workers. The website and social media campaign for this initiative, "Ottawa Health Careers" went live in November.
- Enabled staff to carry over an additional week of vacation in recognition of the extraordinary efforts all staff have put forward in 2020.



### Information Technology

- Updated webmail access in order to mitigate against unauthorized attempts to breach our systems.
- Designed a regular systems maintenance schedule for the coming 2021 year to support the security, performance, and integrity of our systems while allowing staff to be aware of anticipated downtimes.

### IPAC and Occupational Health

- Remained compliant since May with the directive to test all Long-Term Care staff for COVID-19 twice monthly.
- Implemented universal masking across the organization in early May in order to reduce COVID-19 transmission risks.
- Implemented dedicated staffing for the Four Seasons Lodge in April in order to reduce the risk of transmission of COVID-19.

## ACHIEVEMENTS

Deep River and District Hospital

Four Seasons Lodge

North Renfrew Family Health Team



### IPAC and Occupational Health Continued...

- Began program to support COVID-19 testing for symptomatic household contacts of staff and physicians, as well as asymptomatic staff members as close contacts, in October.
- Completed 746 COVID-19 swab tests between June and December, thanks to the hard work of our Occupational Health team members!
- Added an additional part-time IPAC and Occupational Health Nurse in September to support increased IPAC/Occupational health organizational needs.
- Provided each staff member with a cloth mask to wear to and from work in May, thanks to donations of hand-sewn masks from members of our community.
- Implemented passive screening for Hospital and Family Health Team staff in October, which reduces the cross over between staff and non-screened persons at the screening desk. Staff are now able to read the screening tool and use the badge tap function to attest to a negative screening result when entering the organization.
- Achieved a 90% staff vaccination rate, which is the highest percentage obtained in recent years.
- Collaborated with Canadian Nuclear Laboratories, Algonquin College, the Town of Laurentian Hills, and the United Townships of Head, Clara and Maria, to host four community influenza vaccination clinics in Deep River, Chalk River, and Stonecliffe in November. Over the four clinics combined, more than 500 community members were provided with influenza vaccinations.
- Created a separate COVID-19 testing trailer on the organization's grounds in November, with the use of a donated trailer from Canadian Nuclear Laboratories, to ensure access to COVID-19 testing for members of our community.
- Collaborated with Canadian Nuclear Laboratories to provide quantitative fit testing for designated staff in November.
- Upgraded staff lockers across the organization in November, allowing for more staff members to store their outdoor and street clothing in a space that is away from patient care areas.
- Installed plexi-glass sneeze and cough barriers in December in the Emergency Department waiting area, Laboratory waiting area, and cafeteria to reduce COVID-19 transmission risks.
- Implemented universal eye protection (face shields / goggles) in early November for all staff in identified high-risk areas in response to the increasing community spread of COVID-19.



2020

## ACHIEVEMENTS

Deep River and District Hospital

Four Seasons Lodge

North Renfrew Family Health Team

### Laboratory

- Implemented Regional Laboratory Information System (LIS) in February as the first step towards our transition to the Epic Hospital Information System with The Ottawa Hospital.
- Completed repairs to the humidifier in September, thanks to a generous anonymous donor. The humidifier is a critical piece of equipment in the lab as it ensures that the other pieces of equipment are able to produce accurate test results.
- Moved to appointment based patient encounters to ensure patient and staff safety during the COVID-19 pandemic.

### Laundry

- Installed new and efficient washing machine in April.
- Removed ironer from laundry department in September, as it was no longer needed for our organization and had reached its end of life.
- Reviewed linen requirements and developed a pricing chart.
- Implemented price change for external laundry contracts, and secured one additional contract.
- Changed schedule to improve 7-day a week coverage for laundry.



### Long Term Care

- Completed 2020 Program Evaluations for all required programs by December.
- Implemented new virtual platforms for residents to visit with their loved ones at a distance during the COVID-19 pandemic.
- Developed process to provide virtual physiotherapy support for residents.
- Successfully recruited Director of Care and Clinical Manager, Jenny Hickson, who began working in November.
- Improved medication management and utilization through the implementation of medical directives. As a result, the total number of prescription orders was reduced by nearly 40%!
- Continued advocacy efforts for our application for long-term care expansion.



## ACHIEVEMENTS

Deep River and District Hospital

Four Seasons Lodge

North Renfrew Family Health Team

# 2020

### Medical Staff

- Successfully recruited a full-time physician in July, Dr. Robert Suttie, to the organization through the Emergency Department Recruitment Program.



### Nursing and Palliative Care

- Developed process for palliative visits during COVID-19 pandemic.
- Installed plexi-glass on the nursing units to ensure separation of patients and staff during pandemic.
- Implemented virtual psychiatry assessments/consultations for both adult and pediatric patients in the Emergency Department.
- Designated Brandy Raven, RPN, as a 'palliative care champion' to be a resource for staff to support patients, residents, and their loved ones at the end of life and along the palliative care journey.

### Organizational Development

- Implemented COVID-19 screening for all persons entering the organization in March.
- Initiated regular meetings with regional partners regarding our Ontario Health Team application.
- Continued planning for our transition to the Epic Hospital Information System with the Ottawa Hospital, which will begin in 2021.



### Pharmacy

- Successfully completed first ever virtual inspection with the Ontario College of Pharmacists in November.

### Physiotherapy

- Collaborated with the Pembroke Regional Hospital in August to provide Physiotherapist coverage for the organization.



## ACHIEVEMENTS

Deep River and District Hospital

Four Seasons Lodge

North Renfrew Family Health Team

### Quality and Risk

- Completed risk assessments and risk register through our insurance provider (HIROC) for the third consecutive year.
- Presented fall, medication incident, employee incident, workplace violence, and laboratory incident reports to various committees for feedback and review.
- Maintained patient satisfaction scores well above the provincial and Champlain LHIN averages in the 2018-2019 NRC Health survey.
- Developed formal incident report for laboratory related incidents to be brought to the Laboratory Liaison Committee.

### Volunteer Program

- Created an outdoor winter wonderland for the residents at the Four Seasons Lodge, despite Auxiliary volunteer activities being restricted due to the COVID-19 pandemic.
- Assisted with the development of the new “Palliative Care Cart”.



*congratulations*

MANDATORY EDUCATION—DUE JANUARY 31, 2021

Education for January has been assigned as below. It is due to be completed by January 31, 2021. If you have any concerns or questions please Tabitha Kearney know.

All Staff:

- Whistle blower
- Abuse and Neglect – Zero Tolerance
- Incident Reporting

Clinical Staff:

Adverse Drug Reactions and Medical Device Incidents Mandatory Reporting

Maintenance and IT:

- Box cutter safety
- Knife safety
- Knives hazard awareness

PSWs:

PSW documentation

MANDATORY EDUCATION

DEEP RIVER AND DISTRICT HOSPITAL  
THE FOUR SEASONS  
NORTH RENFREW FAMILY HEALTH CAMPUS

Policy: Abuse and Neglect – Zero Tolerance and Mand

Original Date: 2017-07-05	Policy Manual: Administration
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Approved by:

Board of Directors       Chief Financial Officer  
 Chief Executive Officer       Chief Nursing Officer

**Policy**  
Residents and patients have the right to dignity, respect and safety. Abuse and neglect is not tolerated. The North Renfrew Health Campus strictly adheres to the standards of care for all residents and patients.

Abuse can take many forms. Abuse includes, but is not limited to:

- Physical Abuse
- Sexual Abuse and Sexual Assault
- Emotional Abuse
- Verbal Abuse
- Financial Abuse
- Exploitation or a Resident's Property
- Neglect
- Prohibited Use of Restraints
- Measures Used to Discipline a Resident

(\*Definitions of abuse as per the Long Term Care Act ("Definitions" section)

Staff must immediately report all alleged, suspected or known abuse and neglect to the appropriate authority. Employees, physicians and volunteers who become aware that a wrongdoing has been committed or suspected should first attempt to raise the matter using the usual reporting relationship. If that has not been successful or is not possible, then the Whistleblower Policy may be followed to communicate a disclosure.

Any employee, medical staff or Board member who is aware of or suspects any of the following must report it immediately in accordance with the reporting procedures of the organization:

1. Improper or incompetent treatment or care of a resident or patient that resulted in harm or a risk of harm.
2. Abuse of a resident or patient by anyone, or neglect by an employee or board member that resulted in harm or a risk of harm.

DEEP RIVER AND DISTRICT HOSPITAL

Policy: Whistle Blower

Original Date: 2017-06-21	Policy Manual: Administration
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Approved by:

Board of Directors       Chief Financial Officer  
 Chief Executive Officer       Chief Nursing Officer

ED, Family Health Team  
 Human Resources Officer

**Policy**  
Deep River and District Hospital (DRDH) is committed to the principle that every individual has the right to be treated with dignity and respect, and has the obligation to exercise high standards of business and personal ethics in the conduct of their duties on behalf of the organization. This includes the expectation that all individuals covered by this policy will comply with all applicable laws and regulations, and all DRDH policies, protocols and procedures.

This policy will not apply to personal grievances concerning employees' terms and conditions of employment, physician agreements with the Hospital, volunteers and student arrangements with the Hospital, or any aspects of the working relationship in the Hospital, complaints of harassment (staff or patients) or disciplinary matters. Such complaints are dealt with under current Hospital policies (e.g., Code of Conduct, Employee Complaint Procedure, etc.) and procedures and federal or provincial laws as appropriate. Individuals in registered profession are governed by the Regulated Health Professions Act (1991) and must abide by the code of ethics, which includes obligation of all registered personnel to report any unethical behaviors.

**Application**  
This policy applies to all employees of DRDH, persons with practicing privileges, volunteers, Board Members, patients and their families, and all individuals who represent DRDH, in any manner whatsoever. The scope of this policy applies to all activities within the jurisdiction of DRDH, both on and off any sites including but not limited to travel, training and social functions. Any act occurring outside the workplace but having adverse repercussions in the work environment, is also covered by this policy.

This policy defines a process by which individuals, as described above can, in good faith, report issues and/or concerns in connection with a serious violation that could adversely impact the Hospital, its patients, stakeholders, employees or the public at large. Individuals, as described above, who have a reasonable belief or become aware that a wrongdoing has been committed or will be committed should first attempt to raise the matter using the usual reporting relationship. If that is not possible, or has not been successful, then the procedure outlined in this policy may be followed to communicate a disclosure.

**Purpose**  
1) Encourage and enable the reporting of violations of Hospital Policies and Procedures relating to ethical behavior and business conduct, including the Standards of Behaviour of Excellence (Code of Conduct) and Conflict of Interest Policies.  
2) Encourage and enable reporting of concerns relating to:

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## DRDH FIGHTS THE FLU AMIDST COVID-19 PANDEMIC

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The Deep River and District Hospital (DRDH), and our community partners, came together to deliver an innovative influenza vaccination campaign this flu season. The campaign is being labeled as a major success - with over 1,400 influenza vaccines provided to members of our community.

The organization's influenza campaign focused its efforts on increasing access to the flu shot through community immunization clinics, staff immunizations, as well as primary care patient and long-term care resident immunizations.

The goals of increasing availability of the flu shot this year were to reduce the impacts of seasonal flu, to help protect our local community, and to prevent increased demands on the health care system as we continue to navigate 'wave 2' of the COVID-19 pandemic.

In previous years, the Renfrew County District Health Unit (RCDHU) has been responsible for community vaccination clinics in Renfrew County. Due to the RCDHU's focus on responding to COVID-19, they reached out to local health partners this year, including the Deep River and District Hospital, and requested that these organizations spearhead community clinics in their areas.

Continued on next page...



To assist Public Health with managing the delivery of immunizations during the pandemic, the Deep River and District Hospital, in a unique partnership with Canadian Nuclear Laboratories (CNL), Algonquin College, the Town of Laurentian Hills, and the United Townships of Head, Clara and Maria, hosted four community influenza vaccination clinics in Deep River, Chalk River, and Stonecliffe. Over the four clinics combined, more than 500 community members were provided with influenza vaccinations.

The clinics helped to create broad access to our local community for influenza immunization, as well as assist Algonquin College's nursing students in gaining valuable clinical experience and clinical hours towards graduation. Hosting the clinics at CNL's Morrison Campus, the Chalk River Lion's Hall, and the Head, Clara, and Maria Township Hall enabled patients to socially distance and reduced travel required to receive the vaccine. The Deep River and District Hospital would like to extend sincere thanks to everyone who supported the planning and delivery of these clinics through such a unique collaborative effort with our organization.

The organization has also worked to ensure staff are vaccinated against influenza as well. This year, the Deep River and District Hospital, Four Seasons Lodge, and North Renfrew Family Health Team achieved a 90% staff vaccination rate, which is the highest percentage obtained in recent years.

This tremendous staff vaccination rate, as well as the successful community immunization clinics, would not have been possible without the diligent work of the organization's Occupational Health team members and the dedication of the organization's staff to keeping themselves and their patients or residents safe.

In addition, the North Renfrew Family Health Team provided nearly 800 influenza vaccinations to rostered patients, prioritizing elderly patients and those who are at the highest risk of complications from influenza.

Overall, the Deep River and District Hospital's influenza campaign successfully provided over 1,400 vaccinations to members of our community amidst the COVID-19 pandemic. With the remarkable support we receive from our community, the organization is proud to continue providing excellent, compassionate health care in some of the most difficult circumstances we have ever faced.

Thank you again to all of our partners, who have come together in extraordinary and innovative ways to meet the needs of our community.



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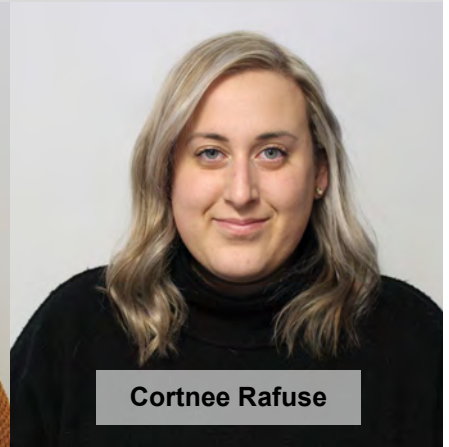
NEW HIRES



Seija Niittynen



Courtney Dennie



Cortnee Rafuse



We are pleased to welcome three new members to the team this month! Seija is a Registered Nurse, and both Courtney Dennie and Cortnee Rafuse are Registered Practical Nurses who will be working in the Four Seasons Lodge.

After saying good-bye to James Elliot and Melinda Lorbetskie in December, we are welcoming both of them back this month. We are happy to have both of you back!

STUDENTS



Jillian Crowell

We are also extending a warm welcome to two students this month. Jillian is completing a co-op placement in the Diagnostic Imaging Department and David is completing his consolidation as a Registered Nurse.



David Power

EORLA



Allan Lupish

The Eastern Ontario Regional Laboratory Association is pleased to announce that Allan Lupish will be joining EORLA as Site Laboratory Operations Manager for the Deep River and Pembroke sites. Allan comes to us with 20 years of experience in laboratory management. Please join us in welcoming Allan to DRDH!

welcome

## MEMOS

## January Renovations

Since the beginning of the COVID-19 pandemic, IPAC assessments to identify opportunities to improve safety for our patients, residents, staff and physicians have been ongoing throughout the organization.

One area identified for improvement was space that was used for clinical interactions. Traffic of ambulatory patients into personal offices presents an increased risk of transmission to staff. Based on this recommendation, we are creating additional space to allow clinic rooms to be used solely for patient interactions.

During January you will see renovations in our physiotherapy space creating enclosed work spaces for staff. We look forward to these improvements to provide segregated spaces for our patients, staff and physicians to have clinical interactions and increase safety for everyone.

To accommodate these renovations, inpatient physiotherapy services will be moved to the medical floor. This addresses another IPAC recommendation to limit movement of inpatients, and to provide care as close as possible to the bedside. Physiotherapy equipment will be moved into the currently closed 'family room' at the end of the medical floor to limit traffic and improve access for patients. Communal space limitations will remain in effect, with only one patient able to use this space at a time with our PTA staff.

Thank you to everyone for the suggestions on how we continue to adapt our space to make it safer for both patients and staff.



## MEMO

## Universal Masking Phase III In Effect

As a result of heightened potential for community spread and the movement of the province to shutdown in an effort to decrease transmission, our Universal Masking policy was adjusted, as of December 24, to reflect the greater level of restriction for our area.

All persons in the building are now required to wear a medical procedure mask. This includes all staff, visitors or patients that are within the building. Cloth masks will no longer be permitted as an acceptable form of face covering for any person within the building.

Non-clinical staff or staff that are able to have a segregated workspace (i.e. remove their mask in their office or at their desk) are to practice extended mask use when possible. This measure will ensure controlled use of procedure masks and will reduce over consumption of PPE to preserve stock of masks over time as we progress during the pandemic.



## NEW DRYERS HAVE ARRIVED!

Earlier this month, two shiny new dryers arrived in the laundry department! These dryers are much faster and more efficient than the old dryers, which had reached their end of life.



## ENHANCED VISITOR RESTRICTIONS FOR HOSPITAL AND LONG-TERM CARE

In response to the Province-wide shutdown to slow the ongoing COVID-19 pandemic, the Deep River and District Hospital and the Four Seasons Lodge Long-Term Care are proactively taking measures to protect staff, patients and residents.

Effective, 12:01 AM, December 26, 2020, in alignment with the Provincial Shutdown, the organization restricted visiting to essential visitors and care partners. This is a safety measure to minimize the risk of spread of COVID-19 and ensure the safety of staff, patients, residents and our community during this time of heightened risk of transmission and safety measures.

Designated care partners/caregivers will continue to be able to visit patients and residents while following strict safety guidelines. For those not deemed an essential visitor, caregiver or care partner, virtual visits and alternative ways to connect with loved ones in the hospital or long-term care are available. Inquiries regarding visiting or ways to connect with patients or residents in a safe way this holiday season can be made by calling the organization. For patients and residents receiving end-of-life care, visitors will be determined on a case by case basis.

All individuals arriving onsite will continue to enter through the Emergency Department entrance and complete risk screening for COVID-19 prior to entering the organization. Visitors who demonstrate a possible risk of transmission of COVID-19 by 'failing' the screening process, will not be permitted to enter.

As an additional safety measure, all individuals entering the organization are now required to wear a provided procedure mask. Personal cloth masks or face coverings will be substituted at the entrance for a provided medical procedure mask before proceeding into the organization. Anyone in the organization is asked to maintain this face covering at all times, as well as observe physical distancing guidelines whenever possible.

Thank you to our community, patients and family partners for their support as we work to keep our staff, physicians, patients and residents safe.

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## Using Technology to Connect With Friends and Family During the COVID-19 Outbreak

If you or a loved one is currently self-isolating or under 'stay at home' orders due to the COVID-19 pandemic, staying connected and close with friends and family can be challenging. Here are some tips on connecting digitally with your loved ones.

**There are dozens of ways to exchange jokes, stories, news, and life updates. Depending on the technological availability of your loved ones, there are many options to connect, including phone, email, or text messages.** Messenger and WhatsApp are popular services for group messages and communicating internationally. If you are able to, consider sending handwritten letters, cards, photos, or notes from time to time, too.

**Consider having video chats.** Have face-to-face chats in real time on your phone or computer using Skype, Google Hangouts, FaceTime, or another platform.

**Record special events, updates, and stories.** Take digital photos or videos you can share with family and friends via text, email, or by sharing your online albums on Google Photos, Flickr, or Snapfish.

If a friend or relative doesn't use email or text messages, help the person get started. If they show an interest in learning how to use email, you might suggest a free online Email Basics tutorial at GCFGlobal.

**Get an inexpensive long-distance phone plan if you don't already have one.** You might also look into talking with a few close friends or relatives over the phone using a free conference-line service such as FreeConferenceCall.com.

**Remember important dates and life events.** Show that you are thinking about your loved ones even though you're unable to physically be around them. Send an "I'm thinking of you" message. Send birthday, anniversary, and sympathy cards. Send a note when a friend's child graduates or gets married or when there is a birth or an adoption in the family. It only takes a minute to send an e-card.

Share big news first with the people you love most. Tell your closest family and friends about big news, such as a new job, a birth, or an engagement, before you post it on social media for everyone to see at once. Telling them first is a way of showing that they are special to you.

Article adapted from our EFAP Provider: <https://www.workhealthlife.com/Article/Read/Using-Technology-to-Connect>



## PAUSE FOR PROVIDERS

A group of physicians have created an online open-access mindfulness program called "*Pause 4 Providers*" for health providers - in the context of the current stressful circumstances and challenges associated with working in healthcare during the COVID-19 pandemic. Pause 4 Providers supports the mental health and wellbeing of healthcare providers during the pandemic by providing nightly 30-minute drop-in mindfulness sessions.



Each session offers short mindfulness practices to help participants to unwind, revitalize and to learn ways to find calm in the midst of the pandemic. The program is open to all healthcare providers, trainees, hospital workers, leaders and researchers. [Click here to access Pause 4 Providers.](#)

## RESILIANCE RECHARGE

AdvantAge Ontario will be hosting a series of free webinars in the coming months to support LTC homes, staff and providers, focusing on *Resilience Recharge: Practices for Mental Wellness during the Second Wave*. PPE is there to protect your physical health, but your mental health needs care and attention too. Learn to cultivate inner calm and strength in the face of the current pandemic storm through this bite-sized webinar series. Each weekly 30-minute session will engage you in a different theme, inviting you to try out a variety of movement, breathing and mindfulness techniques that are simple but transformative. and care during difficult times.



Webinars will be held: January 26, February 2, 9, 16, 2021.

[Click here to register for free to-day!](#)

## #BellLetsTalk

**Bell Let's Talk Day is Thursday, January 28 and we're joining in to help drive progress in mental health.**

COVID-19 has affected every aspect of our lives, including our mental health. According to the Canadian Mental Health Association, 38% of Canadians say their mental health has declined due to COVID-19, and people already struggling with their mental health were 2 times more likely to say their mental health has declined due to the pandemic.

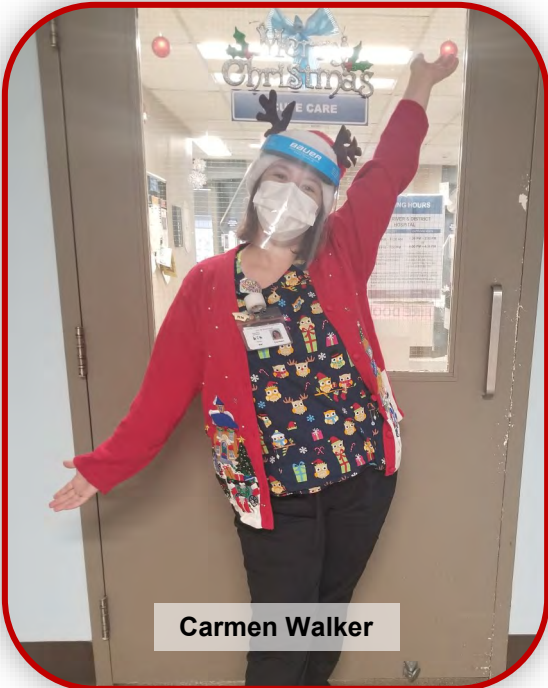
Since 2010, Canadians and people around the globe have joined in the world's largest conversation around mental health on Bell Let's Talk Day. Together we have taken big steps to reduce the stigma around mental health issues and inspire one another to take action and help create a Canada where everyone can access the mental health support they need. In a recent survey conducted by Nielsen Consumer Insights, 83% of Canadians now say they are comfortable speaking with others about mental health, compared to only 42% in 2012. By joining in and taking action, we are all helping to make a real difference.

This year's Bell Let's Talk Day campaign shines a light on the actions that we can all take, because now more than ever, mental health matters. Whether you're staying virtually connected with a family member, working directly with patients in recovery, investing in access to care or even just taking care of your own mental health, every Canadian can play a part in their communities, workplaces, schools and at home.

On Bell Let's Talk Day, Bell donates 5 cents to Canadian mental health programs for every applicable text, local or long distance call, tweet or TikTok video using #BellLetsTalk, every [Facebook](#), [Instagram](#), [Pinterest](#), [Snapchat](#), [TikTok](#), [Twitter](#) and [YouTube](#) view of the Bell Let's Talk Day video, and every use of the Bell Let's Talk Facebook frame or Snapchat filter. All at no cost to participants beyond what they would normally pay their service provider for online or phone access! **Join in and Let's Talk!**



CHRISTMAS SWEATER WEEK



Carmen Walker

Thank you to everyone who rocked their Christmas sweaters this holiday season and helped spread a little Christmas cheer!



Congratulations to our draw winner: Melissa Tucker!

Melissa Tucker



Angie Zhu



William Willard, Amy Joyce, Janna Hotson, and Amber Cox





## CHRISTMAS IN THE FOUR SEASONS LODGE



Although this year was a bit different from years past, Christmas in the Four Seasons Lodge was a day full of cheer and festivities. A huge thank you to those who participated in the "Resident Secret Santa", making everyone's Christmas morning extra special with the wonderful gifts donated. We would also like to thank Forest Cove Farm & Country Market for their donation of beautiful centerpieces which added a festive pop of colour to each of the tables.

FOUR SEASONS LODGE NEWS—TAKE-OUT NIGHT



On Thursday, January 21, residents enjoyed a special take-out dinner from Chinese restaurant Go Go China.



TRAILER PLANNING WITH CNL



Staff members from CNL were onsite on January 14 to plan where the new trailer will be located. The current trailer we have been using from CNL (pictured here) is actually just a temporary one—they have been working on another trailer with negative pressure that they will be donating in the near future!

## BECOME A PERSONAL SUPPORT WORKER FOR FREE

Now is the time to become a qualified Personal Support Worker (PSW) for free and enter the in-demand health care field in just 30 weeks. A training program for PSWs is being delivered at no-cost to students through Willis College. This pilot scholarship program allows students to be trained online and complete placements within the local community.

Funding to train up to 300 Personal Support Workers for long-term care homes in the Ottawa area is being provided by the Ontario government in response to the COVID-19 pandemic and the demand for PSWs.

Through Willis College, training is being delivered at no-cost and includes four days a week of virtual learning, and one day a week of volunteer experience at a long-term care home. The program is 30 weeks in total, including an 8 week full-time clinical placement at a long-term care home. The Four Seasons Lodge is working with Willis College on local placements in order to try to send students to a home close to their community.

This program is an amazing opportunity to get started on, or further, your career in health care, receive free tuition and learning materials, gain hands-on experience, and potentially secure

full-time employment at your placement long-term care home. PSWs play a vital role in the health care industry, working alongside other health care professionals to deliver person-centered care for patients or residents.

PSWs are currently highly sought-after in the health care field, and will continue to be into the future. This fall, the Ontario government also announced an increase in the number of hours of direct care for each long-term care resident, which will result in the need for a significant increase of PSWs across the province. Scholarships like the one being offered through Willis College are part of the process of recruiting more frontline workers to our health workforce.

Willis College encourages people of all ages to apply who want to make a difference and help residents. For more information about the program, [click here](#). Please reach out to Jenny Hickson, Director of Care at the Four Seasons Lodge Long-Term Care Home, at 613-584-3333 x 7401 or [jenny.hickson@drdh.org](mailto:jenny.hickson@drdh.org) if you would like to learn more about the rewarding careers of PSWs in long-term care, or for assistance with your application.



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2020 ANNUAL REPORT FROM OUR PARTNERS AT THE FOOD BANK



DEEP RIVER AND AREA FOOD BANK INC.  
ANNUAL REPORT FOR 2020

DRAFB Chair: Patrick Wilson. Phone: 613-584-3333 ext. 7910  
P.O. Box 1015, Deep River, ON, K0J 1P0

CLIENTS AND USAGE	2019	2020	NOTES
<ul style="list-style-type: none"> <li>○ Total number of clients</li> <li>○ Number of new (left) clients</li> <li>○ Number of client-visits</li> <li>○ Clients with children</li> <li>○ Number of children helped</li> <li>○ Number of adults helped</li> <li>○ Average visits per client</li> <li>○ % of clients with 1-4, 5-8 and 9+ visits</li> </ul>	<p>182</p> <p>31 (31)</p> <p>1,062</p> <p>66 (36%)</p> <p>157</p> <p>292</p> <p>5.8</p> <p>50% / 25% / 25%</p>	<p>188</p> <p>31 (25)</p> <p>1,122</p> <p>70 (37%)</p> <p>159</p> <p>277</p> <p>6.0</p> <p>52% / 25% / 23%</p>	<p><b>Total client-visits each year</b></p> <p>Food Bank usage increased in 2020 partly due to the COVID pandemic.</p>
<ul style="list-style-type: none"> <li>○ Clients from Deep River</li> <li>○ East of Deep River</li> <li>○ West of Deep River</li> </ul>	<p>105 (55%)</p> <p>49 (26%)</p> <p>38 (20%)</p>	<p>110 (59%)</p> <p>43 (23%)</p> <p>35 (19%)</p>	
<b>FOOD DISTRIBUTIONS</b>			
<p>Boxes of food provided:</p> <ul style="list-style-type: none"> <li>○ Grocery reclamations</li> <li>○ Donated food</li> <li>○ Purchases with cash</li> </ul>	<p>3,186</p> <p>928 (29%)</p> <p>789 (25%)</p> <p>1,469 (46%)</p>	<p>3,366</p> <p>911 (27%)</p> <p>752 (22%)</p> <p>1,703 (51%)</p>	<p>From 2017 to 2020: Food purchases with cash have been trending upwards (\$47k, \$55k &amp; \$62k) except in 2020 (\$55k). Due to COVID, food was in short supply during April/May 2020.</p>
<b>FINANCIALS</b>			
<p>OPERATING INCOME*</p> <ul style="list-style-type: none"> <li>○ Individuals</li> <li>○ Churches</li> <li>○ Organizations &amp; clubs</li> <li>○ Businesses</li> <li>○ Commemorations</li> </ul> <p>* does not include bank interest</p>	<p>\$67,157</p> <p>\$34,160</p> <p>\$4,918</p> <p>\$20,504</p> <p>\$6,678</p> <p>\$895</p>	<p>\$166,931</p> <p>\$99,361</p> <p>\$7,095</p> <p>\$34,800</p> <p>\$24,400</p> <p>\$1,275</p>	<p>Donations to our food bank were particularly strong in 2020. Fallout from COVID will likely continue into 2023, but we are now in a good position to cope with this.</p> <p style="text-align: center;"><b>THANK YOU TO ALL OF OUR SUPPORTERS!</b></p>
<p>OPERATING EXPENSES</p> <ul style="list-style-type: none"> <li>○ Food purchases</li> <li>○ Hygiene purchases - COVID</li> <li>○ Facility rent</li> <li>○ Administration/insurance</li> <li>○ Cash spent per client-visit</li> </ul>	<p>\$67,200</p> <p>\$62,096</p> <p>\$5,980</p> <p>\$2,000</p> <p>\$3,104</p> <p>\$63.28</p>	<p>\$65,223</p> <p>\$54,867</p> <p>\$5,980</p> <p>\$2,000</p> <p>\$2,376</p> <p>\$58.13</p>	
<b>VOLUNTEERS</b>			
<ul style="list-style-type: none"> <li>○ Number of volunteers</li> <li>○ Estimated hours</li> </ul>	<p>22</p> <p>2,350</p>	<p>21</p> <p>2,500</p>	<p>We are very blessed to have a group of volunteers who work hard, enjoy each other, and take responsibility to make sure that we do what is needed for our community.</p>

## POSTPONED—EMPLOYEE RECOGNITION EVENT

Historically the organization holds an annual ‘Employee Recognition Event’ to recognize the achievements of staff over the past year. At this event, we come together to celebrate staff who have reached service milestones, and present the Essential Pieces Award (formerly the Ernie Milkie Award) to a staff member nominated by their peers.

**Due to ongoing public health restrictions, our annual Employee Recognition Event will be delayed until such time that we can gather safely together again.**

This year more than ever, our staff deserve recognition for their amazing work and dedication to the organization, our patients, residents, and each other. Once public health restrictions are lifted, and it is safe for us to gather, we will plan to celebrate all of our successes, milestones, and achievements together again.

Thank you to everyone for their hard work and dedication over this past year. Collectively you have put the needs of our patients, residents and community first.



## COVID-19 VACCINE DISTRIBUTION

Phase 1 of the provincial vaccine distribution throughout the province continues to focus on residents, employees and staff, and essential caregivers of long-term care and retirement homes, with the goal provincially to have all long-term care residents and staff vaccinated by February 5, 2021.

Health care workers (including all those who work in health care settings and those in direct contact with patients) are the next priority for phase one distribution.



The number of vaccinations that will be available and allotted to use for LTC staff remains uncertain. Priority administration will follow the provincial framework, focusing on those staff and physicians with frequent and close contact with residents.

Preparatory work to allow us to immediately administer COVID vaccinations is underway, with the goal to administer vaccines as soon as they are available.

## KEEP CHECKING THE COVID-19 UPDATES!

**Please continue to refer to COVID Update emails from Janna Hotson, or other memos, for the latest information, updates, and direction related to COVID-19.**

**These update emails are being saved on PolicyMedical for staff under Communications and Memos —> All Staff Memos —> 2020-2021.**

*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](mailto: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.