

North Renfrew
Family Health Team

THE ZINGER

Newsletter for the Deep River & District Hospital
Four Seasons Lodge Long-Term Care Home and North Renfrew Family Health Team

May 2022



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COUNTING DOWN TO EPIC GO-LIVE

6 MONTHS
AWAY!



COUNTDOWN TO EPIC!

6 MONTHS AWAY

WANT TO SEE EPIC IN ACTION AND HAVE YOUR BURNING QUESTIONS ANSWERED?

- JOIN US FOR TWO EPIC TOWN HALLS -

Town Hall Hosted by the Deep River and District Hospital | Monday, June 20 at 2:30 pm

Our Town Hall will focus on training and education plans, high impact work flows, and the technical dress rehearsal. To translate some of the Epic lingo—high impact work flows are processes that will undergo significant transformation when we go live with EPIC (such as medication administration, registration, and others). The technical dress rehearsal is the process of ensuring that all our equipment and software “talk” to each other in advance of go-live!

Town Hall Hosted by The Ottawa Hospital (TOH) | Wednesday, June 22 at 1:30 pm

The Town Hall hosted by TOH will provide an overview of Epic and demonstrate a patient journey through Epic. It will also include a brief introduction to the Atlas Alliance and the New Partners sites, and will focus on an end-to-end workflow walkthrough of a patient journey.

To maximize the value of the presentations, **please submit your questions ahead of the sessions** to **Tabitha Kearney** at Tabitha.Kearney@drdh.org **before Wednesday, June 15**. Don't worry—both sessions will be recorded and made available for those who cannot attend.

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



MONDAY: Did you hear the scoop? Our Nurses, PSWs, and NPs are really great!

During Nursing Week, from May 9-15, we celebrated all our wonderful nursing and personal support staff throughout the organization with something special each day. The theme for Nursing Week this year was once again #WeAnswerTheCall, highlighting the different and continued ways that nursing and personal support workers impact a patient or resident's journey through the health care system. To kick off our celebrations on May 9, our team enjoyed a sweet treat of ice cream sundaes on the go!

Also, a big thank you to Cahoon's Pharmasave who provided a very generous donation of self-care kits again this year for our team to enjoy as we kicked off celebrating Nursing Week!

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TUESDAY: "Taco" bout a great Nursing Week so far!

A week of tasty food wouldn't be complete without a Taco Tuesday. On May 10, a taco bar was set up in the cafeteria for all to enjoy!



HAPPY NURSING WEEK

WEDNESDAY: Smoothie Station

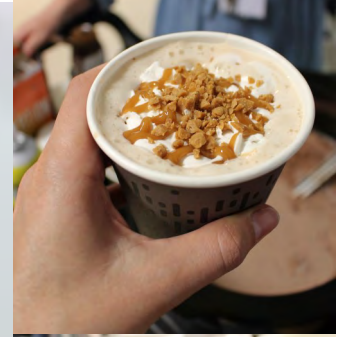
For a healthy boost to keep everyone's energy levels up for all the fun Nursing Week celebrations, we set up a smoothie station on Wednesday, May 11.



HAPPY NURSING WEEK

THURSDAY: Thanks a "latte" for all your hard work!

To say thanks a "latte" for everyone's hard work, a specialty coffee cart made its way around the organization on May 12.



FRIDAY: "Popping" in one for one last treat!

We "popped" in for one last treat to wrap up Nursing Week with a popcorn station on May 13.



CONGRATULATIONS TO THE LUCKY WINNERS!



Throughout the week, all our fantastic nursing and personal support team members had the chance to win some amazing prizes—including two relaxation themed baskets, a summer fun basket, a self-care basket, an aromatherapy basket and a selection of gift cards! Pictured here are a few of the lucky winners: Emily Duarte-PSW, Mariah Tennant-RPN, and Heather Perry-RPN.

thank you



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VIRTUAL HUGS



Throughout Nursing Week, our nursing and personal support team members were invited to submit “virtual hugs”. Virtual hugs are an opportunity for colleagues to share some kind words about one another and acknowledge the ways they impact the lives of others. The virtual hugs really helped us to fill **IN** the big heart in the hallway by the locker rooms, but also fill **UP** our hearts too! Thank you to everyone who submitted a virtual hug and helped to brighten someone’s day.



MANDATORY EDUCATION—due June 29, 2022

Please see the assigned education for the month of June. This is due to be completed by **June 29, 2022**. If you have any issues kindly let Mary Goodchild know.

MANDATORY EDUCATION

All Staff:

- Residents Bill of Rights
- Code Brown
- Complaints, Concerns & Compliments (Customer Service)
- Disconnecting From Work
- Patient Identification

Clinical and Dietary Staff

- Hydration Program

Family Health Team

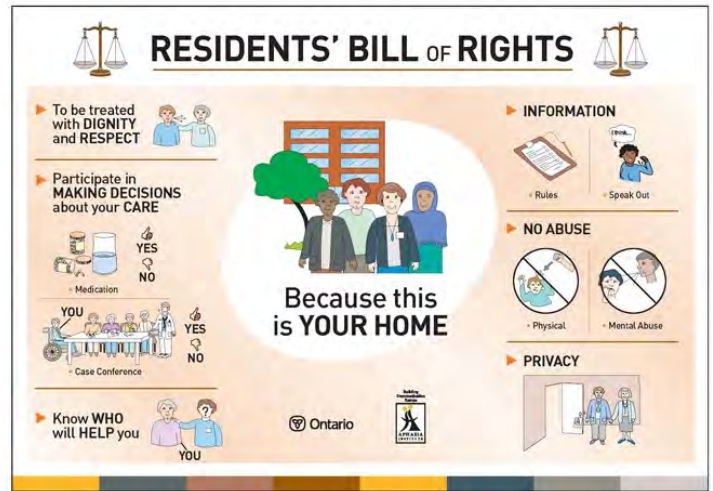
- Test Result Management

Housekeeping/Laundry

- Environmental Cleaning Best Practice – Discharge/Vacancy Room Cleaning: Contact Precautions Room

RN, RPN

- A+IV Pump
- Hospira 360 IV Pump
- Legacy CADD
- 3M Ranger Blood/Fluid Warming Unit Video



DRDH CELEBRATES STAFF SERVICE AND PRESENTS PEER RECOGNITION AWARDS



Sarah-Lynn Parker (left) and Amber Cox (right) were presented with the 2021 and 2022 Essential Pieces Awards at the Deep River & District Hospital's Postponement Palooza – an event which included Employee Recognition as well as a celebration of many other events that had been postponed throughout the pandemic.

On April 1, 2022, the Deep River & 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.

Janna Hotson, President and CEO, expressed that she was pleased to “finally be able to celebrate each other for standing together over these past two years. Our team stood together, against bigger challenges than we have ever faced, in order to support the needs of our community, our patients, our residents, and each other”.

Chris Carroll, Board Chair, was also in attendance at the event and expressed thanks on behalf of the entire Board to the team at DRDH for their “dedication despite all the uncertainty these past two years have brought us. Persevering through the constantly changing direction that is beyond any of our control, to continue to care for our community, is a tremendous accomplishment that would not have been possible without the contributions made by each individual team member”.

The DRDH Essential Pieces Award is presented annually to an employee who has been nominated by their peers in recognition of their demonstration of the Mission, Vision and Values of the organization. Due to the postponement of the Employee Recognition Event last year, two Essential Pieces Awards were presented this year.

For 2021, the award was presented to Amber Cox, Executive Assistant, who was nominated by her peers for caring nature, and for her awareness of the needs of those around her. The impact of Amber’s kindness since she joined our team nearly 4 years ago was noted by her peers across multiple departments in the organization.

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“By caring for her colleagues and for our physicians, Amber helps each of us in turn to be better caregivers, be better at our jobs, and to be better leaders,” said Janna Hotson, President and CEO. “Amber’s caring nature is exemplified in the million little things she does every day, whether it is ensuring an inpatient has warm clothes, that residents have their favourite bingo prizes, that our nurses have a hot cup of coffee, or that Cesar the cat has his favourite treats. Knowing the incredible support from across the organization to provide this award, it is truly my honor to present the 2021 Essential Pieces Award to Amber Cox.”

For 2022, the award was presented to Sarah-Lynn Parker, a Registered Nurse and Charge Nurse, who was nominated by her peers for her positive attitude, and advocacy for her patients and their families. The impact of Sarah-Lynn’s professionalism since she joined our team nearly 4 years ago was also noted by her peers across multiple departments in the organization.

“Through mentoring new staff members, sharing her depth of knowledge, and being a champion for providing everyone with an excellent health care experience, Sarah-Lynn has positively touched the lives of so many people in our organization and community,” said Tabitha Kearney, Chief Nursing Executive. “Her dedication to continual learning combined with her kind and approachable manner has made Sarah-Lynn a tremendous support to her peers as they continue to grow in their roles. Recognizing what an invaluable asset she is to our entire team, it is truly my honor to present the 2022 Essential Pieces Award to Sarah-Lynn Parker.”

The organization would like to extend congratulations to each of the eight nominees for the Essential Pieces Award. Nominees work across the organization in various departments, from Diagnostic Imaging, Administration, Nursing, Housekeeping, and the Laboratory.

This year, recognizing those who reached a service milestone in both 2020 and 2021, the organization awarded 5-year pins to thirteen employees, 10-year pins to five employees, 15-year pins to eight employees, 20-year pins to three employees, a 25-year pin to one employee, 30-year pins to two employees, a 40-year pin to one employee, and recognized three retirees who had dedicated more than 20 years to the organization.

The organization would like to recognize and say thank all those who celebrated the service milestones and Essential Pieces Award nominees at the Postponement Palooza event this year.



If you would like to nominate a staff member, physician, and/or volunteer who you feel should be recognized for their contributions, please complete the *Essential Pieces* nomination form. **A nomination can be submitted any time of the year!**

The nomination form can be found on Policy Medical (*Organizational Resources* → *Human Resources* → *Essential Pieces Award*).

The form can then be submitted to Amy Joyce (amy.joyce@drdh.org) in which ever format works best for you, either email or a paper copy enclosed in an envelope.

FOUNDATION NEWS - THE ACE HAS BEEN CAUGHT!



Pictured here are the lucky winners of Round 6 of Catch the Ace—Brock Sanderson, Chris Knight, Martin Chisholm, Mike Paquette, Bob Drouin, Jason Hogue, John Lee, and Tom Chapman

\$40,243 Ace Caught In Week 42

The Deep River & District Hospital Foundation's Catch The Ace Round 6 has finally ended with a **\$40,243** grand prize in Week 42. Incredibly, the winner was Mike Paquette and his friends again after just winning the prize for Week 41. The lucky pick was envelope #3 with winning ticket #99015335114.

\$63,555 Raised In Round 6

Did you know that **\$5,275** was raised through Catch The Ace in **Week 42** alone? With a grand total of \$127,110 in ticket sales in the past 42 weeks, the Foundation thanks everyone for participating in the lottery and helping their mission to provide funds for equipment needed at the hospital.

What's Next?

The Foundation is excited to reveal a new lottery in the coming months, and work has already begun to resume online and in-person ticket sales in Deep River. The Foundation invites you to help sell tickets in-person when the time comes. If you are interested, visit www.drdhfoundation.com/get-involved to join the team.



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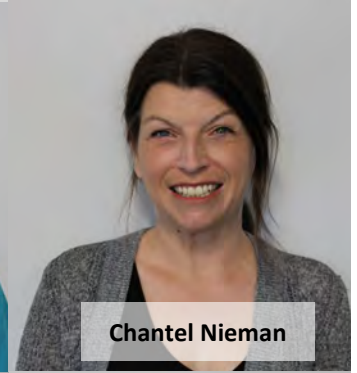
Sara Cyr



Kerry McDonald



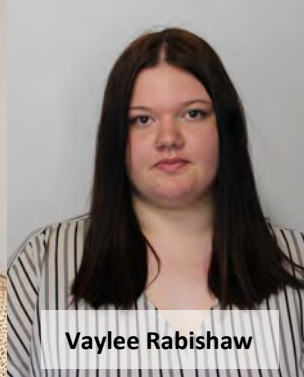
Kaila Dennis



Chantel Nieman



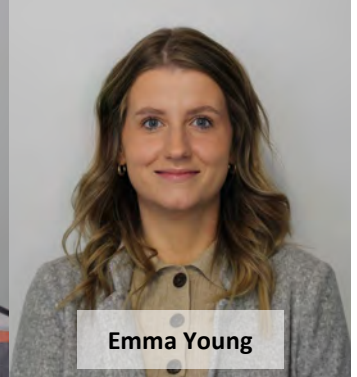
Alexandra Pruszkowski



Vaylee Rabishaw



Andrei Trottier



Emma Young

This month we are pleased to welcome eight new members to the DRDH team. Sara and Kerry are Registered Nurses, Kaila and Chantel are Personal Support Workers, Aly and Vaylee will be working as screeners, Andrei is a student who will be working in Dietary, and Emma has taken on the role of Business Analyst. Please join us in extending a very warm DRDH welcome to each of these new team members!

welcome

HAPPY PHYSIOTHERAPY MONTH



A big shout out and thank you to our Physiotherapy Team - Lynne Wills, Physiotherapy Assistant, and Torri Luchyshyn, Physiotherapist, for everything you do to treat our Hospital inpatients and Four Seasons Lodge residents.

Lynne and Torri collaborate with our multi-disciplinary team to focus on getting patients to their optimal state of health for safe discharge home or transition to alternative care, and greatly improve people's overall quality of life.

Join us in wishing Lynne and Torri a very Happy Physiotherapy Month!

HAPPY
PHYSIOTHERAPY MONTH

INTEGRATED TEMPERATURE MONITORING SYSTEM GOING LIVE!

Thanks to a previous generous donation from the DRDH Auxiliary, the organization was able to upgrade our integrated temperature monitoring system throughout the building this month.

The new system measures the temperatures of all our fridges and freezers, and will display them on a single screen so that any deviations from the normal range can easily be spotted. Notifications will also be sent to appropriate individuals to alert them if a fridge or freezer is out of range—adding incredible protection for both food and medications!

Thank you so much to the Auxiliary for making this improvement to our temperature monitoring possible.



AUXILIARY NEWS



On May 11, members of the Deep River & District Hospital Auxiliary presented a generous \$865 donation to residents of the Four Seasons Lodge Long-Term Care Home for recreation.

The funds were raised through a silent auction at the Auxiliary's Annual Meeting last month on April 21, 2022.

Thank you very much for this donation - we are truly amazed by the tremendous support provided by the Auxiliary!

How to Run Your Life on Rest, Instead of on Fumes

Dr. Saundra Dalton-Smith, an internal medicine physician and author of the book 'Sacred Rest, Recover Your Life, Renew Your Energy, Restore Your Sanity', talks about **the seven types of rest** we all need. Focusing on these different types of rest opens up a new world of opportunities to change your habits and mind-sets, and to prioritize rest as a key ingredient in your busy life:



- **Physical rest** can be passive or active, depending on what our body needs. Sleep is the ultimate passive rest and is of course crucial to our health and wellbeing. But to address physical depletion, restorative activities like yoga, or body work like acupuncture or massage may be what our bodies need to refuel.
- **Mental rest** is about slowing down and giving your brain a break. For some, running is a mind-clearing activity. Others find that mindfulness exercises, meditation, breathwork, or getting out their stressors in writing does the trick.
- **Emotional rest** is anything that allows us to feel and express our true emotions. If we try to push our feelings down, they will push back and linger under the surface, depleting our emotional energy. Talking to a coach, counselor, a trusted friend you can be real and raw with are just a few ways to find emotional rest.
- **Social rest** can either look like solitude or time with energy-giving people. This type of rest restores by either connecting us with people who fill our cup (vs those who suck our energy) OR disconnecting and holding a rest boundary for ourselves by saying no to plans with others.
- **Creative rest** allows us to be re-inspired, get into a flow, see things differently by exploring or indulging in the world around us. If you feel unmotivated or uninspired, you likely need creative rest. Maybe this means making something with your hands or engaging in a creative project, or your creative rest could come from immersing in an inspiring atmosphere, appreciating beauty through art, music, nature or even play.
- **Sensory rest** invites us to unplug from screens, noise, light and other stimulus. A break from devices, dim lights, silence and stillness, or breathing fresh air mindfully and deliberately with no distractions can all provide sensory rest.
- **Spiritual rest** involves connecting with something bigger outside of our own experience - activities and practices that offer a deeper sense of meaning, belonging, purpose, community and contribution. This could involve community service, meditation in a group setting, engaging in religious or spiritual practices, or any personal activity that helps you tap into a sense of belonging.

FIND THE RIGHT REST FOR YOU

The only way to know if a rest activity is right for you is to experiment and see if it restores you. You may find one activity, like being in nature, fits in a few rest categories. Trust what's right and true for you.

Challenge yourself to listen to your body and incorporate different types of rest into your routine. It might mean making changes that feel strange, uncomfortable or radical for a while. But that's how we invite positive change and make it stick.

Read the rest of the article from LifeSpeak here:

<https://wellness.lifespeak.com/expertblog/how-to-run-your-life-on-rest--instead-of-on-fumes--5594>

MAY 17—VOTING DAY!



On May 17, 2022, an official from Elections Canada was onsite to ensure that residents in the Four Seasons Lodge as well as inpatients on the Medical Floor had an opportunity to cast their ballots in advance of the upcoming election!

FOUR SEASONS LODGE NEWS—RIVER BOYS CONCERT & JAM NIGHT 2.0



The Four Seasons Lodge was host to two live music events this month.

First, “Jam Night” 2.0 was held on the evening of May 4, giving staff members a chance to showcase their musical talents for the residents. Pictured above, strumming a tune, are Terry Firlotte, William Willard, and Gerald Chaput.

Next, the Four Seasons Lodge was happy to welcome back The River Boys, who played for residents on the afternoon of May 11.

Exclusively Online

Thursday, June 9 | 9:00AM - 12:00PM



I'm speaking at the AdvantAge Ontario

LTC Capital Development Series

Getting Started: First Steps in Capital Development Projects



William Willard

Education Sponsored by:



Our very own Vice President of Operations & Chief Financial Offer, William Willard, CPA, will be speaking at the upcoming AdvantAge Ontario - Advancing Senior Care Long-Term Care Capital Development Webinar Series!

William will be moderating a panel discussion on planning and managing Long-Term Care Capital Development Projects, and sharing experiences from our organization's exciting expansion project thus far.

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.