



North Renfrew  
Family Health Team

# THE ZINGER

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

*November 2019*



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MANDATORY EDUCATION—DUE NOVEMBER 30

November education has been assigned, and is due to be completed by November 30.

**All Staff**

**RNs, RPNs & PSWs**

Code Red

Palliative Care

Fall Management

Slips, trips and falls

**Maintenance, Dietary, Laundry, Housekeeping and DI Staff**

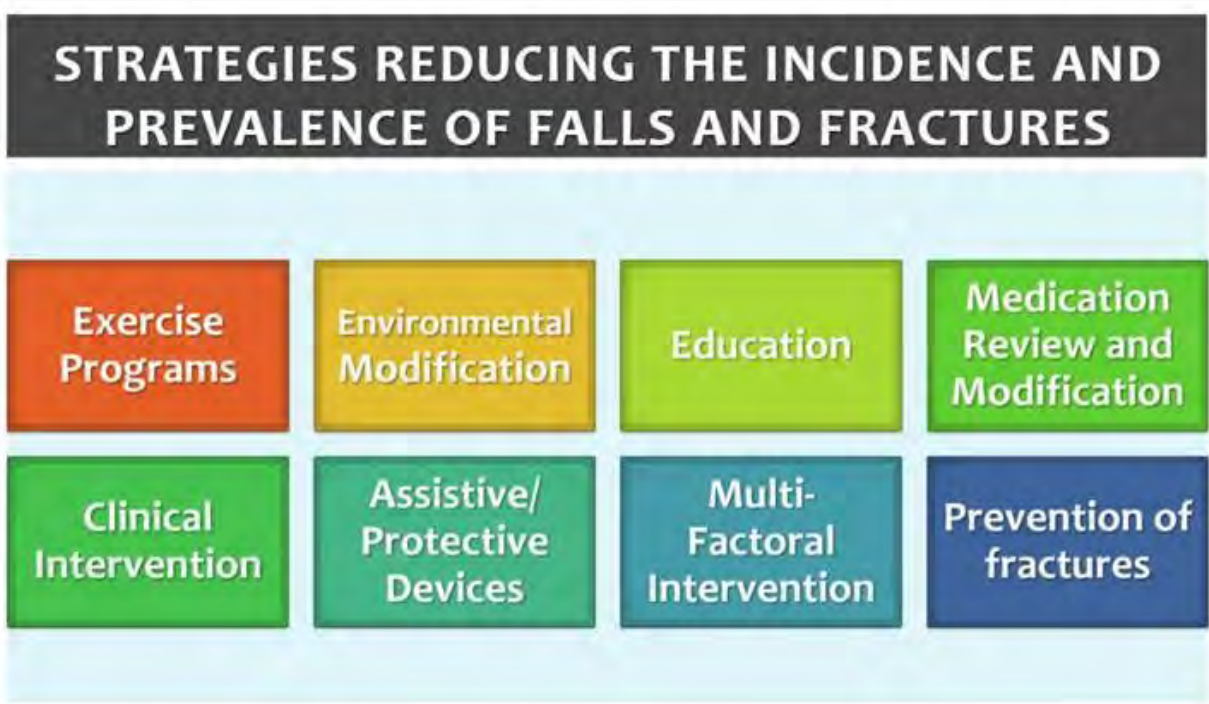
Safe and Correct Use of Equipment (policy reviews)

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Falls Prevention Part 4: Strategies for Fall Prevention (01:37 / 10:09)

Resources



## STEER FAMILY CATCH THE ACE



Pictured here are John and Lorna Steer, who are the second big winners of the Foundation's Catch the Ace progressive lottery, accepting their prize winnings of \$238,727.

From left to right is William Willard – DRDH CFO, Richard Bedard – DRDH President and CEO, Dick Rabishaw – DRDH Board Chair, Chris Doucette – Foundation Executive Director, John and Lorna Steer – lottery winners, Jim Gibson – Foundation Board Member, Tina Shorter – Foundation Board Member, and Leo Buckley – Foundation Board Chair.

On Thursday, October 31, on week 31 of the Deep River and District Hospital Foundation's Catch the Ace lottery, the elusive Ace of Spades was caught by John Steer of Deep River– who has taken home \$238,727. John is the second big winner of the progressive lottery's jackpot, after a jackpot of \$574,584 was awarded to Mark McEachen when he caught the ace after 50 weeks during Draw 2 on February 21 earlier this year.

On Halloween night in Deep River, John's ticket, one of 10,730 in the drum, was drawn and his prediction that the ace of spades was in envelope 3 proved to be correct. In addition to the weekly prize of over \$10,730 (\$1 for every ticket sold that week), John also received the progressive jackpot that with the week 31 contribution (\$1.50 for every ticket sold) which amounted to \$227,997.

The Steer's, like the McEachen's, are not planning on rushing to spend their winnings too quickly. John indicated that the couple's first priority will be to help out their three kids, and then they will be escaping the cold for a little holiday.

The total net revenues received by the Foundation through this amazing lottery are around \$1.14 million, which is over 65% of the *Focused on You* campaign goal to raise \$1.75 million for the replacement of Diagnostic Imaging equipment for our Hospital. The new X-ray, portable X-ray, and ultrasound equipment will require a complete renovation in the department which includes upgraded lead lining to meet current requirements, plus added elements to the infrastructure such as HVAC and electrical components. The renovation is scheduled to begin in January and is anticipated to be completed in the early spring of 2020.

*Continued on next page...*

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## STEER FAMILY CATCH THE ACE CONT'D

Leo Buckley, Chair of the DRDH Foundation, expressed that, "the Catch the Ace lottery has been very successful in helping us to meet this organizational need". The Foundation would like to extend their sincere thanks to our community that stretches from Stonecliffe to Pembroke for the wonderful support of the *Focused on You* campaign and the fundraising efforts to replace our Hospital's Diagnostic Imaging equipment.

For those of you who want to play again, the Foundation plans on starting up another round of the Catch the Ace lottery early in the New Year. It is hoped that our communities will continue to buy tickets in support of our local Hospital, and help the Foundation reach the *Focused on You* campaign goal.



NEWS RELEASE

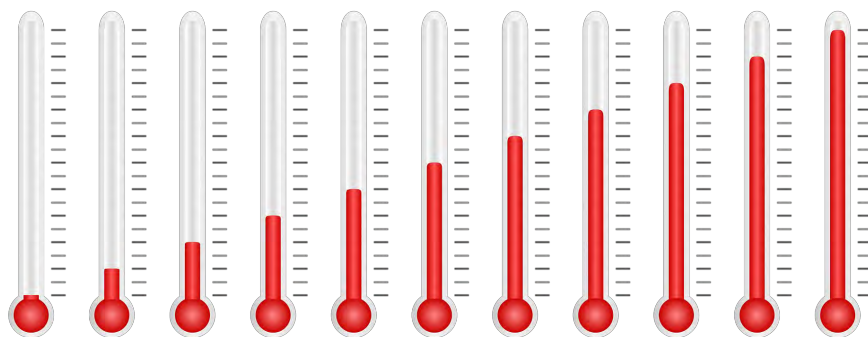


FOUNDATION NEWS



On November 7, members of the Deep River and District Hospital, DRDH Board of Directors, and DRDH Foundation’s Major Campaign Team met to unveil the progress of the *Focused on You* diagnostic imaging campaign. Through fundraising efforts such as “Catch the Ace”, fundraising events, donations, and grants, the campaign has now reached 75% of the \$1.75 million goal.

**Pictured here celebrating the milestone, from left to right, are Bill Kupferschmidt—Major Campaign Team member, Chris Carroll—DRDH Board Vice Chair, John Hilborn—Major Campaign Honorary Chair, Chris Doucette—Foundation Executive Director, Heather Gutzman—Major Campaign Team member, Tina Shorter—DRDH Foundation Vice Chair, Dick Rabishaw—DRDH Board Chair, John Walden—Foundation Board Member, and Richard Bedard—DRDH CEO.**



## New Imaging Equipment Coming to Deep River



### Key Highlights

- New portable X-ray equipment will arrive the first week of December
- Construction to the existing X-ray suite will begin January 2020
- Renovations to the department will last approximately 14 weeks
- We anticipate to “go live” with the new suite April 2020
- A temporary X-ray room will be set up to minimize disruption
- Ultrasound equipment will be updated in Spring 2020
- Imaging is a key support for care in the Emergency Department.
- The Emergency Department visits by residence:

<b>36%</b>	Petawawa	<b>28%</b>	Deep River
<b>15%</b>	Pembroke	<b>11%</b>	Laurentian Hills
<b>9%</b>	Other	<b>1%</b>	Head, Clara & Maria

*Your Hospital... Together we are the future!*



## LIONS CLUB SUPPORTS LODGE AT HOME



On November 22, the Chalk River and Area Lions Club provided the Four Seasons Lodge with a \$1,500 donation from proceeds of their Catch the Ace draw. The donation will be applied to initiatives under the Lodge at Home project, which is working to foster a more home-like environment for our residents. Pictured here from left to right is Richard Bedard—CEO, Becky Daynard—Chalk River Lion’s Club, Loraine Martin—Resident, Anne Blackstock—RPN, Mary Ahokas—Resident, and Wendy Godin—Resident and Lodge at Home Project Advisor. In the back row is Amber Cox, Melinda Lorbetskie, and Ian Wilkie, who are all Lodge at home Project Advisors.

## LODGE AT HOME



*Changes to the entrance of the Four Seasons Lodge are underway!*

Changes are being made to the entrance of the Four Seasons Lodge as part of the Lodge at Home Initiative to foster a more home-like environment for our residents. Amber Cox is pictured here working away at applying the decal the residents chose for the glass on the door. More changes are coming soon to complete the entrance make-over—stay tuned!

STAFFING UPDATES

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**Samantha Lamothe**

**Jennifer Le**

We are pleased to welcome two new members to the team this month. Samantha is a Community Mental Health Worker who will be working in the Family Health Team, and Jennifer is a PSW.

WELCOME

#TWINNING

Some of us find ourselves dressing alike quite often, and we usually attribute it to our sub-conscious cultural workplace alignment. Jill and Amber took things to another level when they showed up on November 20 fully twinning.

*On Wednesdays, we wear pink (or cute black floral print tops...)*



**Jillian Keyes & Amber Cox**



## Children and Anxiety

We all experience some degree of anxiety when faced with stressful or frightening situations. Children are no exception. A little anxiety prior to a new experience or test of abilities is not usually anything to worry about. Children's anxieties sometimes get out of hand, resulting in distressing, irrational fantasies and fears. These can range from fear of monsters under the bed to extreme nervousness over separation, new situations or a range of perceived horrors, from spiders to dogs.

### TIPS AND TOOLS YOU CAN USE

Anxiety is defined as a response of fear or worry which goes beyond what the situation calls for. When anxiety seems to be getting in the way of your child's enjoyment of life or healthy development, it's time to seek help. Try not to become too anxious yourself—anxiety is usually manageable with a little advice from your child's doctor and a few simple strategies. Here are some tips to help you get going:

### SIGNS OF ANXIETY

You should seek medical advice if any of the following become persistent in your child, or seriously worsen:

- Chronic worries about specific situations, people, noises or objects
- Withdrawal, frequent crying or sadness
- Unusual irritability or displays of anger
- Difficulty sleeping or insomnia
- Headaches, stomach aches or chest pain
- Shaking, dizziness, racing heart and shallow breathing

### HELPING YOUR CHILD RELAX

- Encourage your child to talk about their feelings while emphasizing that it is not the child's fault.
- Reassure your child that physical symptoms, such as stomach aches, are not due to any more serious illness.
- Avoid pressure and give your child quiet time when anxiety is high.
- Follow a regular bedtime routine to encourage good sleeping habits.
- Avoid caffeine stimulants such as cola, coffee or chocolate.
- Encourage exercise and ensure your child has a balanced, nutritious diet.

Some fears are a normal part of a child's development and should be no cause for serious concern. But real, persistent anxiety can be debilitating and can lead to other conditions. By paying attention to some of the signs above, you can learn to better understand when something is just a passing fear, and when a bout of anxiety signals a need for more serious attention.

Read the full article by our EFAP provider here: <https://www.travailsantevie.com/Article/Read/children-and-anxiety>



## ACCREDITATION DE-BRIEF



**Richard Bedard—CEO, Gayle Campbell (surveyor), Dr. Constantine Bubela (surveyor), and Tabitha Kearney (Accreditation Lead / Manager of Quality, Risk, and Innovation)**

## THE SURVEY IS COMPLETE!

A huge thank you to all staff, physicians, and Board Members for all of your hard work as we have prepared for our Accreditation over the last few months.

We hope that everyone has had a positive Accreditation experience. This experience has highlighted how dedicated our team is to ensuring high quality, safe and patient/resident centered care. Each of us should be very proud of the work that we do every day.

As noted at the general debrief on November 20, we are moving forward well on our quality journey, and we need to keep the momentum going! We were able to meet the vast majority of the standards that were assessed by our surveyors, which is a massive accomplishment.



**ACCREDITATION  
CANADA**

We look forward to receiving the final report from Accreditation Canada in a few weeks' time. When it is received, the report will be shared with all staff and posted on our website.

**Thank you again, and well done everyone!**



**Full house for the survey de-brief on November 20**

HAPPY MEDICAL RADIATION TECHNOLOGIST (MRT) WEEK

We celebrated MRT Week this year from November 4-8. Thank you to our wonderful MRTs for all the great work that you do!



HAPPY FINANCE AND ACCOUNTING WEEK



We celebrated Finance and Accounting Week from November 11-15 this year. Pictured here are Morris Graham and Tammy Blimke—two of the Finance Office’s finest. Thank you to all our finance staff for everything that you do!

HAPPY WORLD ANTIBIOTIC AWARENESS WEEK

Each November, World Antibiotic Awareness Week aims to increase global awareness of antibiotic resistance and to encourage best practices among the general public, health care workers and policy makers to avoid the further emergence and spread of antibiotic resistance.

This year, World Antibiotic Awareness Week was celebrated from November 18-24.



HAPPY IT WEEK

We celebrated our Information Technology Professionals this year on October 30 with a spaghetti and meat ball lunch. Pictured here is Garry Hartlin, Manager of IT and Building Services, along with Jeremy Palmer, IT Support.

Thanks to Jeremy for cooking for everyone, and to both Garry and Jeremy for everything that you do!



WE WILL REMEMBER THEM



From November 1 until November 11 this year, a “Fallen Soldier” table was again erected in the lobby to honor and remember those who have fallen in the line of duty.

Wreaths were also laid on behalf of all staff, in memory of all fallen, at the Remembrance Day ceremonies in Deep River, Chalk River and Petawawa.



POLICY UPDATES

The following new or updated policies can now be found on PolicyMedical:

*Pandemic Plan*

*Outbreak Management*

## 2020-2021 BUDGET DEVELOPMENT—INPUT REQUESTED

The Board of Directors held a Fiscal Advisory Committee meeting on November 12. A presentation was provided that outlined the current and historical utilization as well as the budget process for the organization, including the Hospital, Four Seasons Lodge and North Renfrew Family Health Team.

We are projecting a deficit position for the next fiscal year. We are normally in a deficit position when we develop our first budget. This is due to inflation, increased costs of supplies and staffing costs. Over the next month we are required to develop a balanced budget. We are working with the Ministry, our partners and other stakeholders on initiatives to improve our budget position. We believe that with some shared savings and/or improved revenue generation we should be able to achieve a balanced budget.

As part of the budget development for 2020-21, we are looking for revenue generating and cost saving strategies to assist with achieving a balanced budget next fiscal year. If you have ideas, I encourage you to send them to William Willard by email ([william.willard@drdh.org](mailto:william.willard@drdh.org)) by **November 29, 2019**. This will allow time to review ideas prior to the final budget being submitted to the LHIN on January 31, 2019. It is imperative that we receive ideas as soon as possible. We look forward to hearing from you.



## JAMES GETS HIS FLU SHOT



The winning ticket drawn to give Occupational Health Nurse James Elliott his flu shot belonged to Chris Carroll, Board Vice Chair. Chris, who is an accountant by day, was able to give clinical care a try and give his first ever injection to James. Thanks to the great teaching skills of Tabitha Kearney, James made it through the experience without a scratch. Thanks to everyone who bought a ticket and played along, we raised \$53 for the Foundation!

If you still need to get your flu shot, it's not too late! Stop by James' office anytime and he would be happy to provide you with the vaccination.

## THE ESSENTIAL PIECES AWARD

Caring

Excellence

Safety

Integrity

Partnering

Innovation

The launch of “**The Essential Pieces Award**”, formerly known as “*The Ernie Mielke Award*”, has begun.

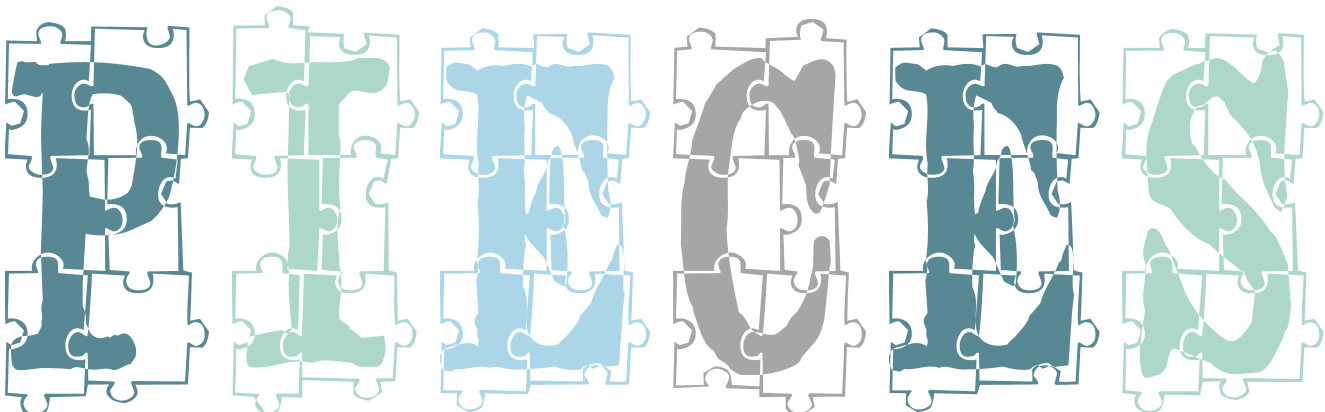
The updates to the nomination process were made to better align with the mission, vision, and values of the organization. The Essential Pieces Award nomination form allows for peer recognition (this includes staff members, physicians, and volunteers) of an individual who performs outstanding, consistent actions that contribute to the overall exceptional experience for the patients, residents and/or visitors of the organization.

The revamped nomination form can be found on Policy Medical (*Organizational Resources* → *Human Resources* → *Essential Pieces Award*). The updates made will hopefully provide a more simple layout for completing the nomination form. By explaining the criteria, the new form will focus on the written piece that describes how the individual nominated demonstrates outstanding, consistent actions that contribute to the exceptional experience for all.

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 form. The form can then be submitted to Amber Cox in which ever format works best for you, either email or a paper copy enclosed in an envelope.

**Nominations can be made up until December 31, 2019** for the current year. Nominations will be reviewed and the individual chosen will be recognized at the Annual Employee Recognition Event.

**To increase the prestige of receiving the Essential Pieces peer recognition award, an additional token of appreciation and recognition has been added to the honour. For the individual who is selected for the 2019 award, an educational bursary of \$500 will be provided by the organization. Further details surrounding the educational bursary will be shared at a later date.**



RECREATION STATION

JOIN US FOR AN EVENING  
OF HOLIDAY CELEBRATIONS

# *Christmas* **PARTY**

**Friday, December 6th, 2019**

*The Civic Centre*

16 Civic Centre Rd, Petawawa

Cocktails from **7:00 – 7:30 PM**

Dinner served at **7:30 PM**

*Catered by Ullrichs*

**Followed by Music & Dancing**

**DJ, Prizes & Cash Bar**

*Prizes sponsored in part by Pat St. Michael Insurance*

*Eat, Drink & Be Merry*

Ticket sales are now closed.

See you there!

Join the Residents for an afternoon of fun and holiday celebration

# Staff Children's Holiday Party



**Cookie Decorating  
&  
Hot Chocolate**

**Crafting  
&  
Face Painting**

**Sunday, December 8, 2019**

**2:00 PM – 3:00 PM ~ Four Seasons Lodge**

*Tis the season for celebration! Hope to see you & your little ones there!*

Please RSVP by Wednesday, December 4, 2019  
with Amber Cox, [amber.cox@drdh.org](mailto:amber.cox@drdh.org) or ext. 7114

**THERE WILL BE A HOLIDAY HOOTENANY 2.0 FOR STAFF—DETAILS COMING SOON!**



RECREATION STATION—SPIRIT DAY

**Red & Green /  
Ugly Christmas Sweater Day**



**Thursday, December 19, 2019**

**Join the Residents at 12:30 PM in Four Seasons Lodge**

**A prize will be awarded to the most festively dressed**

MEET THE MINISTER



**Minister Fullerton & William Willard**

On November 14, William attended the ground-breaking for Arnprior Regional Health’s expansion to their Long-Term Care Home, The Grove. During the event, William was able to meet the Minister of Long-Term Care, Dr. Merrilee Fullerton. The Grove currently has 60 beds, and was successful in receiving funding for an additional 36 beds.

## WCCT PROVIDES \$12,000 DONATION TO HOSPITAL



**The maintenance department at the Deep River and District Hospital (DRDH) was pleased to accept a \$12,000 donation from Weesoe Community Communication Technologies (WCCT) for the purchase of a garden tractor with attachments for snow removal – just in time for the snow! Pictured here, from left to right, are DRDH’s Martin Harris, Richard Bedard, Garry Hartlin, Keith Benson, Ian Wilkie, and WCCT’s Rick Jones, Jeff Bishop, Ross Judd and Chris Knight.**

Weesoe Community Communication Technologies (WCCT) has made a \$12,000 donation to the Deep River and District Hospital (DRDH) on behalf of its volunteers and customers. The donation is being applied to the purchase of a garden tractor with attachments for grass cutting and snow removal. The existing tractor far surpassed its life expectancy and maintenance staff look forward to using the new equipment.

WCCT is a community-based, volunteer-driven, not-for-profit company created in 2016 to deliver attractively-priced internet and phone services to Deep River and Laurentian Hills with the objective of donating its “operating surplus” to support initiatives key to sustaining the Deep River and District Hospital.

WCCT has rapidly expanded over its first few years in operation and currently delivers services to nearly 500 customers. The services of WCCT have been priced to save customers money over what the big companies provide while returning profits to the DRDH; which they achieve through the hard work of many local volunteers who provide the administration, marketing and sales, technical support, billing-accounting and managing of the business.

The Deep River and District Hospital would like to thank WCCT for all their efforts in making this most recent donation possible. The support of donors such as WCCT allows us to focus our operating dollars on the provision of excellent, compassionate health care for our communities.

To learn more about WCCT, to subscribe to their services, or to volunteer, check out their website at [wcc-tech.com](http://wcc-tech.com) or call them toll-free at 1-855-640-8202.

## 8<sup>TH</sup> ANNUAL KITCHISSIPPI RUN & BIKE PROVIDES \$8,000 TO MAJOR CAMPAIGN



On November 7, 2019 the Kitchissippi Committee was pleased to make an \$8,000 donation from the 8<sup>th</sup> annual Kitchissippi Run and Bike. The Committee hopes that their support can bring the DRDH Foundation closer to ‘crossing the finish line’ and reaching their goal of raising \$1.75 million for diagnostic imaging upgrades. Pictured here presenting the donation in the hospital’s X-Ray room in Kitchissippi swag, from left to right, are Committee Members Melissa Cloutier, Amy Joyce, Amanda Haughton, Colette Giroux, and Chris Doucette. *Missing from the photo is Kitchissippi Committee Member Barb Gallagher.*

On October 6, 2019, 208 participants took part in the 8<sup>th</sup> annual Kitchissippi Run and Bike in support of the Deep River and District Hospital Foundation. As always, the event was a fun opportunity for participants of all levels to get out and enjoy the beautiful fall scenery in the Petawawa Research Forest by walking, running or biking with friends and family. Distances included a Full Marathon bike and run (42.2 km), a Half Marathon bike and run (21.1 km), a 10 km run, a 5 km run as well as the 2 km Family Fun route.

The Committee would like to extend their thanks to all of the runners, bikers, walkers, volunteers, sponsors, donors, and supporters for their contributions to the event. In addition, this year’s donation would not have been possible without the efforts of participants who collected pledges leading up to the event. Over \$1,100 was raised by each Joan Miller and Isla Kittmer, which was instrumental in the fundraising success of the event.

Thanks to the support received this year, the Committee was thrilled to be able to donate \$8,000, which will be applied to the DRDH Foundation’s *Focused on You* major campaign, which aims to raise \$1.75 million for the purchase of new diagnostic imaging equipment for our hospital. Equipment purchases will include a new X-ray machine, portable X-ray machine, and ultrasound machine. The campaign has now reached over 75% of their \$1.75 million dollar goal, and the Kitchissippi Committee hopes this \$8,000 donation will bring the Foundation closer to ‘crossing the finish line’ of this campaign.

Mark your calendars, because plans are already underway for the 9<sup>th</sup> annual Kitchissippi Run and Bike, which will take place on October 4, 2020. Registration for the event will open soon!

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PLANNING MEETING FOR THE NEW FAMILY HEALTH TEAM BUILDING



A design phase meeting was held on Friday, November 1 with members of CSV Architects on site (*during a power outage*). At this meeting, the space plan was discussed and different options were considered for the location of the new building on the property. Application phase 6 of 9 has now been submitted. It is planned that all phases of the application will be submitted by February.



# North Renfrew Family Health Team



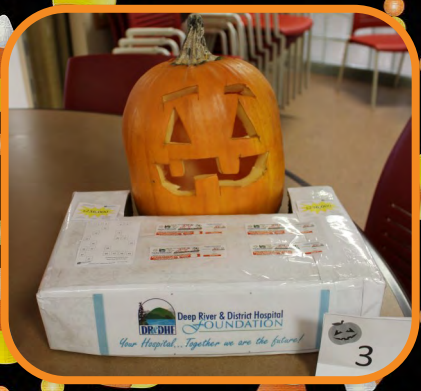
TRICK OR TREATING IN THE FOUR SEASONS LODGE



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"Spice" Girls Nailed it!

Pumpkin Carving Contest Winner—"Forky" aka Bianca



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THE CAUTERY MACHINE IS HERE

NEW EQUIPMENT



*The New Electrocautery Machine is Here!*

Thanks to an incredibly generous anonymous donation of \$7,000, the organization was able to purchase a new electrocautery machine. The machine uses electrical current to control bleeding.

Pictured here, with the new machine in the Emergency Department, is Dr. Ben Amor.

A huge thank you to the donor for your support and allowing us to purchase this updated equipment.





HAND HYGIENE—By Department

Deep River and District Hospital, Four Seasons Lodge, North Renfrew Family Health Team and Deep River Physiotherapy Center Hand Hygiene Report – October 2019					
	Goal	October	September	August	July
Clinical Nutrition	>92%	100%		100%	100%
Diagnostic Imaging	>92%	100%		80%	100%
Emergency Department	>92%	50%	25%	92%	
Family Health Team	>92%	75%	50%	73%	
Four Season’s Lodge	>92%	92%	47%	100%	23%
Laboratory	>92%	50%	100%	100%	50%
Medical Unit (RNs, RPNs, MDs)	>92%	87%	50%	80%	61%
Pharmacy	>92%	100%		100%	100%
Physiotherapy	>92%	100%		100%	80%
Support Services (Hsk, Food Service)	>92%	63%	59%	67%	23%

HAND HYGIENE—Organizationally

Deep River and District Hospital, Four Seasons Lodge, North Renfrew Family Health Team and Deep River Physiotherapy Center Hand Hygiene Report		
	Goal	October 2019
Organizational Hand Hygiene Compliance	>92%	81%



## WELCOME GRADE NINES



On November 16, two grade nine students spent the day at DRDH for Take Our Kids to Work Day. Pictured here are Kyea Lely, niece to RN Nicole Shankland, and Liam McDonald, son of Pharmacist Kevin McDonald.

The two students got a chance to learn more about various careers in health care and had some fun in the lab. A special thanks to Mike Wilson for giving the students a great introduction into laboratory medicine. Kyea looks like she's a natural!

## WELCOME NEW HIRES



On November 6, a new hire orientation was completed for three new hires.

Topics covered during the orientation included our strategic plan, organizational structure, standards of behaviour, policies, privacy & confidentiality, information technology, health & safety, emergency codes, incident reporting, quality frameworks, infection prevention & control, as well as the patient / resident experience, and more!

UPCOMING EVENT

Mother ~ Son  
**Ball**  
 Father ~ Daughter

VALLEY  
*Belle*  
 613.281.2692

January 11th, 2020  
 1:00pm - 4:00pm  
 Chalk River Lion's Club  
 Tickets: \$15

Proceeds to  
*The Deep River Hospital Foundation*

**FORMAL DRESS ATTIRE**  
**ADULT DRESSES CAN BE BORROWED**  
**FROM VALLEY BELLE**  
**\$10 PER DRESS**

613-281-2692

Calliefox  
 DESIGN

DR&DHF  
 Deep River & District Hospital  
 FOUNDATION

DCX  
 DIGITAL COPY XPRESS  
 Baby • Giftware • Home Décor • Greeting Cards  
 Office Supplies • Copy & Print Services

Is there something you would like to see appear in the next issue of the Zinger?  
 Please submit photos and information to [amy.joyce@drdh.org](mailto:amy.joyce@drdh.org).

The Deep River and District Hospital receives funding from the Champlain Local Health Integration Network (LHIN).  
 The opinions expressed in this publication do not necessarily represent the views of the Champlain Local Health Integration Network.