

North Renfrew
Family Health Team

THE ZINGER

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

April 2022



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COUNTING DOWN TO EPIC GO-LIVE

7 MONTHS
AWAY!



COUNTDOWN TO EPIC!

7 MONTHS AWAY

EPIC READINESS SURVEY

The first Epic Readiness Survey was launched to gather feedback on future end user readiness, and their experience with implementation thus far. The survey was available from March 11 - April 1, 2022 and responses were collected anonymously. Overall, approximately 50% of end users at DRDH completed the survey (85 responses), including diverse responses across almost all roles.

Thank you to everyone who participated!

We're listening!

You raised 2 primary concerns through the survey and we're working to address them:

1. **Communication:** General communication about what Epic is and what impact it will have on end users.
2. **Training:** More information about training logistics and the type of activities that will be offered until go-live for users to see and experience

Thanks again for your feedback — Watch for the next Readiness Survey in June/July.

EPIC TRAINING

Epic Training is scheduled to take place between September 12th and November 5th. DRDH is preparing a dedicated computer lab to accommodate training, and more details will be shared soon!

Please stay tuned for more exciting information about EPIC in our monthly EPIC updates!



MANDATORY EDUCATION—due May 31, 2022

Please see the assigned education for the month of May. This is due to be completed by **May 31, 2022**. If you have any issues kindly let Mary Goodchild know.

All Staff:

- Privacy Video Part 3
- Suicide Risk Screening and Prevention
- Suicide Risk Screening and Prevention – Long Term Care
- Disclosure Done Well
- Fall Prevention and Management – Long Term Care Policy

RPN

- Stericycle procedures

Admin-On-Call and Clinical Staff

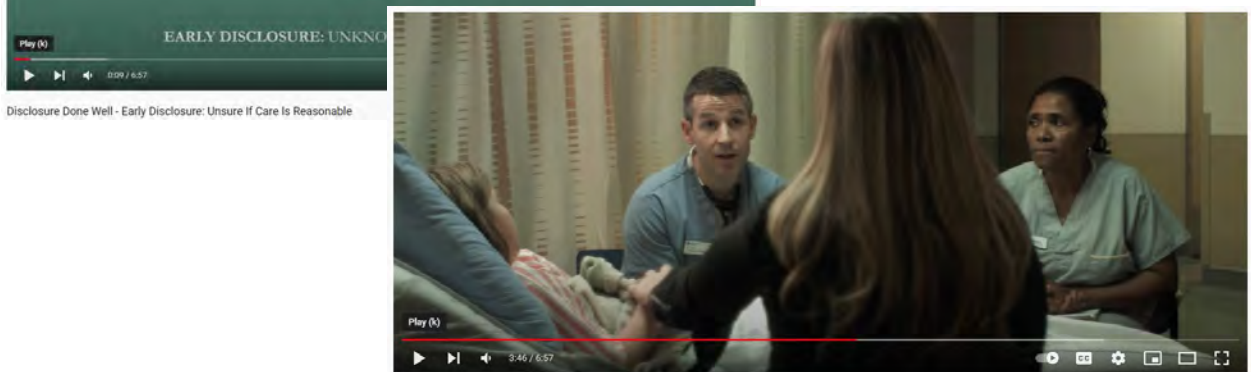
- CNO Video - Consent

**Housekeeping/Laundry**

- RICN Best Practices for Environmental Cleaning Module 6 – Audits

RN, RPN

- Fall Prevention and Management Program – Appendixes A through D (Checklists and Tracking Sheets).



Disclosure Done Well - Early Disclosure: Unsure If Care Is Reasonable

DEEP RIVER CAMPUS OF CARE EXPANDING WITH NEW FAMILY HEALTH TEAM BUILDING



Helping to unveil the sign showing the future home of the North Renfrew Family Health Team (NRFHT) from left to right is Tabitha Kearney – DRDH Chief Nursing Executive, Janna Hotson – DRDH President and CEO, April Wolfram – DRDH Manager of Clinical Services, William Willard – DRDH Chief Financial Officer, Michelle Govereau – NRFHT Office Coordinator, Maddison O’Neil – NRFHT Nurse, Jackie Harris – NRFHT Receptionist, Chris Carroll – DRDH Board Chair, Debbie Grills – Mayor of Head, Clara and Maria, John Yakabuski – MPP for Renfrew-Nipissing-Pembroke, and Glenn Doncaster – Reeve for the Town of Deep River.

As part of the expanding campus of care in Deep River, the North Renfrew Family Health Team has been approved for development of a new primary care building. With this exciting announcement, the health campus in Deep River will receive an investment from the Ministry of Health for over \$9 million dollars for the construction of a new building.

The government’s investment in the North Renfrew Family Health Team is currently the largest financial commitment towards a capital development project for any Family Health Team across the Province. This funding will help ensure the Family Health Team is a safe and accessible space for patients, clinicians, and healthcare professionals for years to come.

The \$9 million dollar capital investment will fully fund construction and furnishing costs for a new one-story 9,800 square foot primary care building, located on the current health campus at 117 Banting Drive in Deep River. The new building will improve patient experience and ensure the Family Health Team and its service providers can continue to deliver important medical services to the clinic’s 3,600 enrolled patients of Deep River and surrounding communities.

The new Family Health Team clinic space will include exam rooms, counselling rooms, and administrative space, allowing flexibility to meet evolving community needs into the future.

On April 29, MPP John Yakabuski was on-site at the Deep River and District Hospital (DRDH) to make the new building announcement locally.

Continued on next page...

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NEWS RELEASE

“This project, funded by the Ontario government, is a welcome expansion to our campus of care here at the Deep River and District Hospital. Our campus is expanding, innovating, and modernizing to better serve our communities, and this new space will further our ability to provide excellent, compassionate care, every time,” said Jenna Hotson, President and CEO.

“With this new building, we will be able to create additional space for Family Health Team community programs and provide space for visiting specialists and community organizations who deliver care to enrolled patients close to home.”

“We are delighted about this commitment by the province that will provide the communities we serve with a safe new space and allow our organization to better care for our patient population,” said Chris Carroll, Chair of the Board of Directors for the North Renfrew Family Health Team, Deep River and District Hospital, and Four Seasons Lodge Long-Term Care.

MPP John Yakabuski emphasised that today’s announcement is a tremendous success for primary care in Renfrew County and thanked the DRDH leadership team for their “persistent work and advocacy for this project over the last several years. These things don’t happen without a tremendous amount of commitment and leadership on the local level, which is something I have seen first-hand, and those at the Ministry have seen as well. This project is a great example of things that we can get done when we work together for the betterment of our communities.”

The North Renfrew Family Health Team provides access to a number of primary health care services from family doctors, nurse practitioners, registered practical nurses, social workers, dietitians and other allied health professionals who work collaboratively to deliver patient-centered care. Programs and services offered to enrolled patients include Heart Health, Smoking Cessation, Nutrition, Mental Health, Cancer Screening, Diabetes Education and Episodic Care.





A1 North Renfrew Family Health Team | Main Entrance
2022-04-19

CSV ARCHITECTS
sustainable design · conception écologique

**Artist's depiction*

Postponement Palooza

On April 1, 2022, the Deep River and District Hospital, the Four Seasons Lodge Long-Term Care Home, and the North Renfrew Family Health Team hosted the Postponement Palooza, which combined the annual Employee Recognition Event where the staff service and peer recognition awards are presented, with other events previously postponed throughout the pandemic!

Due to the postponement of the Employee Recognition Event in 2021, service awards were presented for those who reached a service milestone during both the 2020 and 2021 years.

Congratulations to the following members of our team on their service milestones:

5 Years

**as of December 31, 2020*



Corina David



Marley LaPierre



Madison O'Neil

Not Pictured:

Bailey Beauchamp-Lebrun

Tammy Blimke-Aranyosi

Rick Lynch

5 Years

**as of December 31, 2021*



Christine Howat



Tina Halloran



Linda Sammon

Not Pictured:

Sue Elliot, Jennifer Hammond, Amberly Hein, Janna Hotson

10 Years

**as of December 31, 2020*



Nicole Shankland



Renée Bedard

10 Years

**as of December 31, 2021*



Michelle Govereau

Not Pictured:

James Chartrand, ♥ Amanda Pleadwell ♥

15 Years

**as of December 31, 2020*



Alana Hawley



Mike Wilson

Not Pictured:

Kim Duiker, Ian Wilkie

15 Years

**as of December 31, 2021*

Not Pictured:

Keith Benson, Eileen Cochrane, Lily Mungham, Karen Winegar

20 Years

**as of December 31, 2021*

Not Pictured:

Janet Madore, Sandi McDonald, Pierre Turenne

25 Years

**as of December 31, 2020*

Not Pictured:

Beverly Bergin

**Thank You for Your
Service!**

30 Years

**as of December 31, 2020*



Sue Gibson

30 Years

**as of December 31, 2021*



Crystal King

Retirees with 20+ Years of Service



Nancy Robertson
40 YEARS!

Not Pictured:
Dr. Terry McVey, James Elliott

Essential Pieces Award Nominees

Congratulations to the following members of our team for being nominated by their peers to receive the Essential Pieces Award:



Michelle Lesaux



Mike Wilson



Renée Bedard



Trinity O'Hara



Sue Gibson

Not Pictured:
Trish Leach

Essential Pieces Award Recipients!



Amber Cox

2021

Due to the postponement of the Employee Recognition Event in 2021, Essential Pieces Awards were presented for 2021 and 2022.

Congratulations to both Amber and Sarah-Lynn for being recognized by your peers as the extremely essential pieces of our team that you are!



Sarah-Lynn Parker

2022



A special shout-out is owed to Jenny Hickson, Manager of Clinical Services and Director of Care, for REALLY embracing the theme of the event. Jenny came dressed ready to celebrate Easter, Christmas, St. Patrick's Day, Canada Day, Halloween, New Year's...and everything in between!

REMINDER - Corporate Learning Policy

As per previous communication, the organization has implemented an updated **Corporate Learning Policy** as of November 1, 2021. Ongoing assigned education is vital to ensure all staff, students, and partners are current with respect to patient/resident care standards, emergency preparedness, safety, legislative requirements and general organizational knowledge.

Education is assigned monthly and it is expected that all staff, students, and partners, regardless of schedule, complete the education as per the due date specified. As indicated in the policy, failure to complete assigned education on time will result in the following:

- A letter of expectation from Human Resources will be sent to the employee and placed in their file.
- The organization reserves the right to remove the employee from the schedule and/or call-ins until the education is completed.
- Repeated failure to complete required education will be addressed as per the Progressive Discipline Policy

As a reminder, it is important to regularly monitor your DRDH email as this is the primary way that we have to communicate with all staff on immediate updates to procedures, advise of upcoming events, surveys, etc.

If you require assistance resetting your password contact the IT department at 613-584-3333 ext. 7888.



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NEW HIRES



Amanda Arbic

Kim Taylor

welcome

This month, we are pleased to welcome two new members to our team. Amanda is a Registered Nurse who will be working in the Emergency Department and on the Medical Unit, and Kim is a Personal Support Worker who will be working in the Four Seasons Lodge. Please join us in extending a warm welcome to both Amanda and Kim!

We are also happy to share that Rebekah Thompson has transitioned from her role as a Screener to the role of Administrative Assistant.

Please join us in extending a warm welcome to Rebekah as she transitions to her new role.



Rebekah Thompson

WELCOME TO OUR NURSING CONSOLIDATION STUDENTS



Katie Rapin

Anna Switzer

Rhya-Lee Rabishaw

This spring, we are very happy to be hosting four Algonquin College Nursing students to complete their consolidations with us. Katie, Anna, and Rhya-Lee, pictured above, are all Registered Practical Nursing Students. We also hosted Marie Blake, a Registered Nursing student, who has now finished her consolidation with us.

HAPPY NATIONAL LABORATORY PROFESSIONALS WEEK, April 10—16, 2022



Happy Medical Laboratory Professionals Week!

The team at DRDH had a visit from the CEO of the Eastern Ontario Regional Laboratory Association (EORLA), Jeffrey Dale, to kick-off National Medical Laboratory Week and celebrate EORLA's 10 year anniversary.

Pictured here, from left to right, is Jeffrey Dale - EORLA CEO, Mike Wilson - Medical Laboratory Technologist and Charge Lab Technologist, Sue Ripley - Medical Laboratory Technologist, Vanessa Hartwig - Medical Laboratory Assistant, Tabitha Kearney - DRDH Chief Nursing Executive, and Janna Hotson – DRDH CEO.



The Lab Week celebrations continued with a BBQ lunch for all-staff, even though it was a very rainy spring day!

Thank you to everyone who came out and helped us celebrate our fantastic lab team!

Maintaining Your Relationship While Caregiving



Relationships require work, that's a given. When you're a caregiver – especially when your family member or friend requires a lot of care – maintaining a happy, healthy relationship with your partner might feel like a tug-of-war.

This article shares ways to maintain a healthy relationship when caring for an aging, ill, or disabled loved one.

STEP 1: PUT YOUR RELATIONSHIP FIRST

Having time together each day, even when it feels like a luxury, is an important way to stay anchored as a couple. If it's difficult to find a few minutes each day, find a few hours each week. While it may seem counter-intuitive at first, in time, your relationship will reap the rewards of making it a priority, and your loved one and other family members will benefit too.

STEP 2: EMBRACE YOUR PARTNER'S PERSPECTIVE

Although you are in this together, you are individuals with your own thoughts and feelings. Caregiving can hijack all your attention and energy. Do the best you can to really listen to your partner. Understanding or at least acknowledging your partner's perspective can be the ticket to less conflict and more compassion and support for each other.

STEP 3: ACKNOWLEDGE YOUR PARTNER'S EFFORTS

When caring for an aging, ill, or disabled loved one, the load can become heavy quickly. Sharing responsibilities and showing appreciation for all your partner does on any given day, no matter how big or small helps keep the foundation strong. It's also a good way to keep an open discussion around which person handles specific tasks — whether for your household or as part of caregiving.

STEP 4: TALK, TALK, TALK

Open lines of communication are essential in any relationship. When conflict arises, try to share your feelings with your partner in a non-accusatory, non-judgmental way, and focus on the solution instead of the problem. If necessary, seek outside guidance from a marriage counselor, trusted advisor, family member, or friend. If talking with your partner feels too difficult, writing your feelings in a note can be helpful. The goal is to maintain an honest, loving partnership.

STEP 5: REMEMBER TO LAUGH AND HAVE FUN

Step back from your situation once a day and look at things from the glass-half-full perspective. Think about times when you had fun with your partner and share these memories and thoughts with your partner. Try to find your own moments of contentment or joy. Recognize that having fun is a great way to reunite or connect with the person you love.

STEP 6: DON'T FORGET SELF-CARE

Taking care of your loved one, your family, and your relationship with your partner may feel difficult, leaving no time for taking care of yourself. But self-care is essential and can be easier than you think. It's possible to rest the body and mind, even for a few minutes each day. Find a quiet space to close your eyes, breathe deeply, and shift your thoughts from stress or upset to something peaceful and enjoyable.

Click here to read the full article, from LifeSpeak:

<https://wellness.lifespeak.com/expertblog/torchlight---april-campaign--5520>

APRIL IS BE A DONOR MONTH!



In April, we helped to spread the word about BeADonor Month and #GreenShirtDay on April 7, with a little help from our friends at the Deep River Police Department.

Four years ago, Logan Boulet was tragically killed in the Humboldt bus crash and donated his organs to six Canadians in need. Logan's act inspired tens of thousands to become registered donors and we are hoping to inspire even more!

According to the Trillium Gift of Life Network, there are currently over 1500 people waiting for lifesaving and life changing tissue and organ transplants. In fact, every 3 days a person dies waiting for a healthy organ. One of the biggest ways you can contribute is to register for organ and tissue donation. If you have not registered for organ and tissue donation before, the easiest way to do this is to register online (www.beadonor.ca) or at Service Ontario. If you aren't sure if you are registered or not, it's only take a minute to confirm online, or check the back of your Health Card!



AUXILIARY ANNUAL GENERAL MEETING



The Deep River and District Hospital Auxiliary held their Annual General Meeting in-person at The Bear's Den on April 21, 2022. At the meeting, Janna Hotson—DRDH President and CEO, William Willard—DRDH Chief Financial Officer, and James Thompson—DRDH Community Engagement and Fundraising Coordinator, provided a presentation on our Long-Term Care Development Project and future fundraising campaign.

The Auxiliary provided a number of generous donations at the meeting, including \$14,000 to support the Speech Language Therapy Program and \$30,000 as the second portion of their pledge to provide \$80,000 for a new Nursing Station in the Emergency Department. The Auxiliary also provided another very generous donation that we can't wait to tell you all about soon!

We are continually amazed by the tremendous support provided by the Auxiliary, and we are so grateful for the efforts of each and every member. Being able to provide such an extraordinary amount of support in the midst of a pandemic is a truly remarkable feat!

A number of long-standing volunteers were also recognized with Ontario Volunteer Service Awards recently for their dedication to the Auxiliary. Pictured below, is Janna Hotson—DRDH President and CEO, Lynn Usackis—25 year award recipient, Wendy Spencer—25 year award recipient, Wendy Holland—10 year award recipient, Marilyn Boucher—20 year award recipient, Betty Condie—20 year award recipient, and Nora Waddell—10 year award recipient. Missing from the photo is Christine Mutterback—20 year award recipient, Colleen Payer—20 year award recipient, Vicki Ladoucer—20 year award recipient, and Marlene Gibson—15 year award recipient. Congratulations to all, and thank you for your service!



AUXILIARY ANNUAL GENERAL MEETING

Below is a summary of the **tremendous** financial support provided by the Auxiliary since their inception in 1974:

Year	Dollars Given	Volunteer Hours
1974	500	5,014
1975	0	1,400
1976	3,200	3,876
1977	6,550	2,899
1978	20,154	11,666
1979	0	12,613
1980	24,700	6,303
1981	21,172	8,987
1982	10,499	9,065
1983	16,059	9,627
1984	10,900	7,891
1985	0	6,876
1986	20,818	7,844
1987	17,840	6,140
1988	30,568	5,400
1989	60,500	5,467
1990	0	5,500
1991	65,300	5,520
1992	34,441	7,046
1993	8,246	7,623
1994	36,475	7,903
1995	37,550	8,642

1996	0	6,100
1997	0	6,000
1998	75,000	7,051
1999	0	6,724
2000	0	5,880
2001	33,000	7,700
2002	67,000	8,160
2003	67,000	5,607
2004	61400	6,500
2005	15,120	6,500
2006	32,881	7,960
2007	19,978	8,577
2008	29,000	12,432
2009	16,384	14,845
2010	73,992	15,745
2011	78,000	13,300
2012	60,586	12,285
2013	70,424	11,795
2014	55,000	10,573
2015	64,644	10,534
2016	84,368	10,537
2017	50,025	10,924
2018	83,194	10,062
2019	81,107	12,764
2020	74,000	13,800
2021	50,000	3,380
TOTAL	\$1,667,575	399,037

Pictured here are James Thompson and William Willard passing out a small token of appreciation to the Auxiliary members, as well as William and Janna with the items they picked up at the silent auction fundraiser.



FUNDRAISING NEWS

Thanks to Claire Kennedy for her recent donation of \$2,200! Claire crochets hats (among other things) and sells them around town. She then donates 100% of the proceeds, and we are glad to be a recipient.

Take a look at her work:

<https://www.facebook.com/clairem44/photos>

Her work is available at [Valley Artisans' Co-op](#) and occasionally on local Facebook groups.



HAPPY VOLUNTEER WEEK



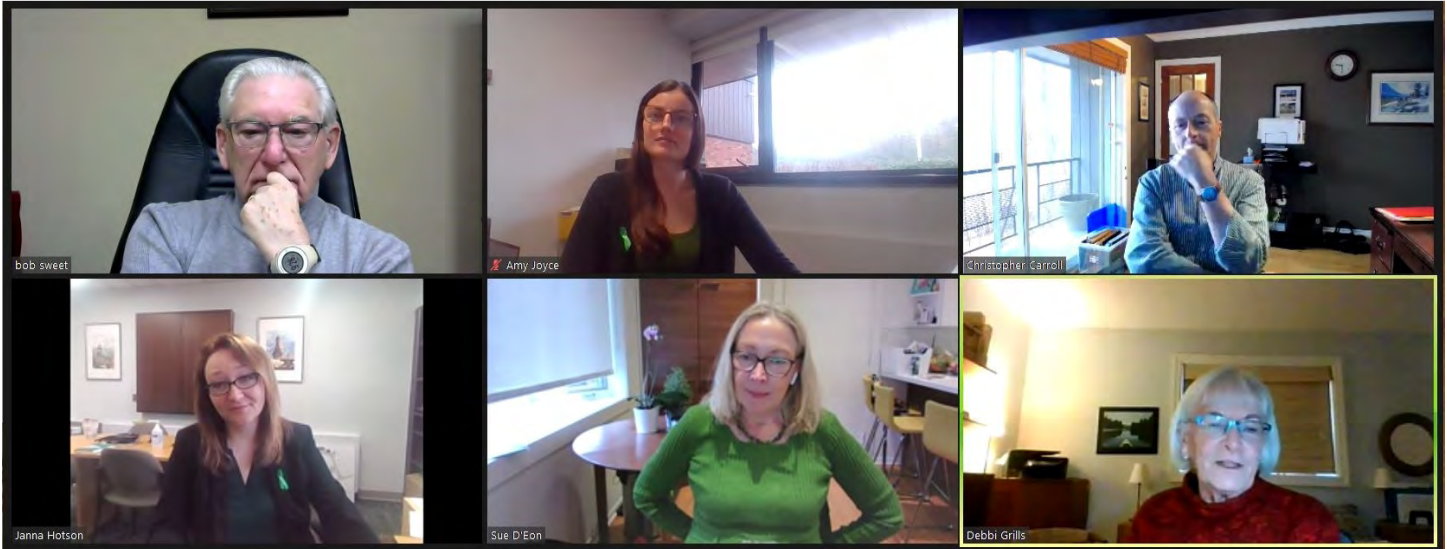
Extending our sincerest thanks to our dedicated volunteers especially during National Volunteer Week, which was celebrated from April 24 – 30, 2022! The theme this year is, “Volunteering is Empathy in Action”, which affirms the strong connection between volunteerism and empathy. Empathy is a quality that can help people relate to others and build awareness around different experiences. It connects people in ideas and actions and helps create bonds forged in common goals and aspirations. Volunteering can help us develop empathy, to see the world through the eyes of others. It can connect people from diverse backgrounds and life experiences, expanding our views and it can build our capacity to work collectively and contribute to a vibrant, inclusive community. (<https://volunteer.ca/nvw2020>)

We would like to recognize the contributions of our volunteers, their actions, compassion and commitment to our patients, residents, staff and organization all around. Although these last two years have been somewhat unpredictable with what the pandemic has brought on, it is because of selfless individuals like those that make up our many volunteers, that has made so much possible. Thank you again for your continued support through it all and Happy Volunteer Week 2022!

Are you interested in getting involved? Please visit our website at the link for information:

<https://www.drdh.org/volunteers>

CATCHING UP WITH OUR NEIGHBOURS



What started as COVID-19 focused meetings have become a great way to stay in touch with the Mayors of our surrounding municipalities, and share information about all the exciting projects we have underway here at the hospital, long-term care, and family health team. Thank you to Mayor Sweet, Mayor D'Eon, and Mayor Grills for continuing to spend time with us! Missing from the picture: Mayor Reinwald of Laurentian Hills.

THANK YOU MAINTENANCE!

Thank you to our amazing Maintenance Team for your work to repair the floor in the medical hallway—it looks fantastic! The section of floor pictured here was in need of repair after some of our new, and apparently very heavy, equipment crushed a drain on it's way to the medical floor. Maintenance was able to repair the drain and re-do the flooring on top, making it look as good as new.



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 —> 2022-2023.

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.