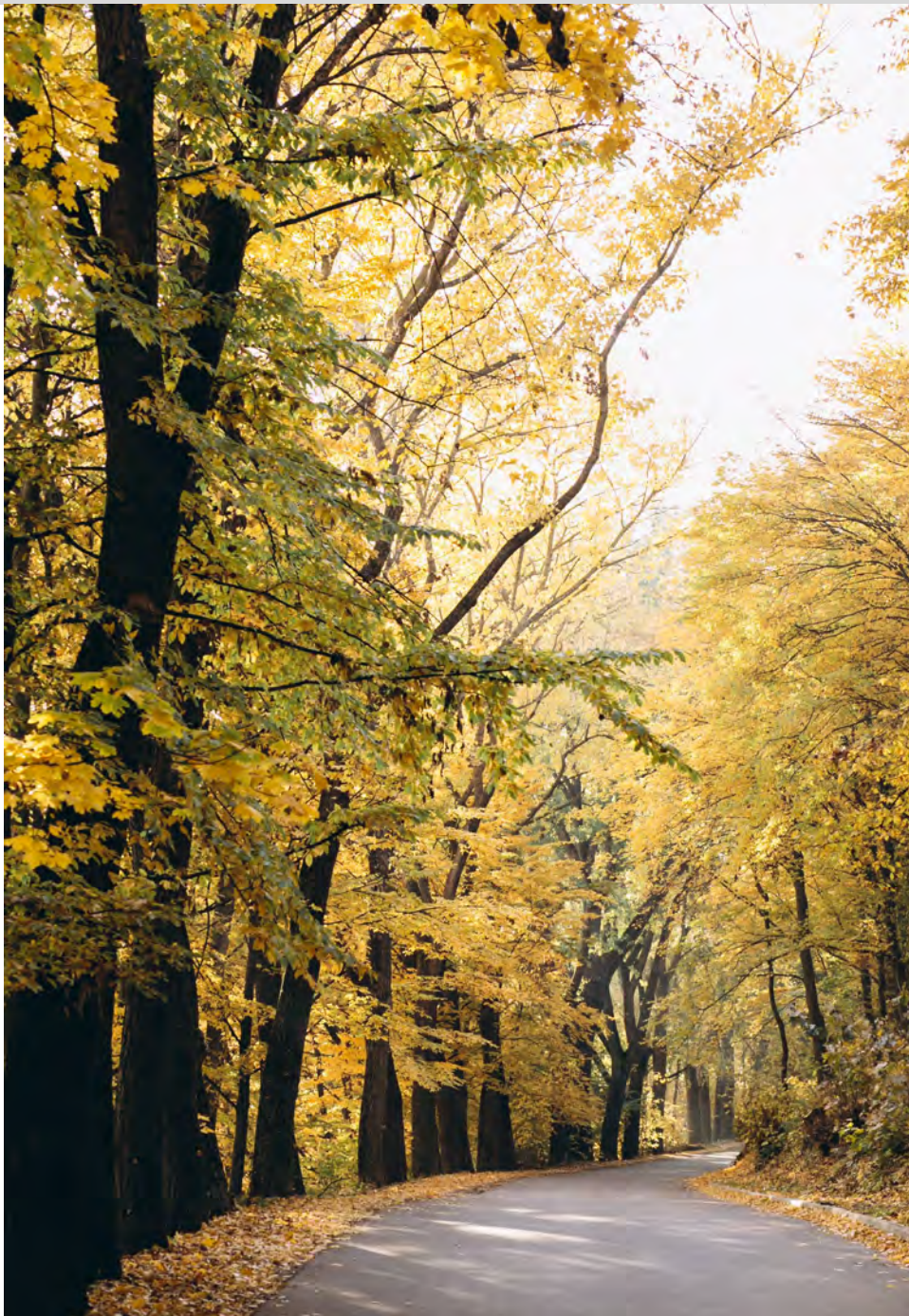


North Renfrew  
Family Health Team

# THE ZINGER

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

*September 2023*



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## MANDATORY EDUCATION—September 2023

Please see the assigned education for the month of October. This is due to be completed by October 25th, 2023. Please contact Mary Goodchild if you are having any issues accessing the education.

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N**All Staff**

- Infection Prevention and Control (2016) - Chapter 4 Additional Precautions Transcription
- Hand Hygiene - PHO Just Clean Your Hands
- Code Blue
- Accreditation Update

**RN/RPN/PSW/DI/NP/Recreation/Physiotherapy**

- Mechanical Lifts and Client Handling - Part 1

**RPN/PSW/Physiotherapy/Registered Dietitian/Recreation/Housekeeping/Dietary**

- Interdisciplinary Care Conference Policy

**RN/RPN/PSW**

- Continence care and bowel management

**Admin on Call/RN**

- IMS, EOC Policy Reviews

**Maintenance/PSW/RPN/REC/HSKW**

- Bed Safety Management Policy

**Housekeeping**

- RICN Environmental Cleaning Best Practice - Discharge/Vacancy Room Cleaning: Regular Patient/Resident Room or Bed Space

**ACCREDITATION 2023**  
**2 MONTHS TO GO!**



INFECTION PREVENTION  
AND CONTROL  
ADDITIONAL PRECAUTIONS

Chapter 4



## DRDH Launches New Program in Support of Nurses

The Deep River and District Hospital (DRDH) is excited to share that a new program has been successfully launched this fall to support members of our nursing team in expanding their knowledge and skills to care for our community.

Through the new Clinical Scholar Program, recently introduced by the Ministry of Health, nurses with specialized skills and extensive experience have been welcomed to DRDH in order to support our nursing team in their learning, growth, and development.

DRDH is thrilled to have been able to recruit experienced nurses back into the profession following retirements through this program. The Clinical Scholars will share their wealth of clinical experience to transition their nursing knowledge and build the capacity of our nursing team here at DRDH.

The Clinical Scholar Program helps to retain experienced nurses by providing them with an opportunity to share their valuable expertise and knowledge. In addition, the program also helps to retain newer nurses by providing them with the dedicated support and clinical leadership they need to transition into the health care workforce or confidently upgrade their skills.

“We recognize the critical role that experienced nurses play in our health system,” said Allison Lepack, DRDH’s Vice President of Clinical Services and Chief Nursing Executive. “We are so pleased that the launch of this program allows nurses at DRDH to receive guidance on evidence based best practice from the Clinical Scholars, and supports them in providing excellent care for our community today, and into the future.”



*Two Clinical Scholars have been welcomed to support the nursing team at DRDH. Pictured here are Clinical Scholars James Elliott, RN, and Kelly Annis, RN, along with DRDH nursing team members Brandy Bruce, RPN, and Selena Proulx, RPN.*

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NEW HIRES



This month we are pleased to welcome seven new members to our team. **Karen** has joined us in housekeeping, **Jamie** has joined us in housekeeping and maintenance, **Mary-Sue** is a Registered Nurse, **Meghan** is a Personal Support Worker and **Samantha** is a Food Service Worker.

Also, as mentioned on page 3, **James** and **Kelly** are both Registered Nurses who have joined the DRDH team as Clinical Scholars.

Please join us in extending a warm welcome to our newest team members, and a welcome back to Mary-Sue and James!

*welcome*

MANAGER OF CLINICAL SERVICES—ACUTE CARE



We are also pleased to share that Madison Magne transitioned to the role of Manager of Clinical Services – Acute Care this month.

Madison has been a dedicated and valued employee of DRDH since January 2022. During her employment, Madison has supported the organization as a Charge Nurse with Epic launch and implementation, day to day operations, operational COVID – 19 responses, and more.

Please help welcome Madison in her new role!

## THE ESSENTIAL PIECES AWARD—Call for Nominations

Caring

Excellence

Safety



The ESSENTIAL PIECES  
Award

Innovation

Partnering

Integrity

**The Essential Pieces Award** allows for peer recognition of an individual who performs outstanding, consistent actions that contribute to the overall exceptional experience for the patients, residents and/or visitors of our organization. Any member of our team across any department is eligible to be nominated for an Essential Pieces Award, including physicians, volunteers, or students.

The nomination form can be found on Policy Medical (*Organizational Resources* → *Human Resources* → *Essential Pieces Award*). The form includes a written piece that allows nominators an opportunity to describe how the individual they are nominating demonstrates outstanding, consistent actions that contribute to the exceptional care experience for all.

If you would like to nominate someone for an Essential Pieces Award who you feel should be recognized for their contributions, please don't hesitate to submit a nomination at any time throughout the year!

Completed forms can be submitted to Amy McDiarmid in which ever format works best for you—either by email ([amy.joyce@drdh.org](mailto:amy.joyce@drdh.org)) or a paper copy enclosed in an envelope.

ESSENTIAL PIECES

CALL FOR NOMINATIONS!

## HAPPY ENVIRONMENTAL SERVICES WEEK



September 10-16, was Environmental Services Week! Environmental Services Week is an opportunity to recognize the tremendous contributions of our housekeeping, laundry, and maintenance teams and the vital roles they play in providing excellent care for our community. Please take a moment to join us in thanking all our environmental services team members for their incredible work in maintaining a clean and safe environment for our patients, residents, visitors, and everyone at DRDH!

*Pictured here representing our housekeeping, laundry, and maintenance departments is Rick Lynch, Jeff Lamure, Scott Goodchild, Janet Madore, James Chartrand, Sandra Moore, Pierrette Farr, and Ian Wilkie.*

JOIN THE SOCIAL COMMITTEE



*Join the*  
**SOCIAL  
COMMITTEE**

**ARE YOU INTERESTED IN HAVING A DECISION IN  
UPCOMING SOCIAL EVENTS INCLUDING OUR  
ANNUAL HOLIDAY PARTY?**

**DO YOU ENJOY PLANNING AND WOULD LIKE TO  
ASSIST WITH EVENTS TO CELEBRATE  
OUR TEAM MEMBERS?**

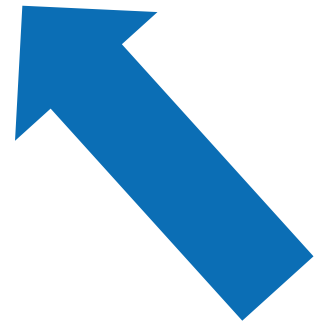
**IF YOUR ANSWER IS YES,  
THEN THIS IS THE PERFECT OPPORTUNITY  
FOR YOU!**

**If interested in joining the Social Committee or  
just looking for additional details,  
please reach out by responding to this email  
before October 9, 2023!**

Are you interested in joining the Social Committee?

We would love to have you!

Please reach out to Amber Cox (amber.cox@drdh.org) before October 9, 2023.



CONGRATULATIONS DR. ARMER



The Family Health Team threw Dr. Armer a surprise baby shower on September 12, 2023. Thank you to everyone who helped to pull off the surprise and helped shower the new baby on the way. We wish Dr. Armer and her growing family lots of love and happiness as they embark on this new adventure.

## CONGRATULATIONS JENNIFER



Congratulations to Jennifer Paradis of our Diagnostic Imaging team, who welcomed baby Evelyn earlier this month.

## NATIONAL TRUTH AND RECONCILIATION DAY

This month we reflected on a significant and meaningful occasion where we paused and acknowledged the history, culture and resilience of Indigenous peoples in Canada. September 30th marked National Truth and Reconciliation day, a day of remembrance and reflection on the painful legacy of the residential school system.

At DRDH, we have the privilege of working on land that has been stewarded for generations by Indigenous peoples before us. Our mission to care for every person like a loved one includes and honours people from all backgrounds and keeps us striving to provide care in a way that benefits all those we serve. Our organization has the ability to be a positive force for change, and that includes our commitment to working towards reconciliation with Indigenous partners. As leaders of care in our community, we all have the capacity as DRDH to recognize the importance of acknowledging the truth, learning from it, and working together to build a more inclusive and equitable future.

Our organization has begun its journey of partnership and reconciliation with Indigenous communities, and we are committed to continuing this journey. We have listened, learned, and will continue to do so. We understand that healing and reconciliation require meaningful actions, and we are dedicated to walking this path hand-in-hand with our Indigenous partners.

Thank you to everyone who joined in and wore an orange shirt on Friday, September 29th. The orange shirt symbolizes our organizational and our individual commitments to working towards reconciliation. It is a small but powerful gesture that demonstrates our solidarity with Indigenous peoples and our resolve to be a part of the healing process.

Let us remember that reconciliation is not a one-time event; it is an ongoing commitment to understanding, empathy, and action. By wearing an orange shirt, we send a message of unity, compassion, and hope. It is a reminder that we are all responsible for building a better future together.



National Day  
**for Truth and  
Reconciliation**

September 30<sup>th</sup>

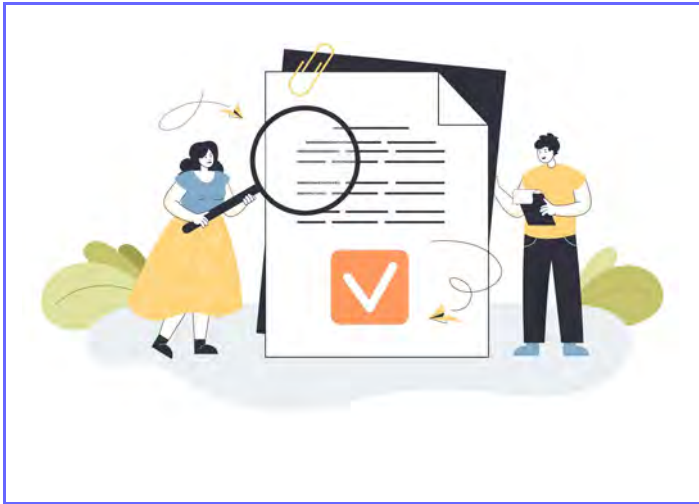


Canada

# ACCREDITATION COUNTDOWN



## 2 MONTHS TO GO!



### ACCREDITATION UPDATE

We are now just 2 months from our onsite Accreditation survey between November 13-16, 2023.

On these days there will be two surveyors onsite, reviewing evidence that we meet Accreditation standards, reading our policies and procedures and speaking with staff, residents, patients, their families and our Board members.

Stay tuned to learn more about our surveyors closer to our Accreditation dates.

### THE LANGUAGE OF ACCREDITATION

Like many parts of healthcare, Accreditation has its own language. During the survey you may hear some of the terms below:

#### ROP:

A Required Organizational Practice. They are mandatory practices our organization must have in place to ensure patient/resident safety and obtain our Accreditation.

#### Tracer:

When a Surveyor 'traces' the path of a patient/resident through the organization, such as from Emergency Department presentation, to admission, to discharge.

#### Evidence:

Are the items we provide to our Surveyors to demonstrate compliance with Accreditation standards, like policies, audits, survey results, etc.

#### Standards:

Are what we are assessed against and enable organization to provide the highest quality care for patients and residents.



**ACCREDITATION**  
CANADA



# ACCREDITATION COUNTDOWN



## 2 MONTHS TO GO!

### ROP SPOTLIGHT

ROPs are essential practices that organizations must have in place to enhance patient/resident safety and minimize risk. The *Risk Assessment* category includes the following:

#### Fall Prevention

- Falls can increase length of stay and decrease the likelihood that a patient recovers back to their baseline.
- Our Fall Prevention and Management Programs can be found on Policy Medical and cover fall risk screening depending on the area the person is in within the organization and prevention techniques.

#### Pressure Ulcer Prevention

- Development of a skin wound or ulcer is not an expected outcome of being admitted to hospital or living in Long-Term Care.
- Wounds are sources of infection and pain and can extend length of stays in the hospital.
- The Skin and Wound Policy can be found on Policy Medical.

#### Suicide Prevention

- Speaking in an open, calm and supportive way is the best way to find out if someone is suicidal or having suicidal thoughts.
- Documentation should include what the person said, what action you took, how the person looked, and any other relevant information.
- For more information, see the Suicide Risk Screening and Prevention policies on Policy Medical.

#### Venous Thromboembolism (VTE) Prevention

- Blood clots (DVT, PE, etc.) are potentially life threatening complications for many different diseases or conditions and those with decreased mobility due to hospitalization are at a higher risk for forming a blood clot.
- During admission patients are assessed for their risk for forming a blood clot and treated based on that risk.
- The VTE Prophylaxis policy can be found on Policy Medical and includes a patient education pamphlet.



**ACCREDITATION**  
CANADA

# ACCREDITATION COUNTDOWN

## 2 MONTHS TO GO!

To help support everyone feeling comfortable and ready for our upcoming Accreditation Survey, information binders have now been placed in each department/area and include weekly information sheets about the Accreditation standards and what you can expect during the onsite visit.

Additionally, our Clinical Scholars, James and Kelly, will be rounding to review the information sheets and answer your Accreditation questions.

If you are unsure where the Accreditation binder for your department/area is, please check with your Manager.

**Accreditation 2023**  
Our 2023 Education Path to Success

Week	Theme
Sept 18-22	Overview
Sept 25-29	Safety Culture
Oct 2-6	Communication
Oct 9-13	Medication Use
Oct 16-20	Work-life and Workforce
Oct 23-27	Infection Control
Oct 30-Nov 3	Risk Assessment
Nov 6-10	Emergency Preparedness
Nov 13-17	ACCREDITATION WEEK

**Accreditation 2023**  
**Introduction**

**Why is it important?**  
Accreditation Canada assesses our organization's processes against standards of excellence to identify what is being done well and what needs to be improved.  
It allows us to understand how to make better use of resources, enhance quality and safety, increase efficiency and reduce risk.

**What is my role?**  
As an employee, you can participate by responding to the surveyors and being engaged in the updates around the organization.  
Be a champion of Accreditation and encourage others to participate!  
Also, prepare for the on-site survey by reviewing the black education binders in your departments that contains information about the Required Organizational Practices (ROPs), high priority processes and the standards related to your area of care.  
The Clinical Scholars will be helping you prepare by creating resources, rounding with information on the week's theme, and answering any questions you may have.

**Main components of Accreditation**  
Accreditation is comprised of Required Organizational Practices (ROPs), High Priority Processes (HPP), Standards of Care and Episodes of Care (when a surveyor will interview patients and staff about the patient experience)

**Required Organizational Practices (ROPs)**

**What is it and Why is it Important?**  
ROPs are essential practices that client organizations must have in place to enhance client safety and minimize risk.

**What is my role?**  
Review the ROPs and know how they impact your work, and how the work you do impacts how we demonstrate the ROPs.

**Six categories of ROPs**

- Safety Culture**
  - Create a culture of safety within the organization
- Communication**
  - Improve the effectiveness and coordination of communication between care providers and with recipients of care
- Medication Use**
  - Ensure the safe use of high-risk medications
- Worklife/Workforce**
  - Ensure the safe use of high-risk medications
  - Create a safe and physical environment that supports the safe delivery of care and service
- Infection Control**
  - Reduce the risk of health care-associated infections and their impact across the continuum of care/service
- Risk Assessment**
  - Identify safety risks inherent in the client population

Category	ROPs
<b>Safety Culture</b>	Accountability
	Patient safety incident disclosure
	Patient safety incident management
<b>Communication</b>	Patient safety quarterly reports
	Client identification
	The "Do Not Use" list of abbreviations
	Information transfer at care transitions
<b>Medication Use</b>	Medication reconciliation as a strategic priority
	Medication reconciliation at care transitions
	Safe surgery checklist (Not applicable to our facility)
	Antimicrobial stewardship
	Concentrated electrolytes
<b>Worklife/ Workforce</b>	Heparin safety
	High-alert medications
	Infusion pump safety
	Narcotics safety
<b>Infection Control</b>	Client flow
	Patient safety: education and training
	Patient safety plan
	Preventative maintenance program
<b>Risk Assessment</b>	Workplace violence prevention
	Hand-hygiene compliance
	Hand-hygiene education and training
	Infection rates
	Reprocessing
	Falls prevention and injury reduction
	Home safety risk assessment (not applicable to our facility)
	Pressure ulcer prevention
	Skin and wound care
	Suicide prevention
	Venous thromboembolism prophylaxis

## ACCESSIBILITY IMPROVEMENTS IN THE FOUR SEASONS LODGE



The old step at the back entrance of the Four Seasons Lodge was replaced with a new ramp this month —improving accessibility and safety for our residents, visitors, and staff members.

## EMERGENCY RESPONSE PLANNING—DOOR FLAGGING PROCEDURE

### Door Flagging Procedure

As part of ensuring our organization is prepared for emergencies, we have updated the process for how we search and evacuate our organization. Earlier this month, new evacuation door flags were installed on all doors in the organization.

These flags will be used in the event of either a fire zone evacuation or a whole building evacuation.

*Please see the September 19 memo from Allison Lepack for the full procedure on using the door flags during an evacuation / fire (including drills).*

During any evacuation or emergency, it is critical for us to communicate quickly and clearly what rooms have been searched and are empty or occupied. Using this updated standard system across the organization will help us to evacuate areas faster, communicate and prevent people from re-searching rooms and help keep our teams safe in the event of an emergency.

Thank you to everyone for their attention to the updated procedures, and for incorporating the door flagging system into our emergency response for future events.



Door flag showing **two colours** shows that the room needs to be evacuated.

Door flag displaying **only white** shows that the room has been evacuated and has not been re-entered.



## Environmental Stewardship Initiative

## Environmental Stewardship Initiative: DRDH Turning Spoil into Soil



The Deep River and District Hospital (DRDH) is excited to share that we are fighting food waste by participating in the Town of Deep River's FoodCycler Food Waste Diversion Pilot Program.

As part of this environmental stewardship initiative, three FoodCycler units arrived at DRDH earlier this summer and are already being used to turn our spoil into soil!

FoodCyclers are electric composting units that take food waste and turn it into a nutrient rich soil amendment that can be used as a fertilizer – referred to as 'Foodilizer'. FoodCyclers claim they can reduce food waste volume by up to 90%, and only consume 0.8-1.5 kWh per cycle, which is equivalent to having a desktop computer running for the same amount of time as the cycle.

Food waste is being collected from across the organization to be turned into compost. The compost, or 'Foodilizer', from the FoodCycler units will be used onsite at DRDH to support sustainability by bringing our food waste out of the garbage and into the garden.

By participating in this program, DRDH is not only reducing our impact on the environment, but we are also helping to test the viability of onsite food waste processing technology as a method of waste diversion. Data is being collected by our Dietary team over a 12-week period, and it will be shared back with the Town of Deep River once the pilot program is completed.

We look forward to sharing more information about the impacts of this environmental stewardship initiative in the coming months.

*Pictured here with one of DRDH's new FoodCycler units, as well as bags of our very own 'Foodilizer' are Dietary team members Jess Mackinnon – Food Service Worker (left) and Ann Kelly – Food Service Supervisor (right).*



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Environmental Stewardship Initiative

*Environmental Stewardship Initiative:  
DRDH Turning Spoil into Soil*



Bins are now in place to collect food waste from all corners of our organization.

A new food waste collection bin has been added to the staff lounge (pictured below), in addition to the collection bins that are already in place within the main DRDH kitchen and the residents' kitchen in the Four Seasons Lodge.

Through the collection bins, food waste is being gathered and converted into valuable compost by our three FoodCycler electric composting units onsite. Once the food waste has been transformed into a nutrient-rich soil amendment, affectionately referred to as "Foodilizer", it is able to be diverted away from landfills and used in our gardens instead.

A list of acceptable food waste items is located below, as well as next to the collection bin in the staff lounge for easy reference. Please refrain from adding liquids to the bin, or any food waste that is very wet.

Thank you for joining us in helping to combat food waste!



The FoodCycler™ Do's & Don'ts  
FOODCYCLER™ ECO 5



Yes	<ul style="list-style-type: none"> <li>✓ VEGGIE &amp; FRUIT SCRAPS</li> <li>✓ MEAT, FISH, POULTRY</li> <li>✓ POULTRY &amp; FISH BONES</li> <li>✓ COFFEE GRINDS &amp; TEA LEAVES <small>Including coffee filters &amp; tea bags</small></li> </ul>	<ul style="list-style-type: none"> <li>✓ BEANS, SEEDS &amp; LEGUMES</li> <li>✓ EGGS &amp; EGGSHELLS</li> <li>✓ SHELLFISH <small>Including shells</small></li> </ul>
Small Amounts	<ul style="list-style-type: none"> <li>✗ SAUCES, DRESSINGS &amp; GRAVIES</li> <li>✗ DAIRY PRODUCTS</li> <li>✗ JELLIES, JAMS &amp; PUDDINGS</li> <li>✗ STARCHES <small>Including bread, rice, cake, etc.</small></li> </ul>	<ul style="list-style-type: none"> <li>✗ PORK &amp; LAMB BONES</li> <li>✗ HARD PITS <small>Including peach, apricot, lychee &amp; mango</small></li> </ul>
Cut Up Prior	<ul style="list-style-type: none"> <li>✗ PAPER TOWEL/TISSUE</li> <li>✗ CORN COBS &amp; HUSKS</li> <li>✗ WHOLE VEGETABLES</li> <li>✗ PINEAPPLE LEAVES</li> <li>✗ FIBROUS PLANTS <small>Including celery, asparagus, parsley, etc.</small></li> </ul>	
No	<ul style="list-style-type: none"> <li>✗ CARDBOARD</li> <li>✗ OILS &amp; FATS</li> <li>✗ CANDY &amp; GUM</li> <li>✗ MOST "COMPOSTABLE" PLASTICS</li> <li>✗ BEEF BONES</li> </ul>	



## FOUNDATION NEWS—CLOSER TO HOME PASSES 1M MILESTONE!



Big heartwarming news! An anonymous long-time resident of the area has just made a pledge of **\$225,000** towards the Closer To Home campaign! This generous contribution brings the campaign one big "leap" closer to our \$2.5M target.

The private donor has taken a significant step towards ensuring the success of the campaign, which aims to support the construction and furnishing of a 96-bed Long-Term Care Home.

The donor, along with many others who have given gifts or made pledges, has helped the Closer To Home campaign pass a \$1,000,000 milestone. **The campaign is now at 41.6% completion** with just over 2 years remaining in the campaign countdown.

We achieved this special \$1M mark together-- in fact, 970 gifts in total have been received so far. That's a lot of people coming together already!

Many of these donors will be engraved on the "Legacy Builders of the Four Seasons Lodge" donor wall which will feature prominently in the lobby of the new home. If you are interested in how to participate in this opportunity or how you can support the project in other ways, please request information from us today.

Stay tuned for more updates as the Closer To Home campaign continues to gather momentum, thanks to the support of our amazing community members. The DRDHF looks forward to sharing more information about the 96-bed Long-Term Care Home development soon, too.

## FOUNDATION NEWS—GERRY CHENNETTE MEMORIAL GOLF TOURNAMENT

The Gerry Chennette Memorial Yellow Ball Tournament donated **\$1,000** to the Deep River and District Hospital Foundation to support the Closer to Home Campaign.

A huge thank you to the four generations of Chennette's pictured here for the support!



## FOUNDATION NEWS—DOUG AND JEANNIE PLEDGE THEIR SUPPORT

We would like to thank Doug Tennant and Jeannie Tilson for making a \$30,000 pledge to the Closer To Home campaign to build a 96-bed Long-Term Care Home in Deep River.

Doug Tennant has been serving on the Deep River & District Hospital Foundation Board since the beginning of the campaign and we appreciate this additional demonstration of support beyond his volunteerism and leadership. Jeannie has also volunteered on several occasions to provide bagpiping at Foundation events, and we sincerely appreciate them both.



Thank you for stepping forward in this way to support Closer To Home! Here's what Doug had to say:

**"Giving has been engrained in me since I was a kid by my parents. And giving can mean so much to folks. It entails giving generously of your time, your talents or literally yourself and of course also your 'treasure'. My parents taught me and backed up those lessons by their actions and deeds by giving of their time, talents, and money. My parents, Tom and Elaine, gave generously and unconditionally to help build up our local community and around the world.**

**The lessons about giving have stuck with me my entire life. Indeed, my wife Jeannie and I carry on with the boldness of giving regularly. We see the benefits of giving throughout our community in the programs and opportunities that are established and maintained here in North Renfrew to help extend a hand up to those who need it. Our giving of time, talent and treasure supports the arts, culture, and in many other ways locally and throughout the world.**

**After my dad passed and my mother needed care, she moved into Four Seasons Lodge (FSL). My mom received excellent care at FSL from everyone that worked and volunteered there. It was thus natural for us to shift some of our focus toward giving of our time, our music, our fellowship and yes, our money, to FSL.**

**Giving, of whatever you can share, supports the building up of community for us all. We all reap the benefits of sharing and being involved through giving. Our gifts and efforts related to giving, brightens the day for everyone in small and big ways. Giving is a humbling way to express love for our wonderful community. Giving is a 'natural state of being' for us. Give-Volunteer-Act."**

The fundraising campaign has raised \$1,040,689 so far towards our \$2.5M goal. If you would like to help with this project, please get in touch with us today.

*thank you*

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

According to Dr. Sandra Dalton-Smith, there are seven different categories of rest that we can tap into to recharge and restore ourselves, depending on which areas are depleted at any given time. Focusing on different types of rest opens up a whole new world of opportunities to change our habits and mindsets, and to prioritize rest as a key ingredient in all our busy lives.



### The Seven Types of Rest

1. **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 like muscle pain, tension in the body, headaches or low energy, restorative activities like yoga, stretching, or body work like acupuncture or massage may be what our bodies need to refuel.
2. **Mental rest** is about slowing down and giving your brain a break. Our mental energy is constantly being depleted, especially at work. This can cause stress, anxiety and overwhelm. Clearing our minds can be calming and restful. For some, running is a mind-clearing activity. Others find that mindfulness exercises, meditation, or getting out their stressors in writing does the trick.
3. **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. This kind of rest helps offload challenging emotions bringing relief and lightness. Talking to a coach, counselor, a trusted friend you can be real and raw with, joining a support circle, journaling or doing mindful self-compassion exercises are just a few ways to find emotional rest.
4. **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. If you've had too much social interaction or time with people who drain you, you may need a quiet break from social activity.
5. **Creative rest** allows us to be re-inspired, get into a flow, see things differently by exploring or indulging in the world around us. This type of rest can help you find new inspiration in life and work. 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.
6. **Sensory rest** invites us to unplug from screens, noise, light and other stimulus. Constantly being surrounded by stimuli can lead to sensory overload. Notice your home, work and other environments and how different stimuli affect you, and take sensory rest by unplugging from those things. A break from devices, dim lights, silence and stillness, or breathing fresh air mindfully and deliberately with no distractions can all provide sensory rest.
7. **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 communities, or any personal activity that helps you tap into a common humanity and our sense of belonging.

Click here to read the full article by LifeSpeak:

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



BUILDING IMPROVEMENTS NOTICE

As part of maintaining and updating our buildings on the health campus, DRDH began a complete roof replacement this month.

To facilitate replacement of the roof, contractors have been onsite to remove the solar panels (pictured below), which are being stored and will be re-installed once the new roof is completed. It is expected that the total roof replacement will take approximately three months to complete, with the solar panel re-installation planned for spring.

Thank you for your care and attention as we complete this important project and help ensure we have a safe and secure building for many years to come.



While work on the roof is underway, cladding is also being replaced around the penthouse—stay tuned to see how it looks once it's done!

## RESIDENTS' COUNCIL CORNER

During the week of September 11-17, we celebrated Residents' and Family Council Week. The Four Seasons Lodge Residents' and Family Council provides residents' and their family members a platform to engage in decision-making as well as provide essential input into the Home's overall operations. Throughout the week, the Residents enjoyed cake to celebrate, assisted with a photo collage by reviewing the Residents' Bill of Rights and sharing why they enjoy attending Council meetings. Our Resident Council President, Brenda, also kindly participated in recording a video to highlight the importance of Residents and Family Council.

September's Residents' and Family Council meeting had a full agenda. Those in attendance discussed improving dining experience at meal times, emergency preparedness, and infection prevention and control—highlighting the importance of hand washing ahead of the flu season. Additionally, the Council reviewed the Home's policy on Falls Prevention and Management as well as Disclosure. The Council also provided input on the Francophone Support Plan and the Home's Business Continuity Planning, focusing on the important information the residents' felt should be communicated when experiencing an emergency. A large portion of the meeting was spent reviewing the Annual Resident Satisfaction Survey Results. The overall satisfaction score was 77% and there was improvement made across every category this year. The residents' provided additional feedback on the items that scored lower, including recreation programming, personal relationships and daily decision making. Work will continue to be carried out to ensure that the residents' needs are being met across these categories. As part of the recreation review for the month, the group shared that they have been embracing the fall season and worked to put together wreaths for all the doors and did some candle making, as well begun baking fall recipes as part of the *Taste of Home* program.

As part of our monthly Council meetings, a review of one right from the Residents' Bill of Rights is completed. For September, the Council focused on #13, *"Every resident has the right to keep and display personal possessions, pictures and furnishings in their room subject to safety requirements and rights of other residents,"* and #14, *"Every resident has the right to manage their own financial affairs unless the resident lacks the legal capacity to do so."* The residents' felt that they are encouraged to display their personal possessions and make their space feel home-like and that there was a solid understanding of their financial rights.

Pictured here during the Residents' and Family Council (RAFC) Week celebrations is Janna Hotson—President and CEO, along with Brenda—RAFC Council Present.

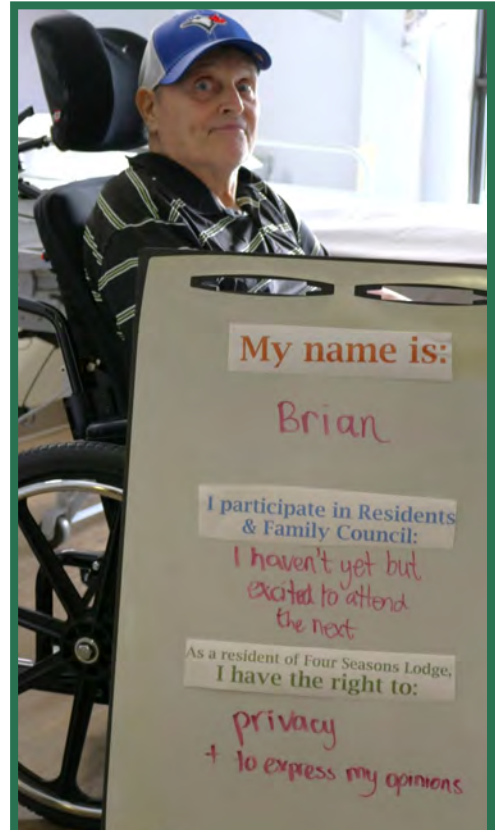


FOUR SEASONS LODGE NEWS—Residents’ and Family Council Week

The Four Seasons Lodge celebrated Residents’ and Family Council Week, which took place from September 11—17, 2023.

The Council provides residents' and their family members a platform to engage in decision-making as well as provide essential input into the Home’s overall operations. The Council is designed to form a collective voice for all residents’ and their family members and we sincerely appreciate everyone’s continued involvement and feedback.

Our residents chatted about what each of them enjoy about attending Council meetings—check out some of their responses below!



**HAPPY RESIDENTS’ AND FAMILY COUNCIL WEEK!**

FOUR SEASONS LODGE NEWS—Taste of Home



Residents in the Four Seasons Lodge have been busy in the kitchen this month making recipes through the Taste of Home program. The Taste of Home program aims to share resident’s memories of home, community, and connections to their loved ones. It was launched during the pandemic, and has continued to be enjoyed by residents ever since. The program provides residents and our team members a chance to show off some tried and true delicious recipes. Over the last few weeks, recipes have included pickled garden veggies, apple pie, apple sauce, pumpkin cookies and more!



FOUR SEASONS LODGE NEWS—Fish Fry



James Elliott and Ann Kelly treated residents to a fish fry on September 1, and we’ve been herring all about it ever since. One resident even proclaimed that it was the “*best thing she has ever eaten!*” Thank you James and Ann for the shrimply fin-tastic meal.

FOUR SEASONS LODGE NEWS—Cheer Squad



It was a perfect fall morning on September 22, and residents enjoyed it by cheering on students from Mackenzie Community School as they participated in the Terry Fox Run.



FOUR SEASONS LODGE NEWS—Wreath Making

Residents put together wreaths for all the doors in the home to help decorate for the fall season! Check out a few of the finished products below:



LEADERSHIP DEVELOPMENT INSTITUTE—September 25, 2023

On September 25, leaders from across the organization participated in a Leadership Development Institute session at the Deep River Legion.

The topics of the day focused on *Designing DRDH Employee Experience for Today and Tomorrow*. Leaders worked together to look at information we have gathered about important parts of working at DRDH, and how we will use this information to enhance employee experience for current and future employees of DRDH. Among other activities, the day included a recruitment exercise where William, Allison, and Madison played the role of spaceship captains and had to pitch their space expeditions to perspective voyagers in a highly competitive market!



BOARD ORIENTATION



As the 2023-2024 Board Year was kicking-off this fall, our Board of Directors participated in an orientation session on September 6, followed by a tour of the organization. Please join us in welcoming back all eleven of our volunteer elected Directors for another exciting year ahead!

MR. BONES



Mr. Bones made his way back just in time for spooky season. It looks like he's been waiting for the printer to work for quite some time....he probably should have called IT.



*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 Ontario Health. The opinions expressed in this publication do not necessarily represent the views of Ontario Health.*