

North Renfrew
Family Health Team

THE ZINGER

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

December 2020



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MANDATORY EDUCATION—DUE DECEMBER 31, 2020

Education for the month of December has been assigned as below, with a due date of December 31st, 2020. If you have any questions please let Tabitha Kearney know:

All Staff:

- WHMIS
- Body Mechanics
- EFAP Introduction Videos

Medical RPNs and Long Term Care Staff:

Person-Centred Language Courses (not on Surge, please follow this link:

<https://learn.clri-ltc.ca/courses/person-centred-language-team-members/>)

This course consists of 3 15-minute modules. Staff will have until February 28, 2021 to complete (pace of 1 module per month)

When completed please provide your certificates to Tabitha or Jenny by e-mail or print off and leave in their mailbox.

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DRDH ANNOUNCES NEW PRESIDENT & CEO

The Board of Directors is pleased to announce the appointment of Janna Hotson as President and CEO of the Deep River and District Hospital, the Four Seasons Lodge, and the North Renfrew Family Health Team, effective April 2021.

Janna holds a Registered Nurse designation, as well as a Masters Degree in Health Administration, and is a Certified Healthcare Executive. Over her tenure at DRDH she has held several positions of increasing leadership, including her current role as Vice-President of Clinical Services, Chief Nursing Executive, and Long-Term Care Administrator. During this year, Janna has also acted as COVID-19 Response Team Lead, navigating the organization through the current pandemic, and has proven to be well qualified to fulfil the President and CEO position.



Current President and CEO, Richard Bedard, announced his retirement from the Deep River and District Hospital, the Four Seasons Lodge, and the North Renfrew Family Health Team in the spring of 2021. Richard will be leaving the organization after a 33-year career in health care, including serving as President and CEO of DRDH for the last five years. Under his leadership, the organization underwent significant transformation and integration, which has positioned DRDH well to continue providing excellent, compassionate health care into the future.

The recruitment process for our President and CEO was conducted by a Selection Committee of the DRDH Board of Directors. The Board of Directors is very pleased with the results of this recruitment process, and extends a warm welcome to Janna as she assumes the position of President and CEO. In the New Year, Janna will be assuming a Senior Vice President role to facilitate the transition.

The Board of Directors expresses their gratitude and appreciation for all that Richard has contributed throughout his tenure with the organization, and wishes him well in his upcoming retirement.

Please join me in congratulating Janna Hotson on her appointment as President and CEO.

Christopher Carroll, CPA
 Chair of the Board of Directors
 Deep River and District Hospital, Four Seasons Lodge Long-Term Care,
 North Renfrew Family Health Team

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NEW HIRES



Kristen Stoddard



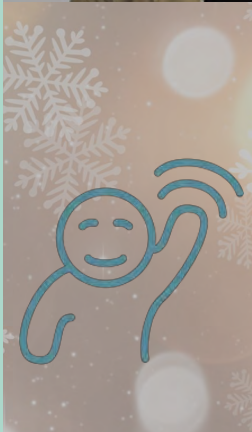
Heidi McFarling



Rachel Harman



Celene Stamper



This month, we are pleased to welcome four new members to our team. Kristen and Heidi will be working in housekeeping, Rachel is a Personal Support Worker, and Celene is a Registered Nurse. Celene is a Nurse in the military, who completed a rotation with us earlier this year, so welcome back!

welcome

CHRISTMAS SWEATER WEEK

Well isn't this a Christmas photo to remember!? William Willard, Amy Joyce, Janna Hotson, and Amber Cox showed off their Christmas sweaters on December 21. Did you don some holiday apparel this week? If so, send photos to Amber Cox, we would love to see them (there might be a prize)!

Don ye now your plague apparel, fa-la-la, la-la-la, la-la-la!



HAPPY RETIREMENT JAMES!



After more than 20 years at the Deep River and District Hospital, James Elliott is retiring! Staff distantly-gathered to celebrate James' retirement on December 22. Among the tokens of appreciation James received was the "Golden Swab", presented in recognition of all the COVID-19 swabbing James has done for our staff and community this year. James is truly an amazing nurse, who will be leaving DRDH a better place because of his caring and compassion. We will miss you James, and wish you all the best in your retirement.

congratulations james



BEST WISHES MELINDA!

We also said farewell this month to Melinda Lorbetskie, Ward Clerk, whose last day was on Friday, December 16. Melinda has been at DRDH for 22 years, and will be greatly missed by all! We wish Melinda all the best in her future endeavours.

Melinda is pictured here delivering cake on her last day...parting is such sweet sorrow!

best wishes melinda



10 Tips For Losing Loneliness

Loneliness is an emotion that loneliness researcher John Cacioppo called “social pain.” It’s the feeling you get when distressed or anxious due to a perceived lack of connection with others when you need it or want it. The good news is that there are many active steps we can take to tackle loneliness!

1. **Become aware and name that you feel lonely.** Write down your thoughts and feelings and try to discover the gaps in your social experience.
2. **Gain perspective.** Consider how our changing social structures enable loneliness. Due to things like later marriage, divorce, geographical moves for work and education, people often find themselves at loose ends socially, many times in life. And especially now with mandated social distancing, it is only natural to feel an increase in loneliness when we may be separated from family and friends. Be kind to yourself and know that there is nothing wrong with you.
3. **Become socially creative regarding COVID-19 related life changes.** Being creative and learning new ways to work and connect with others is key. Set aside time to meet family, friends, and coworkers through phone calls, Skype, FaceTime, email, texting, and even writing old-fashioned letters! It’s the little things that count – sharing a joke, pictures, and music.
4. **Make relationships a priority.** There is no substitute for developing and sustaining ties, even if they are bite-sized (think 10-minute conversations with a friend). Other ways to focus on socializing is by volunteering at a social distance or joining a personal interest group (e.g., a virtual game or book club).
5. **Prioritize sleep.** Studies show that a good night’s sleep makes us feel less lonely and better equipped to enjoy the day.
6. **Make good use of “me time”.** Just as it is essential to connect with others, it’s important to spend some of our alone time connecting with ourselves, be that through nature, hobbies, or in mindfulness practice to feel comfortable and benefit from healthy solitude. During COVID-19, we can plan for how we would like our relationships to be once the pandemic is over. It is a time to dream, think, and plan to optimize our relationships now and once the pandemic is over.
7. **Practice relaxation.** Even a few minutes a day of breathing exercises, light stretching, yoga, meditation, journaling, and other quiet activities can calm the body and the mind.
8. **Exercise.** Daily exercise, indoors or outdoors, improves physical, emotional, and mental health, including decreasing loneliness and improving mood.
9. **Enjoy nature.** Research shows that we are healthier when we are close to nature. If you are unable to go outside, you may try a little gardening or buying plants, herbs, and flowers for your home.
10. **Cultivate gratitude.** Taking stock and being grateful for the connections and relationships in our lives creates the confident, open mindset that makes new connections more likely to happen.

Article adapted from LifeSpeak:

<https://lifespeak.com/being-alone-together-the-social-pandemic-of-loneliness-during-covid-19/>



FOUNDATION NEWS—COMMUNITY FOUNDATION SUPPORT



Since the COVID-19 pandemic was declared over seven months ago, community-based charities and nonprofit organizations have been working tirelessly to provide emergency support, in particular to individuals and communities experiencing heightened vulnerability. The Deep River & District Community Foundation invested \$12,400 to fund the DRDH Foundation to bring high-speed fibre-optic broadband service to the Deep River & District Hospital and the Four Seasons Lodge. The project will bolster the Health Information Systems and will permit in-patient and long-term care residents to use modern information tools to communicate with family and friends as well as accessing information and services available over the internet.

FOUNDATION NEWS—TRIM THE TREE



Trim The Tree is an annual fundraiser that is paired with the Christmas tree lighting at town hall. This year due to COVID-19, we have created an online Christmas tree that you can help decorate.

Simply donate or recognize a loved one with a gift that will support our hospital. Money raised goes to the hospital's "Focused on You" Major



COVID-19 FRIENDLY GUIDELINES FOR PATIENT AND RESIDENT GIFT-GIVING THIS HOLIDAY SEASON

The Deep River and District Hospital and Four Seasons Lodge wish to support families and loved ones to remain connected with patients and residents this holiday season, while remaining safe from the risk of infection. As we continue to face the COVID-19 pandemic entering the holidays, guidance provided by the Renfrew County and District Health Unit is being followed in order to help reduce potential spread of the virus.

With the understanding that Christmas and the surrounding holiday season is an important time for so many of us, and that being away from loved ones can be very difficult, our organization will be working to ensure patients and residents can still receive messages of love and support, along with gifts, while adhering to COVID-19 safety measures.

To minimize potential risk of transmission through well-intentioned holiday gifts for residents or patients, the following guidelines will be in effect for gifts brought into the organization:

- Items must be in a package that can be wiped down and disinfected.
- Clothing and material items must be machine washable, sealed in original packaging (plastic), or freshly laundered and bagged.
- Food items must be pre-packaged in their original sealed packaging.
- No homemade baked goods can be accepted, including goods intended to be shared with staff.
- No flowers, plants, or heavily scented items can be accepted.

Family members and other loved ones are asked not to prepare gifts if they are ill or have any signs or symptoms of COVID-19. Anyone who is preparing a gift is asked to wash their hands thoroughly prior to doing so.

This holiday season will be unlike any we have experienced, and we thank you for your cooperation in working together to keep our organization as safe as possible. We would like to wish all our patients, residents, and their families a safe and happy holiday season.



NEW WAITING ROOM BARRIERS



New sneeze and cough protection barriers have been installed in the Emergency Department and Laboratory waiting areas. These barriers will help reduce the risk of transmission and allow us to accommodate more patients safely in these areas. Thank you to everyone who helped put them together and to housekeeping for keeping them clean!

NEW GOGGLES



New goggles have arrived! The new goggles, modelled above by some of our lovely Four Seasons Lodge staff members, offer an alternative form of eye protection to the face shield. Goggles also help improve communication, both with residents or patients and between staff, since face shields can make hearing each other a bit of a challenge.

FOUR SEASONS LODGE NEWS—NEW ADDITIONS!

The Four Seasons Lodge has a new helper who will be displaying the menu each day, but we need your help in naming him!

The Residents had some ideas at their last Residents' Council meeting, but were not able to settle on the perfect name for their new Chef friend. If you have any name ideas, please share them with Jenny Hickson. Do you think he looks like a Luigi? Roberto? Steve? Let us know.



The Four Seasons Lodge has also had a fresh coat of paint in the main living and dining area—a pretty shade of blue that was chosen by the Residents. The new wall-mounted TV is a smart TV, which allows the residents to do fitness or other classes on YouTube, play Wii, participate in virtual church ceremonies, and maybe even binge a little Netflix.

Stay tuned for photos of further updates to this space, including the new dining tables. The new tables will be equipped with plexi-glass dividers to enable residents to enjoy their meals closer together again, while still keeping each other safe.

FOUR SEASONS LODGE NEWS—REMEMBRANCE DAY



This year, residents in the Four Seasons Lodge held their own intimate Remembrance Day ceremony at home. Wreaths were also laid on behalf of the organization at the private ceremonies that took place in Deep River and Petawawa.



FOUR SEASONS LODGE NEWS—SECRET SANTA

To spread a little bit of Christmas cheer and bring a smile to the face of our residents, we decided to do a Secret Santa this year.

Thanks to our amazing staff members, I mean Santa, we are going to be able to provide gifts to every one of our residents, as well as our ALC patients on the Medical Floor!

A massive thank you to Santa's Helper, Amber, for coordinating the Secret Santa and ensuring all the gifts follow COVID-19 safety guidelines.



FOUR SEASONS LODGE NEWS—FOREST COVER DONATES CENTERPIECES



Thank you to Forest Cove Farm & Country Market for their donation of beautiful centerpieces for the Four Seasons Lodge again this Christmas.

The arrangements were donated early enough to undergo a quarantine period before going into the home.

Pictured here is Andrew Graham of Forest Cove, dropping off the centerpieces to a festive William Willard, DRDH CFO.

thank you

MEMOS

2021 SYSTEMS MAINTENANCE

The DRDH IT department will be implementing a regular systems maintenance schedule for 2021. In order to support the security, performance, and integrity of our systems, it is necessary to spend time servicing these systems through a controlled and manageable process. Maintenance events will always be conducted on weekends and will generally require some (short) system downtimes. For each particular maintenance event, outages may occur on systems such as email, phone system, Anzer, SpiceWorks, VPN connectivity, eHealth connectivity, etc.

There will be short downtimes for each system in scope through the course of each particular maintenance event. DRDH IT will endeavor to keep downtime to a minimum; however, avoiding maintenance downtime altogether is not possible. Therefore, for each particular maintenance event, DRDH IT will provide adequate warning to all Staff, Physicians and affiliate agencies.

This regular maintenance does not rule out the possibility of future unscheduled downtime, but will minimize the need for and possible extent of these unscheduled outages.

All scheduled maintenance events will begin on a Saturday at 9:00 AM (Eastern Time). For any particular maintenance event, the individual systems in scope may experience short downtimes, with the total duration for all maintenance activities to be approximately 5 hours. Please refer to the memo dated 2020-11-30 for the list of scheduled maintenance dates and the full list of systems that may be affected.

MEMOS CONT'D...

SHOES

Ian has cleaned out some shoes from the locker rooms and Emergency Department storage rooms. It is assumed that these shoes belong to past employees, but if Ian has taken your shoes by accident—please let him know. The shoes will be held until January 15, 2021.

VACTION CARRY-OVER EXTENSION

Due to the suspension of vacation time from March 26-June 11, 2020 and in recognition of the extraordinary efforts all staff have put forward through these very challenging times, the organization is permitting employees to carry over an additional 37.5 hours of vacation time to be used no later than June 30, 2021.

This one-time carry-over of vacation time is in addition to the carry-over of vacation time permitted by your respective Collective Agreement. This applies to vacation time accrued in 2020 only.

Part-time employees are also permitted to carry over this additional vacation time.

If Ian did not receive a request to carry over addition time by the deadline of December 14, then your vacation will be paid out as per the usual process.

EMPLOYEE AND FAMILY ASSISTANCE PROGRAM

As this very challenging year draws to a close, this is a reminder that there are resources available to all employees and immediate family members. The Employee and Family Assistance Program through Morneau Shepell is a fully confidential service available 24/7 where one may obtain connection to counselling, advice on legal or financial matters or simply a place to find information on daily questions/concerns. You can call 1-844-880-9142 or email or look for information on your own through the website. There is also an app to available to download.

You can visit the website at www.workhealthlife.com to view the resources available. In the field type “Deep River & District Hospital” (Note – you must type ‘&’ – if you use ‘and’ the name of the organization will not come up). This will redirect you to you to the organization site and access to the various resources. There are articles on parenting, mental health, financial planning, and much more.

Stay safe this holiday season and all the best for 2021. Please reach out to Mary Goodchild you have any questions.



INFLUENZA VACCINATION RATES



89% of staff and physicians have received their flu shot this year!



So far this year, 130 of our staff members and physicians have received their influenza vaccination...which makes our vaccination rate 89%! Thank you to everyone who received their flu shot and is helping to fight the flu this year.

Also, a huge shout out to Alana Hawley (pictured above) who has been working so hard to vaccinate our staff members and physicians. Alana was also instrumental in the planning and execution of our community flu shot clinics, where an additional 500 people were vaccinated. Thank you Alana!



HOLIDAY THANK YOU—TURKEY VOUCHERS!

Although this year feels much different than others due to COVID-19, the Holiday Season is officially upon us!

Our Board of Directors and Executive Leadership Team want to take a moment to thank everyone within our organization who have shown their dedication and commitment to our patients and residents over this past year. Even with all of the unknowns and change, our staff and physicians have worked tirelessly to provide our patients and residents with an excellent, compassionate health care experience, every time.

Due to provincial restrictions in place, we were unable to hold our annual Holiday Dinner. This is unfortunate since last years event had such great attendance and there are many success to celebrate this year. Although we cannot celebrate together, our organization wants to show our recognition and help as you celebrate the holidays with your loved ones.

To help with your holiday celebrations, the organization is providing all staff with a DRDH Turkey Voucher! This voucher can be redeemed at Jan's Valu-Mart in Deep River for a Turkey of your choice up to 9 kilograms (9kg. suggested serving size is 10, which adhered to the Ontario regulations for social gatherings at the time of distribution!). Valu-Mart has their turkeys tagged for different sizes. This voucher will allow staff to get a yellow (3-5 kg), red (5-7 kg) or blue (7-9 kg) labeled turkey. This voucher is to be presented at the checkout to receive your discount on the Turkey. For though who are vegan or vegetarian, please let William Willard know and we will work with you to ensure we can assist with your holiday meals as well.

Thank you again to all of our staff and physicians for your efforts this year.

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To recognize how tirelessly all of our staff and physicians have worked over this past year, we have been giving away gift certificates to some awesome local businesses to everyone through the...

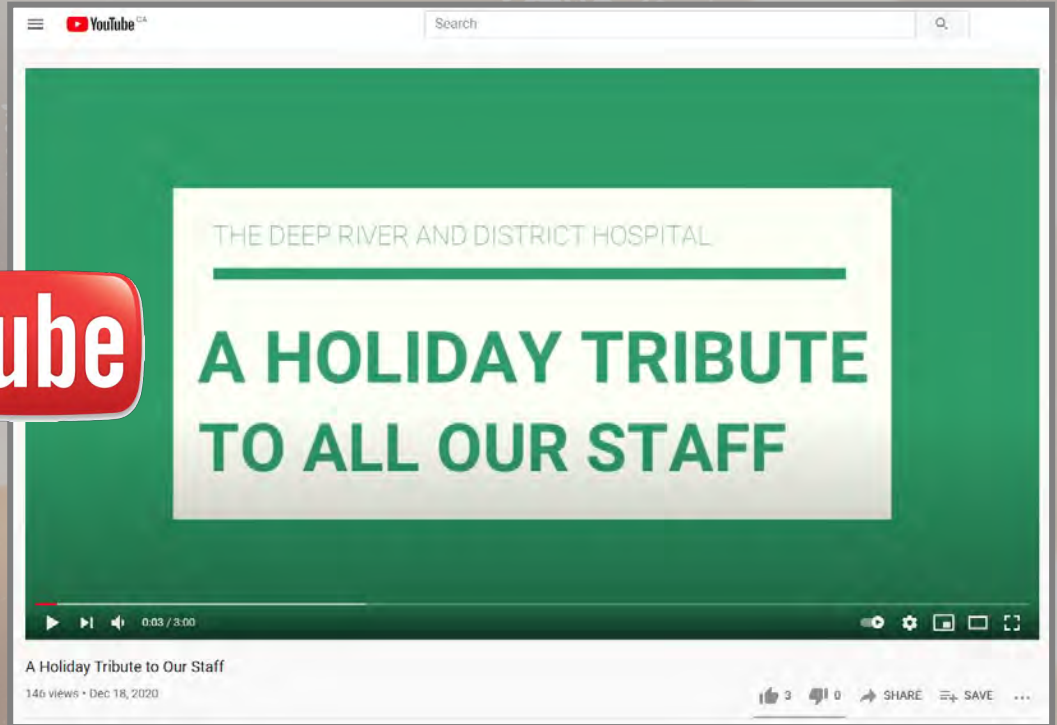
12 DAYS of Christmas



THANK YOU

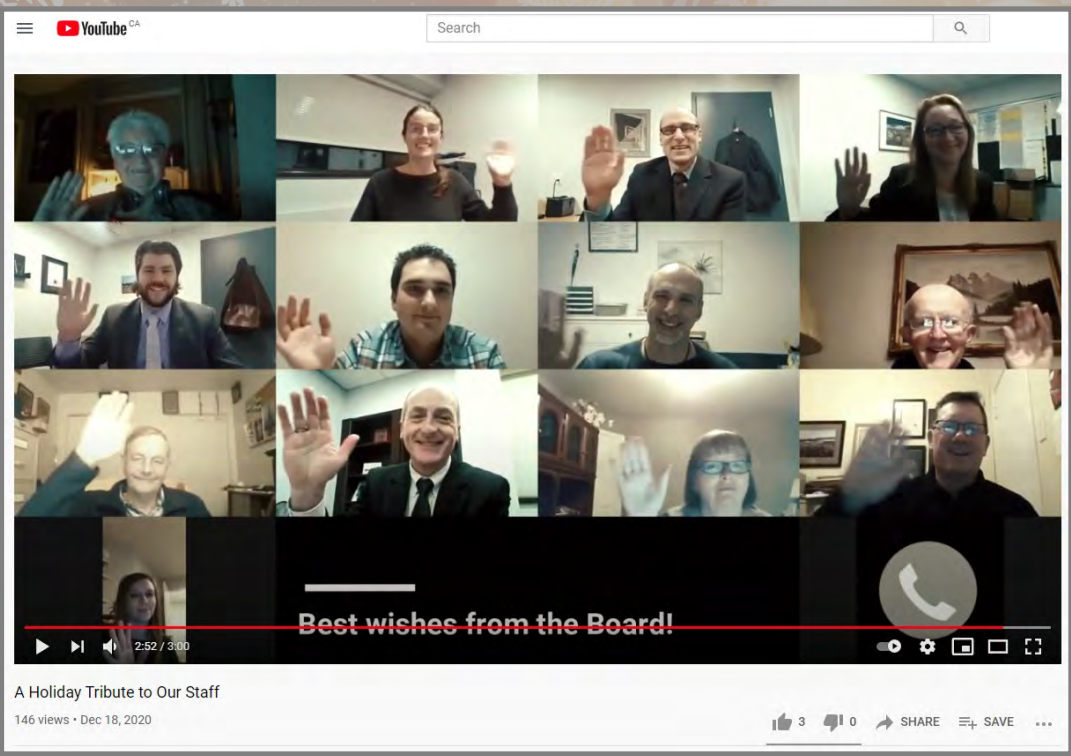
A HOLIDAY TRIBUTE TO OUR STAFF

Watch us on



The Board of Directors for the Deep River and District Hospital, the Four Seasons Lodge Long-Term Care, and the North Renfrew Family Health Team would like to say THANK YOU to all our staff and physicians for their commitment to caring for our community this year.

Since we cannot gather to celebrate everyone’s successes and contributions this holiday season, we have put together a video tribute to express our thanks!



If you haven't seen the video yet, click on either of the images on this page to watch it on YouTube!



On behalf of the Deep River and District Hospital, the Four Seasons Lodge, and the North Renfrew Family Health Team, we extend our sincere appreciation to the staff, physicians, volunteers, donors, our Foundation & Auxiliary, as well as the patients, residents, and families that we serve, for your unwavering support over this past year.

The holiday season offers us an opportunity to reflect on the past year, and renew our focus for the year ahead. This year, we are reflecting on what has been a challenging year unlike any other, and we are now looking towards a brighter future with a new perspective and a renewed appreciation for our health and well-being. With remarkable support from our community, we are proud to have been able to continue providing excellent, compassionate health care in some of the most difficult circumstances we have ever faced.

Although it seems like too small a phrase to express the immense gratitude we have, we want to say 'thank you' to all of our dedicated staff and physicians, who have shown remarkable resilience and determination to care for every person like a loved one. Thank you to everyone who provided donations of personal protective equipment and additional items to us. Please know that your desire to keep us safe means so much to us, and did not go unnoticed. Thank you to all of our partners, who came together in extraordinary and innovative ways to meet the needs of our community. Thank you to all of our patients, residents, and family members for your adaptability with the many changes and safety precautions that were implemented this year.

Continued on next page...

Our organization received a tremendous amount of cooperation from our community in 2020, and for that, we are so grateful. We also wish to extend our thanks to the Provincial Government, the Champlain LHIN, Public Health Authorities, and to all of our other health care provider partners in the community for your ongoing support.

While much of our efforts this year have been focused on pandemic response and keeping our community safe from the spread of COVID-19, we continue to look forward to the coming year with a focus on our four strategic pillars: PEOPLE, SUSTAINABILITY, INTEGRATION, and SENIORS. There is no doubt that this pandemic has forever changed how health care is delivered, and the organization remains ready to embrace the future and continue to provide an excellent, compassionate health care experience, every time.

The holiday season will look different this year from others, but it remains a time of joy, thanksgiving, and anticipation for the year to come. On behalf of the Board of Directors and the organization, we wish you and yours a safe and happy holiday season, and a joyous New Year!

Sincerely,

Chris Carroll

Board Chair

Richard Bedard

President & CEO

Janna Hotson

VP Clinical Services / Chief Nursing Executive
| Administrator

William Willard

VP Operations /
Chief Financial Officer

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.*

*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.*