

North Renfrew  
Family Health Team

# THE ZINGER

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

August 2020



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MANDATORY EDUCATION—DUE AUGUST 31

Monthly education has resumed, as of the month of August.

Education was assigned as below, with a due date of **August 31, 2020**. If you have any questions please let Tabitha know.

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**All Staff**

Code Green

Code Red

Wearing and Use of Masks video

**Clinical Staff**

Donning and Doffing PPE video

**Admin-on-Call, Maintenance & RNs**

Fire Watch

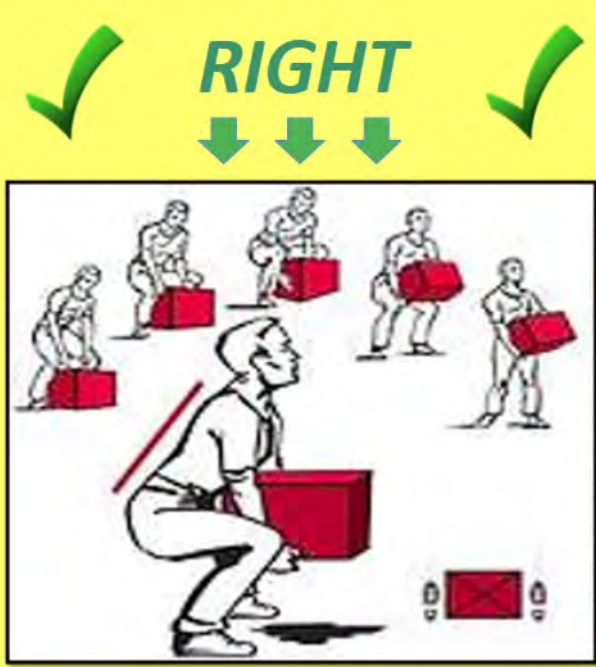
**RNs & FHT RPNs**

2020 Urinalysis Procedure

**LTC RPNs, PSWs, Dietary,  
Rec. Therapy & LTC Housekeeping**

Preparing and Serving Foods

Pleasurable Dining





## AN UPDATE ON EMERGENCY OPERATIONS – 5 MONTHS INTO THE COVID-19 PANDEMIC

Reaching 5 months since pandemic emergency operations began back in March, the Hospital, Long-Term Care, and Family Health Team are looking to share a summary of the many changes and hard work the organization has undertaken in response to COVID-19. Internal COVID-19 response email updates reached the milestone of 100 last week, creating an opportunity to pause, reflect, and share with our community the many, and sometimes rapid changes we experienced over the past 5 months, as well as where we are today.

### EMERGENCY DEPARTMENT AND MEDICAL INPATIENT SERVICES

After a period of reduced visits to the Emergency Department in April and May, visit volumes have now reached almost 70% of volumes from previous years. While the number of patients seeking emergency care is still less than in previous years, some patients have delayed seeking care and are now more sick than our previous patient population. Patients are reminded to contact your primary care provider / the Renfrew County Virtual Triage and Assessment Centre (RC VTAC) for less urgent concerns, and to continue to come to the hospital if you have a serious health concern. The Emergency Department team continues to work with significantly enhanced infection control precautions and has adapted protocols and work flows to meet new requirements in response to COVID-19. Please remember that patients seeking emergency care are permitted to have only one person accompany them, as per visitor guidelines when necessary.

The number of patients admitted to the Medical Unit remains high, ranging from 75-100% of beds in use over the past few months. A temporary surge actually saw occupancy briefly exceed 130% over the past few weeks. Many patients throughout the region remain in acute care medical units while they are awaiting placement in a Long-Term Care home.



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## DIAGNOSTIC IMAGING

After a sudden hold of all non-essential services in March, a slow, staged resumption of non-urgent outpatient X-ray and ultrasound services began in June. Diagnostic Imaging has now resumed expanded services including injection procedures, mammography and the Ontario Breast Screening Program. New referrals are being accepted, and patients that are due for a mammogram are encouraged to call and make an appointment. Women over 50 years of age who would like their mammogram in Deep River can call 613-732-1463 and request that their appointment be made in Deep River. The Diagnostic Imaging department continues to do out-patient X-rays and ultrasounds by appointment only. Family doctors or Nurse Practitioners are to fax requisitions to the Diagnostic Imaging Department, who will then call patients to schedule an appointment.

## LABORATORY

Laboratory services continue with appointment based care, completing blood tests daily, between the hours of 7:30 am and 11:00 am. To book your next blood work appointment at the Deep River and District Hospital, please call 613-584-3333 ext. 7850.

## OUT-PATIENT CLINICS

After a hold of services, out-patient clinics have worked to adapt to provide care in alternative formats. Ambulatory care, including diabetes education, clinical nutrition, and supported specialized clinics continue via virtual or phone delivery. Physiotherapy services have been re-established for inpatients, with community clinics and appointments remaining on hold.

## FAMILY HEALTH TEAM

The Family Health Team continues to deliver care primarily via virtual methods, with a graduated return to in-person visits in progress. Plans are in development to safely re-establish prioritized clinics in the fall, as well as support continued in-person care with the enhanced precautions necessary for safe primary care visits.

## FOUR SEASONS LODGE LONG-TERM CARE

Segregation of Long-Term Care operations and staff from the Hospital remains in place to protect our residents. COVID-19 testing for all residents and designated staff has continued twice a month at the direction of the Ministry of Long-Term Care, and will continue until direction is received to stop ongoing testing. The dedicated Four Seasons Lodge team has completed several cross-training activities and team members have been able to adapt their work routines and responsibilities to meet not only resident physical needs, but their social needs as well. The Four Seasons Lodge has also adopted a cat, Cesar, who is settling in well and is already well loved.



## VISITING

In compliance with provincial directives, a gradual and phased resumption of visitation is taking place at the Hospital and Long-Term Care. At this time, current visitor restrictions across Renfrew County Hospitals remain in place and will not expand further. Details of visiting policies can be found on our website at [drdh.org/visiting](http://drdh.org/visiting).



## COVID-19 TESTING

COVID-19 testing for members of the public remains available through the Renfrew County Virtual Triage and Assessment Centre (RC VTAC) and their drive-through clinics. The COVID-19 testing schedule can be accessed at [rcvtac.ca](http://rcvtac.ca). Testing is not being done in the Deep River and District Hospital (DRDH)'s Emergency Department.

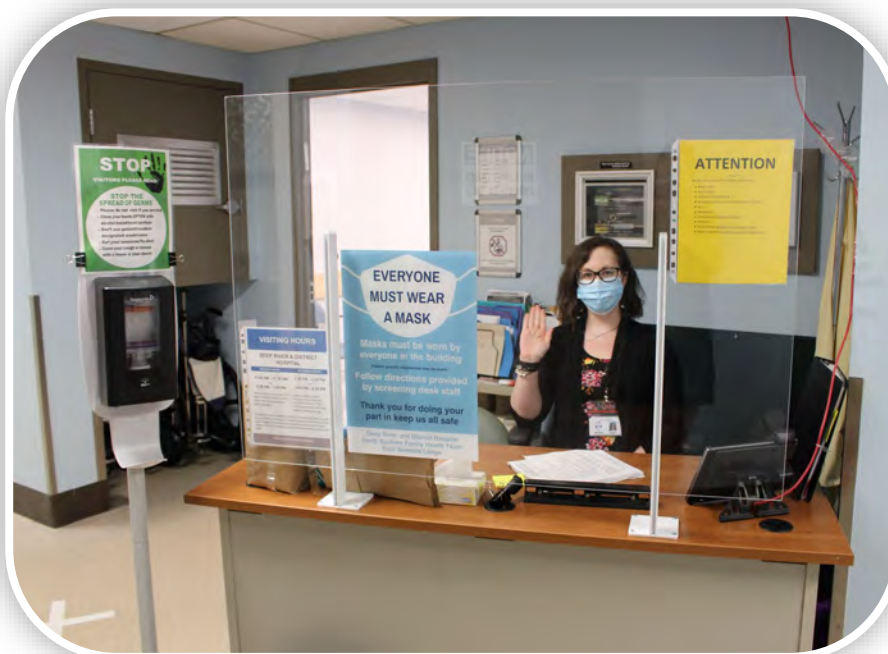
## PERSONAL PROTECTIVE EQUIPMENT (PPE) STATUS

While some minor supply challenges are ongoing, overall there is an adequate supply of personal protective equipment to support the ramp up of services across the region. At the present time, the organization has sufficient PPE to maintain services and safety for staff, physicians, patients and residents. Patients or visitors coming to the hospital are asked to wear their own mask when possible (unless otherwise directed by the screening desk), in order to continue to protect the supply of PPE for frontline healthcare workers.

## ENTRY TO THE ORGANIZATION & SCREENING

All individuals entering the building continue to do so through a single entry. This single entry ensures we are able to screen and put appropriate protection measures in place for persons coming into the organization, such as the right type of mask. The organization is currently planning to incorporate screening as part of our 'new normal', in order to have this

resources in place over the months to come. It is crucial that those entering the organization listen carefully to the screening desk staff and answer all questions truthfully. Answers to the screening questions will not affect access to services, but will direct which precaution measures need to be put in place.





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**THANK YOU, THANK YOU, THANK YOU!**

“On behalf of our entire organization, I would like to extend a very sincere thank you to all our staff, physicians, and the community for their efforts navigating these past 5 months of emergency operations, rapidly changing directives, and all of the unforeseen situations we have found ourselves in” said Janna Hotson, Chief Nursing Executive and COVID-19 Response Team Lead. “We are so proud that our team has managed to maintain operations and services when they have been needed most, and kept our focus on keeping patients, residents and each other safe through it all.”

*thank you*

KEEP YOUR DISTANCE!

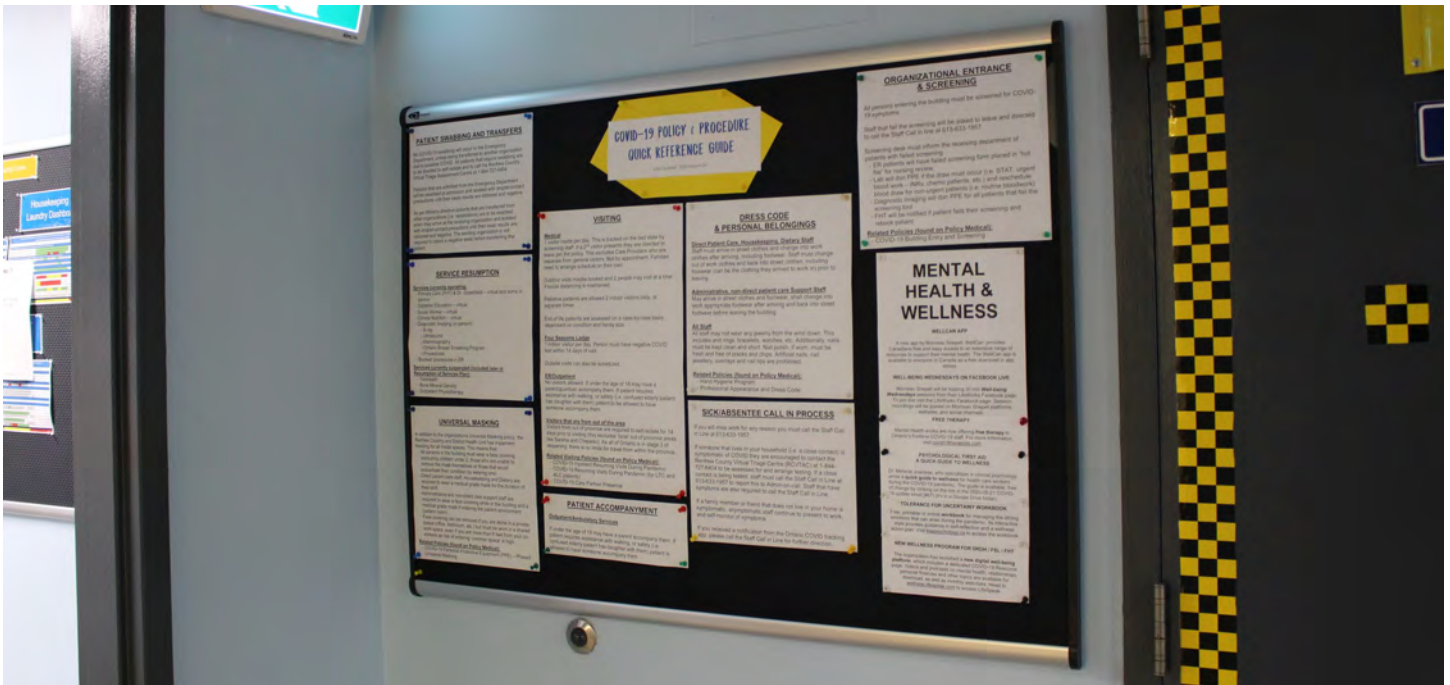
Just picked up my social distance support animal.



## COVID-19 POLICY AND PROCEDURE QUICK REFERENCE GUIDES

COVID-19 has required many updates to the organization's Infection Prevention and Control policies, as well as introduction of new policies and procedures to adapt to the pandemic state. As we transition from temporary emergency response to maintenance and prevention, updated policies and procedures that incorporate our updated processes are being put into place.

To help support staff, a quick reference guide for policies and procedures impacted by COVID-19 has been developed. An updated version will be released for all staff weekly on Mondays and will be shared by e-mail, posted on the staff information board outside the staff change room (pictured below), and placed at the Nurses station in the Four Seasons Lodge.



## SCREENING UPDATES

As we move screening from an emergency measure into day-to-day operations of the organization, a review was completed of the screening procedure.

Two changes were implemented as part of the review:

- 1) The general age question of "Are you over 70?" has been removed, but the question on worsening conditions remains in place for patients seeking care in the Emergency Department.
- 2) Prior to implementation of a dedicated entrance for Four Seasons Lodge staff, the organization implemented temperature monitoring at the front entrance screening desk following direction from the Ministry of Long Term Care. As Four Seasons Lodge staff have a dedicated entrance, temperature monitoring will no longer be part of the screening protocol for the Hospital effective August 24, 2020.

### Temperature monitoring remains mandatory for all Four Seasons Lodge staff.

For those staff who primarily work in the hospital side, but may need to enter Four Seasons Lodge (i.e. Maintenance, IT, IPAC, etc.) you will be required to have your temperature taken and recorded on a screening tool prior to entering Four Season Lodge.

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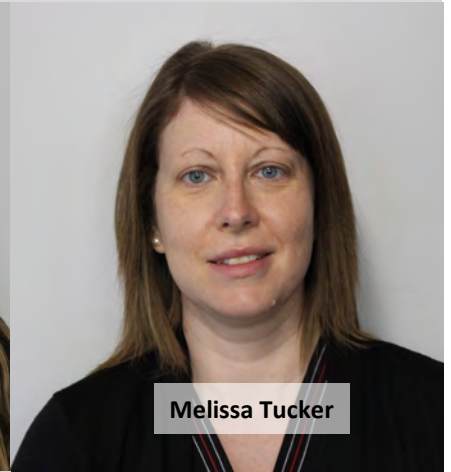
NEW HIRES



Jamie Hopkins



Skye Mullen



Melissa Tucker



Aislinn Shortt



Patricia Howat

This month, we are pleased to welcome seven new members to the team. **Jamie** and **Skye** are students who will be working in reception. **Melissa** is Registered Nurse, **Aislinn** will be working as a screener, and **Patricia** will be working in housekeeping. **Devin Turnbull** and **Hanin Zahlan** are students will be working in Dietary (not pictured here—pictures to follow in next month’s Zinger).

welcome

CONGRATULATIONS KIM

Kim White, who is a Medical Radiation Technologist in Diagnostic Imaging, is now also a Diagnostic Medical Sonographer.

Congratulations Kim!





## SWEET DREAMS

Dr. Suttie and his wife welcomed baby Declan Crichton Suttie on August 4, 2020 at 13:13. He and mom are both doing well and enjoying the whirlwind of parenthood! He must be dreaming of something really good!



## THANK YOU FROM NANCY



Nancy Robertson requested that the following message be sent to all staff as a thank you to everyone for helping her celebrate her retirement:

*Hi to all,*

*I am very sorry to have taken so long to express my heartfelt thanks to all of you for all the memories that I am taking with me after 40 years of working at DRDH. Some of you I have known for many years while some of you I may not know that well. Some of you I have worked side by side with while others I may have only exchanged greetings with while passing in the hall. All of you make up the fabric of life at DRDH – which means you are a part of the fabric of my life.*

*I would like to thank everyone who took the time to wish me a happy retirement. To those of you who came to the surprise BBQ on my last shift, you certainly did surprise me. It was great seeing so many faces – both from the past and from the present. A special thanks to Mary who worked so that I could attend!!*

*To those of you who contributed to my retirement gift – thank you and I will think of you when I wear the beautiful earrings and bracelets. A special thank you to James for the excellent choice!*

*While I miss the day to day camaraderie of working alongside some of the best people there are, I am enjoying my time at home relaxing and recovering from 40 years of shift work.*

*Wishing all of you the best and keep well and safe. Take care and as the song goes “thanks for the memories”*

**Nancy Robertson**

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## Safe Outings Now Possible for Four Seasons Lodge Residents

Last week, the province of Ontario announced that Long-Term Care residents can once again leave their residences for short-stay and temporary absences. Following the advice of the Chief Medical Officer of Health, residents can now spend time away from the Four Seasons Lodge for either day-trips or overnight absences.

Short-stay absences include day-trips for health care, social, or other reasons and do not include an overnight stay. Notice must be provided to the Four Seasons Lodge at least 5 business days prior to an outing. Residents will be provided with a medical mask to be worn at all times outside of the Home, and will be reminded of the importance of public health measures such as physical distancing. When they return home to the Four Seasons Lodge, residents will be actively screened but are not required to be tested for COVID-19 or to self-isolate.

Temporary absences include one or more nights away from the Four Seasons Lodge, and are decided on at the discretion of the Home on a case-by-case basis. Risk factors of the absence will be considered, such as the safety risks of a family weekend vs. those of a large gathering. Requests for a temporary absence must be submitted to the Director of Care, Allison Lepack, at least 5 business days prior to the leave. Unlike a short-stay absence, residents returning from a temporary absence will be required to self-isolate for 14 days for the protection of their neighbours.

“As members of our community begin to resume activities, we look forward to our residents being able to spend time with their loved ones again, outside of the home”, said Allison Lepack, Director of Care at the Four Seasons Lodge Long-Term Care Home.

Janna Hotson, Administrator for the Home, expressed that, “It is our hope that these welcome changes from the Government of Ontario will improve residents’ quality of life, while keeping them safe”.

The Four Seasons Lodge will continue to make every effort to support the safety and emotional wellbeing of residents, and will share further updates as direction is received from the province.

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## Ask the Experts: Overcoming Back to School Anxiety

### Question:

What advice do you have for parents who are juggling careers, being a teacher for e-learning, and a spouse all at the same time?

### Allison Villa:

There is a lot for parents to manage at this time! Adjust your expectations of yourself. Set yourself up for the long game - this is a marathon, not a sprint, as they say. As you already know from your experience in recent months, it's essential to create habits and expectations that are sustainable. We've seen many parents nearing burn-out because they have - with the best of intentions - attempted to maintain their performance at work while learning to homeschool while having the kids home 24/7. Be sure to create a family schedule that includes room for you to have alone time/self-care time (this is essential to the health of your romantic relationship) and if possible, ask for support in whatever capacity you need.

### Question:

My child already had anxiety about school. Now that he has been away for almost 6 months are there any tips or things I can do to help him ease back? Visiting the school is something I would consider but now cannot.

### Allison Villa:

We need to be creative about how to help anxious children transition back to school under the circumstances. Depending on the age of your child, you can use puppets/lego/stuffies or drama activities to "act out" going back to school. Go through the details of the day - from waking up, to putting on the backpack, to wearing a mask, to waving goodbye - this will help to normalize the experience and ease the transition. Children build resilience when they act out scenarios in a safe environment, especially when done with a parent or caregiver.

### Question:

My 13 yo daughter started school online yesterday - 7 hours on Zoom with 10 minute breaks every 50 minutes and a half hour for lunch. By the time she was done she was a nightmare! How can I help her to prepare for her days and also transition off of the screens (when all she wants to do is be on her phone after)?

### Allison Villa:

As you have experienced, it is extremely difficult for developing minds to regulate their emotions after extended screen-time. It's common for children to have tantrums when they are removed from a screen (even if it is a learning-based tool). For the brain, the screen is like a drug that has been taken away, hence the intense withdrawal symptoms. It goes without saying, that the amount of screen time that you are describing is not healthy for anyone, especially a child. You must advocate for your child and speak to the school about adjusting the learning approach. Hopefully, there will be more balance between screen-learning, and assignments as schools get feedback from students and parents.

Click here to read the full article from LifeSpeak: <https://wellness.lifespeak.com/expertblog/4122>





## CATCH THE ACE NEWS



Deep River & District Hospital  
FOUNDATION

## CATCH THE ACE



The Foundation conducted a “must go” lottery draw to wrap up the lottery that was mid-way through when the pandemic began, and will soon be resume with an online electronic ticket version.

While a normal draw allows only one ticket to be drawn, a “must go” lottery draw is one in which tickets are drawn until the Ace of Spades is revealed. The first ticket drawn was bought by **Barbara Clark**, a new resident to Deep River. Since her ticket was the first out of the rotary drum, she received the weekly prize of **\$8,758**, but her selected numbered envelope revealed the Jack of Spades. So, a rather large number of tickets were then sequentially drawn, 21 tickets in total, thus eliminating 21 envelopes of the 42 envelopes pinned on the envelope board. Eventually, the ticket purchased by **Ian Ingram** of Deep River, caught the envelope containing the Ace of Spades. At the point in time of the draw that Ian’s ticket was drawn, his selected envelope, Envelope #9, had already been

chosen and opened, so Envelope #11 as the lowest numbered unopened envelope was removed and opened to reveal the Ae of Spades. Ian Ingram received the progressive jackpot of **\$73,551**. Even as a shortened event, this lottery provided significant revenue!

**TICKETS WILL BE AVAILABLE FOR PURCHASE ONLINE ON SEPTEMBER 10, 2020 AND THE FIRST DRAW WILL BE HELD AT 6:30 PM ON THURSDAY, SEPTEMBER 17, 2020.**



## SUMMER CLEAN UP

Thank you to everyone who has assisted with identifying items to discard and cleaning out all areas of the organization. We have managed to fill the summer clean out dumpster (twice!), and clear out many items that are no longer useful, opening up new (and more readily cleanable) space for all of us. Thank you in particular to our Maintenance Staff who moved many, many items from all over to help in the clean out efforts, and to our housekeeping staff who have assisted in cleaning many areas that are now emptier.



## MASK SALES



On August 10, Jenny Ward and Audrey Turner provided the Deep River and District Hospital with a donation of **\$4,510** that they raised through the sale of hand-made cloth masks. This donation is the second one received by the Hospital this summer, as Jenny and Audrey also provided a \$1,000 donation in June. The organization is so thankful to Jenny and Audrey for their fundraising success and the countless hours they have put in to make thousands of masks for our community.

Pictured here, from left to right, is William Willard - DRDH Chief Financial Officer, Audrey Turner, Jenny Ward, and DRDH Chief Executive Officer – Richard Bedard.

Jenny and Audrey would like to extend a special thank you to Steve Langfield for allowing the masks to be sold at Giant Tiger, and to the fantastic staff members for helping to facilitate sales.

*thank you*



## PERFORMANCE APPRAISALS



Over the past year, a performance appraisal program was re-developed internally for our organization. This program was created to re-establish a formal feedback process, foster self-reflection and assist with identifying areas for growth. This program establishes the goal to have performance appraisals completed on a regular schedule. Throughout 2019, management and executive members trialed the re-developed performance appraisal process, which is now ready for all staff to participate in.

Beginning this month, departmental leaders will begin scheduling Performance Appraisal meetings. Departmental leaders will schedule a time for the formal Performance Appraisal meeting during regularly scheduled shifts, and will forward documentation that must be completed and returned in advance of the booked meeting time.

An updated policy can be found on PolicyMedical: **Employee Development Program—Performance Appraisals**.

Employees are required to complete the “**Employee Evaluation Tool**” and “**Employee Development Plan**” documents (found on PolicyMedical) and return them to their supervisor in advance of the meeting. The **Leader Evaluation Tool** is to be completed by the supervisor.

Performance appraisals will begin with full and part-time staff with over one year of service, with the goal of 100% appraisals completed by December 2021. Read the full memo (Communications and Memos—> All Staff Memos) dated 2020-08-17 for the full details.

## PASSWORD CHANGE

As DRDH network passwords are required to be updated every 180 days, many of you will be receiving a notification to change your network password in the near future (if not already). This note is intended as a guide to help you with that task.

Every DRDH email password must:

- **Contain at least one uppercase letter**
- **Contain at least one lowercase letter**
- **Contain at least one number**
- **Contain at least one special character (for example: #, \$, %, !)**
- **Not contain any parts of your name**
- **Be at least 12 characters long**
- **Not re-use any of your previous 8 DRDH passwords**



If you have any questions, please do not hesitate to contact IT for clarification or to help with the password change process.



BUILDING UPDATES



The replacement of our hot water boilers is complete! Pictured above is the installation of new propane tanks, and some serious trenching! The picture below is the new blue boilers with all the piping in place. Now, let's hope we don't need to turn on the heat anytime too soon!



## LEADERSHIP UPDATES

**HUMAN RESOURCES**

As many are aware, Michelle Robertson has resigned from her role as Human Resources Officer with our organization to pursue other career opportunities.

We are actively recruiting for a new Human Resources Officer for our organization. During this period of transition, William Willard will be handling all organizational matters related to Human Resources. Please do not hesitate to reach out to Will with any Human Resource questions or concerns.

**DIRECTOR OF CARE & MANAGER OF CLINICAL SERVICES**

Allison Lepack, Manager of Clinical Services & Director of Care, will be on an extended leave, effective September 3, 2020. As an interim measure, Janna Hotson will be supporting long-term care operations until this leadership role can be filled.

Recruitment for a Director of Care continues with the goal of having the role filled in the next few weeks. A posting will be shared broadly to give the best chance of recruiting a candidate who will bring knowledge and experience to our organization to support of staff, residents, patients, and families through this role.

Starting the weekend of September 5, Janna will be on-site in the Four Seasons Lodge to work directly with the FSL Team as they continue to provide our residents with an excellent, compassionate health care experience.

We wish Allison well on her leave, look forward to her return, and thank her for the support and leadership she has provided for all of us.

Should you have any questions, please do not hesitate to reach out to Janna directly.

*good-bye and good luck*



## WARNING—PHISHING EMAILS CIRCULATING

We have received a few 'phishing' emails recently stating that DRDH email messages are being held due to errors with individual email accounts (example below ). Please note that these are **not** legitimate messages. They are attempts to have you follow the embedded link to a potentially unsecure and dangerous site. If you receive an email like the one below, please inform Scott Goodchild, then delete that message from your mailbox.

**From:** drdh.org <[paul2905911312@hotmail.com](mailto:paul2905911312@hotmail.com)>  
**Sent:** Wednesday, August 26, 2020 7:43 PM  
**To:** Assistance <[Assistance@drdh.org](mailto:Assistance@drdh.org)>  
**Subject:** drdh.org server is holding Eight (8) incoming mails.

**\*\*\*\*\* WARNING! EXTERNAL E-MAIL \*\*\*\*\***

Dear [assistance@drdh.org](mailto:assistance@drdh.org) ,

Due to some errors in your e-mail [assistance@drdh.org](mailto:assistance@drdh.org) in response to a complaint received by your e-mail administrator, drdh.org server is holding (8) undelivered incoming contact messages.

Kindly **[FIX THE PROBLEM HERE](#)** with your e-mail administrator to avoid missing important mails.  
 Email support team.  
 drdh.org

## CESAR THE CAT



Cesar, the cat recently adopted by the Four Seasons Lodge, is still doing well and adjusting to his new fur-ever home!



## HEALTHY CONVERSATIONS ABOUT RACISM IN HEALTHCARE



## ON CALL



The Ottawa  
Hospital  
Podcast

*If anyone is looking for a podcast to listen to on your commute to work, check out The Ottawa Hospital's podcast called "On Call: The Ottawa Hospital Podcast". They are doing an extremely important series right now on racism in health care. Click on the logo to the left to read more.*

### On Call: The Ottawa Hospital Podcast – Healthy Conversations on Racism in Health Care

The Ottawa Hospital does not exist in a vacuum - it is a microcosm of the greater community. As such, the events that affect our community, our employees and our patients have a direct effect on the hospital.

In support of our employees, patients and the community at large, The Ottawa Hospital would like to engage in an honest conversation about racism, particularly against Black people. Join Ellen Alie, Seth Oduro and Dr. Kwadwo Kyeremanteng in the latest episode for a panel discussion on racism in health care, how to address it, and where we go from here.

Panelists:

Seth Oduro, Manager of Environmental Services, TOH

Ellen Alie, Manager of Integrated Cancer Screening and Prevention (Regional Cancer Program) and Corporate Breast Imaging (TOH)

Dr. Kwadwo Kyeremanteng, Intensive Care Unit (ICU) Physician, TOH

While this discussion is focused on Black experiences, it does not diminish the experiences of others. We hope this will be a first step towards an ongoing, broader conversation.

On Call: The Ottawa Hospital Podcast will feature stories of care, innovation and compassion, all happening right here at The Ottawa Hospital. Check it out on Apple Podcasts, Google Podcasts or direct download. Stay tuned for more episodes!

### 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 —> 2020-2021.**

*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.