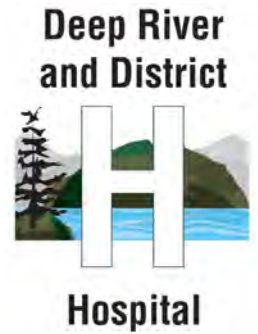


THE ZINGER



Deep River and District Hospital Newsletter

November 2017



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Remembrance Day at DRDH

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On November 9, 2017 members of the Chalk River Legion came to the Four Seasons Lodge to conduct a Remembrance Day ceremony for Residents and staff.

Pictured to the right are beautiful cupcakes made by Nadine to mark the occasion.

Staff attended the ceremonies in
 Deep River, Chalk River and
 Petawawa to lay wreaths in memory
 of all fallen on behalf of the Hospital.



Kerry ties the knot!



Congratulations to Kerry Fagan and her new husband, who were married in true Valley fashion over Thanksgiving weekend this year.

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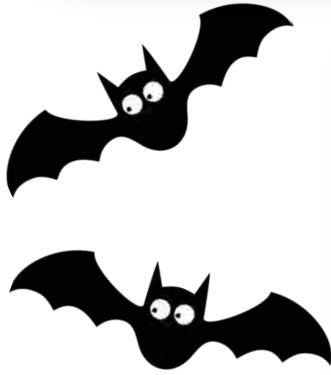
Go Lesley Go!



On October 29, Lesley Buckingham participated in her 4th Zombie Run. The Run raised a total of \$34,500 this year, which supported the new Algonquin Trail. The Run has supported numerous causes in the past few years, including Breast Cancer Research and Carefor's new mental health wing. Way to go Lesley!

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Congratulations to our Costume Contest Winners!



Policy Updates

Below is a summary of new or updated policies which are now “live” and accessible in PolicyMedical:

Media Relations

The Media Relations policy outlines who can speak to the media, what information can be provided, etc.

High School Co-Ops

The High School Co-op policy details the agreement we have with Mackenzie Community School, who is eligible for placements, and what the process is for arranging a placement.

Visitor Identification

All visitors and volunteers, upon entering the Hospital shall sign the Visitor Log located at Reception. Visitors are also to wear an Identification Badge, provided at Reception, in a visible location on their person at all times when on the Hospital premises. (Volunteers are given badges after they have been orientated and on-boarded).

Occupational Health Policies:

- ◇ Health & Safety
 - ◇ Health & Safety Audit Tool
- ◇ Internal Responsibility System
- ◇ Supervisor-Health & Safety Responsibilities
- ◇ Workplace Inspections & Recommendations
 - ◇ Committee Recommendation Form
 - ◇ Inspection Schedule
 - ◇ Monthly Checklists – Zone A, B, C, D, E & F & External
 - ◇ Workplace Inspections & Recommendations-Report & Action Plan
 - ◇ Zones & Supervisor List

DRDH Has Introduced “Pay-by-Plate” Parking System

With the goal of preserving our services and ability to provide exceptional care, the Deep River and District Hospital has implemented paid parking effective November 1, 2017. Further details on the parking system and how to register for parking are now available.

The system that has been implemented at the Hospital is a ‘Pay-by-Plate’ system. This means that, **upon arrival**, individuals will enter their license plate number to pay for parking at one of two parking kiosks located inside the building. Once their license plate is registered and the fee is paid (**by exact coins or credit card**), the individual does not need to return to their car. All registered license plates are maintained by a web application which provides live information for enforcement purposes. Failing to pay for parking may result in being ticketed or being towed at the owner’s expense. The rates for parking are as follows:

- ⇒ **\$5 for 24 hours**
- ⇒ **\$30 for a 30 day pass**
- ⇒ **\$300 for a 365 day pass**

Parking fees for volunteers, who are registered with the Hospital, will be waived while these individuals are volunteering on site. In addition, a system is in place to provide free parking to those accessing the Food Bank, as well as North Renfrew Family Services.

The ‘Pay-by-Plate’ system was selected in order to maintain the accessibility and functionality of the Hospital parking lot. By implementing this system, there is no need to install costly barriers to the entrances and exits of the Hospital. This was seen as a key feature of the system, as the Hospital did not want to hinder the arrival or departure of ambulances, those having a true medical emergency, or prevent individuals from being dropped off.

As indicated previously, this was not an easy decision for the DRDH Board of Directors. However, with expenses increasing at a higher rate than funding year-over-year, this decision was made in place of changing the services offered at the Deep River and District Hospital.

Please see the folks in the finance office if you are looking to purchase an annual pass, or if you require change for the kiosk.





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Thank you to everyone for your understanding as we faced the difficult decision to implement paid parking.

All parking revenues go towards maintenance of the parking lot and towards hospital operations.

The following is a list of statutory holidays to be recognized at the DRDH in 2018:

HOLIDAY	PREMIUM DAY (If Worked)	DAY RECOGNIZED (If not a normal working day)
New Year's Day 2018	January 1	January 1
Family Day (ONA Only)	February 19	February 19
Good Friday	March 30	March 30
Easter Monday	April 2	April 2
Victoria Day	May 21	May 21
June Stat (ONA Only)	June 11	June 11
Canada Day	July 1	July 2
Civic Holiday	August 6	August 6
Labour Day	September 3	September 3
Thanksgiving Day	October 8	October 8
Christmas Day	December 25	December 25
Boxing Day	December 26	December 26
New Year's Day 2019	January 1	January 1

Financial Position

Financial position based on agreement with the LHIN, as of September 30, 2017

Deficit of \$3,809

EMERGENCY PREPAREDNESS CORNER

Since September, the Emergency Preparedness Committee has been meeting monthly. Our first priority was to review outdated polices and determine how the committee would tackle reviewing these polices and plans.

Code Red has been reviewed and updated! Stay tuned for education updates.

Codes Green and **White** are currently under review.

Did you know that **Code Yellow** encompasses all persons who are on the North Renfrew Health Campus?

Foundation News—Catch the Ace

The Deep River and District Hospital Foundation is currently running a Catch the Ace Lottery. The lottery, which has become huge in eastern provinces, has come to the Deep River Hospital. We encourage you all to buy tickets for your chance to win!

The more tickets you buy, the bigger the prize pot gets. 20% of all tickets sales will be awarded to the weekly winner who will also get a chance to win the progressive jackpot (if they select the ace of spades) worth 30% of ticket sales. The longer it takes for the ace of spades to be drawn, the bigger the jackpot gets.

Weekly draws will take place every Thursday at 8:00 pm the Deep River Curling Club. You can buy tickets at the Foundation office (located in the Hospital) at Raby's Ultramar in Chalk River and at Cahoon's pharmacy in Deep River.



Foundation News—First Annual Gala to be held in April 2018

Don't forget to save the date...the DRDHF will be holding its first Annual Gala in April 2018. Mark your calendars because we will be putting on a red carpet event with lots of music, dinner, dancing and fun. This will truly be a night to remember!



Foundation News—Christmas Tree Ornaments for sale



The Deep River and District Hospital Foundation is planning on selling Christmas tree ornaments that people can purchase on behalf of a loved one who is ill, who was treated at the hospital, or who has passed away. These ornaments will be displayed on a beautiful tree at the Hospital. This is a great way to give back to the Hospital and honor a loved one over the holidays. More information on this activity is coming!

Foundation News—Kitchissippi Run donates \$6,000



The 6th Annual Kitchissippi Run took place on October 1st 2017, in support of the DRDH Foundation. The Run continues to grow and its success is due to the tremendous support of the community. This year's Kitchissippi Run donated \$6,000 to the DRDH Foundation. Save the date for 2018—the 7th Annual Kitchissippi Run will be taking place on September 30th!

Foundation News—Tracy and Janet Win Big!



Congratulations Janet and Tracy for winning \$229 in the third draw of Catch the Ace! Get your tickets for each weekly draw from any of the following locations: Cahoon's Pharmacy, the DRDH, Raby's Ultramar and the Rolphoton Esso.

Benefits for Part-Time, Casual and Contract Hospital Employees



JOIN THE CELEBRATION!
NOVEMBER 1 to DECEMBER 30, 2017
 Coverage for you and your family is **GUARANTEED**.

A plan designed for Part-Time, Casual, Contract and Temporary Hospital Employees and Hospital Retirees

BENEFITS INCLUDE*:
 Extended Health Care coverage, *Optional* Dental coverage, Life Insurance, Long Term Disability coverage and Accident Death, Disease and Dismemberment coverage.
 NO MEDICAL EVIDENCE REQUIRED*

More information is available through your Human Resources Department or by contacting us directly.

Contact us today for a free quote.
 1.866.768.1477
 healthcareproviders.ca

20 YEARS
 1997–2017

Benefits that work full time for those who don't

* Some conditions may apply

Our hospital endorses a unique program of voluntary group benefits offered by The Health Care Providers Group Insurance Plan (HCP).

In celebration of their 20th Anniversary, HCP is offering something special: **A 60-day Open Enrollment period during which their benefit plans will be available, GUARANTEED, no medical questionnaire required, to all eligible employees.**

This is a limited time offer. The enrollment period runs from **November 1st – December 30th, 2017**. Ask Michelle Robertson, HRO for more details or contact Health Care Providers directly, 1.866.768.1477 OR visit www.healthcareproviders.ca

Attestations and Mandatory Education: DUE DECEMBER 31, 2017

December 31, 2017 is the deadline for **ALL STAFF** to have completed the attestations and mandatory education courses through the Learning Management System (LMS).

To access the LMS courses:

Click this link: <http://chlms.medworxx.com/ch-shared/learningstudio/index.cfm?fuseaction=mylearningcenter.mylearningpage> and then click “sign in” at the top right corner. Your Username is your DRDH username: **firstname.lastname** (i.e. michelle.robertson) and your Password is **password**.

If you have logged into the LMS previously you may have changed your password, if you do not remember what you changed it to try password, if it still does not work, please send an email to Michelle to have it reset (michelle.robertson@drdh.org).

If you are having trouble finding time to complete these courses, please discuss with your direct supervisor.

Luncheon marks the 100th Anniversary of Passchendaele



On Thursday, November 9, Richard and Ashley attended the annual Garrison Petawawa Business Luncheon. The menu was a typical WWI meal served out of mess kits.

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Local family Gives Back, Donates \$10,000 to the Deep River and District Hospital Foundation

Thank you MacCready family for the generous donation of \$10,000 to the Deep River and District Hospital Foundation in loving memory of their parents Diane and Doug MacCready. Their donation has allowed the Hospital to purchase a much needed Slit Lamp for the Emergency

Department. This piece of equipment is used by doctors to safely remove any particles that might become stuck in the eye. The old Slit Lamp at the DRDH was broken and without this equipment the DRDH would have to send away patients with certain types of eye injuries to another hospital. We are happy to report that the newly purchased Slit Lamp arrived last week and has already been used in the ER. Thank you Chris, Ian, and Anne for your generosity and for your contribution to the health of our community.



Slit Lamp

Thank you to our generous donors!

Thanks to the generous support of our many donors, we have new equipment!

The GlideScope, Bladder Scanner, CAAD pumps and slit lamp (pictured on the previous page) have arrived!



CAAD Pumps



Bladder Scanner



GlideScope

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Ministry Visit

During the month of November, the Ministry of Health and Long Term Care was on site for a week to conduct an inspection. The Four Seasons Lodge received **NO** orders during this site visit.

We did receive some recommendations that require a voluntary plan of correction action. Areas include: restraint use, medication destruction, and snacks & beverages.

During our closing meeting, the inspector shared some comments that included: 1) “residents are receiving good care; 2) staff are wonderful, kind and caring, 3) staff can enhance opportunities for residents to be more independent; and 4) good hand hygiene was observed.”

A NOTE FROM OUR BOARD CHAIR:

Congratulations to all those involved in this positive report. I know it is a reflection of commitment, hard work and caring about the quality of life for our very vulnerable residents.

Thank you all,

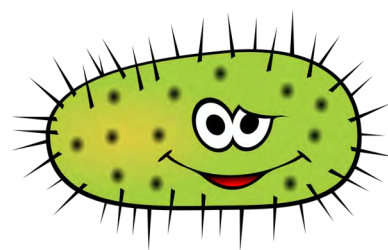
Janet Gow

Influenza Vaccination Rates

As of November 23, **our staff influenza vaccination rate is 74.3%.**

Staff members who have not been vaccinated will be contacted in December to see if vaccinations were obtained off-site.

Thank you to everyone who received their vaccination for helping to keep our staff, patients and residents healthy. All of us play a part in reducing the transmission of infectious illness, improving the quality of care and decrease costs within health care settings through effective infection control practices.



Happy MRT Week!



Nadine dazzled us all again with her amazing cupcakes in celebration of Medical Radiation Technologist Week, which was November 5—11. Thank you to all our MRTs for everything that they do!

Thank You
Happy MRT Week

Employee and Family Assistance Provider (EFAP) Change

Effective January 1, 2018 we will be switching our Employee and Family Assistance Program (EFAP) provider to Morneau Shepell.



What is EFAP?

EFAP is a confidential and voluntary support service that can help you take the first step toward change. You and your immediate family members can access immediate and confidential support in a way that is most suited to your preferences, comfort level and lifestyle.

What should I contact EFAP for?

Solutions for your work, health, and life that will help you to: achieve well-being, manage relationships and family, deal with workplace challenges, and tackle addictions.

How are services provided?

In-person counselling, Telephonic counselling, E-Counselling, Video counselling, Online Group Counselling, First Chat (Chat instantly with a counsellor online), Online program and self-help counselling

What is the cost?

There is no cost to you or your family to use your EFAP. This benefit is provided to you by your employer.

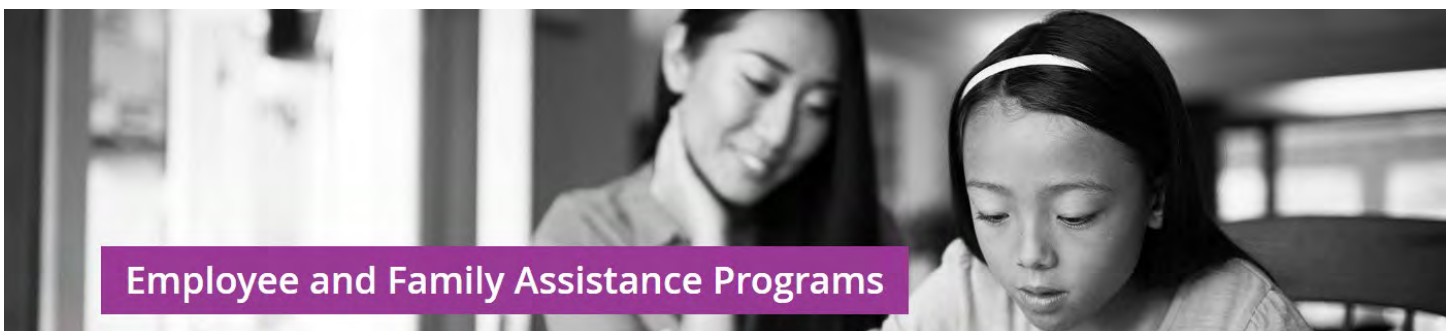
Who will know that I contacted EFAP?

EFAP is completely confidential within the limits of the law. No one, including your employer, will ever know that you have used the program unless you choose to tell them.

What do I do if I am currently receiving services with Valley EFAP?

Please speak to your counsellor about the transition and together you will work on a plan.

More Information, including contact information, will be provided in upcoming weeks.



Employee and Family Assistance Programs

The PFAC is Inviting New Members

Health Matters...and Good Governance Makes a Difference!

The Patient and Family Advisory Council of the Deep River and District Hospital is inviting new members.

The Deep River and District Hospital is your award-winning community hospital, providing a comprehensive range of high-quality services. Anchored by the values of caring, excellence, safety, innovation, partnering and integrity, we strive to ensure that "every client's healthcare experience will be exceptional".



The Patient and Family Advisory Council reports to the Quality and Patient Safety Committee of the Board and serves in an advisory capacity providing feedback and input related to the experience of patients and their families at the DRDH. Members are encouraged to share ideas on how to improve the patient experience, advise

on strategies to enhance partnerships with patients, family members and caregivers as well as provide input into the annual Quality Improvement Plan. Membership will have a three-year renewable term.

To get involved in the governance of your local hospital, through serving as a volunteer Member of the Patient and Family Advisory Council, you are encouraged to submit your expression of interest to Amy Joyce by email at amy.joyce@drdh.org or by phone at 613-584-3333 x 7100 by Friday, December 15, 2017.

www.drdh.org



Your Privacy Rights...

Privacy is a fundamental right of every Ontarian. In order to protect that right, Ontario public institutions are required by law to protect your personal information, and to follow strict rules when collecting, using and disclosing your personal information.

WHAT IS MY PERSONAL INFORMATION?

"Personal information" means recorded information about you as an individual. It may include your name, address, sex, age, education, and medical or employment history. It can also include identifying numbers such as a Social Insurance Number, and your personal views or opinions. Information that may seem personal, such as name and contact information, may not be your personal information if that information relates to your business activities, that is, you are acting in a professional capacity in the context of the information.

The DRDH is committed to protecting the privacy and confidentiality of staff records.

In order to protect staff privacy we have decided to stop posting birthdays in the Zinger.

Although it is important to recognize staff birthdays we feel the Zinger is not the appropriate place for this.

Celebrating an employee's birthday or work anniversary is one of the simplest ways you can show the individuals on your team how valued they are.

Over the next few months, the Recognition and Engagement Committee will be brainstorming ideas for celebrating employee's personal milestones. Please forward any suggestions you may have to Michelle Robertson (michelle.robertson@drdh.org) or Amy Joyce (amy.joyce@drdh.org).

*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.*