

THE ZINGER

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

August 2021



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COVID-19 VACCINATION REQUIREMENTS

On August 17, 2021, the Ontario Government announced that employers in the healthcare sector, including hospitals, are required to develop COVID-19 vaccination policies for staff, and that they take effect no later than September 7th (Provincial Directive #6.) This new directive impacts all areas of our organization, and as such, we have adapted our current COVID-19 Immunization policy that will affect everyone working, learning or volunteering at or within the organization. This updated policy will come into effect September 7th and will be available on PolicyMedical at that time.



As a hospital and a healthcare provider, we have a duty and commitment to protect the health and safety of our staff, patients, residents and visitors. Getting vaccinated remains the most effective way to keep each other safe during the pandemic. The Deep River and District Hospital, including the North Renfrew Family Health Team and the Four Seasons Lodge, expects every member of our organization to receive the COVID-19 vaccine as it is a critical step to ensuring the safety of everyone in the organization.

Recognizing how critical vaccination is in maintaining the safety of all within our organization, the organization will now require all employees, physicians, learners, contractors and volunteers to be fully vaccinated against COVID-19.

Contractors, vendors, third party caregivers (i.e. North Renfrew Family Services) or others who provide services anywhere on site (i.e. Food Bank), or who interact with any patients, residents, staff or physicians on site will required to be fully vaccinated as of September 7th.

If you have not yet provided proof of receiving two doses COVID-19 vaccination, as of September 7th you will be required to submit to regular COVID-19 testing. Occupational Health will be contacting all impacted individuals that have not provided proof of full vaccination status to provide direction on a schedule for COVID-19 testing. As of September 7th, any employees or physicians that have not submitted proof of vaccination or a negative COVID-19 test within the last 48 hours will not be permitted onsite. Contractors/vendors, learners or volunteers that have not submitted proof of vaccination will not be permitted onsite.

As of October 15th, full vaccination (two doses of an approved COVID-19 vaccine) will be required to work anywhere onsite at the organization. This excludes anyone with a documented, valid medical or human rights exemption.

At this time, vaccination requirements will not include visitors as they are not included in Provincial Directive #6. This is currently under review and more information will follow in the next few days.

Thank you to everyone for your continued dedication to our organization, community and to keeping each other safe. Each of you have worked tirelessly to protect our community throughout the pandemic, and you deserve protection and support to enable you to do your job safely.

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GOOD-BYE CURTAIN!



On August 15, 2021, a series of exciting operational adjustments brought staff from the Long-Term Care and the Hospital together again. Staff have been segregated since safety measures were put in place early in the pandemic.

On August 16 the curtain separating the Four Seasons Lodge from the rest of the organization was taken down. This was an exciting moment that truly highlights the success of all the hard work that has been done by each and every person in the organization to keep our residents safe during the pandemic.

A few staff members and residents gathered in the hallway outside of the Four Seasons Lodge on the morning of August 16 to celebrate this milestone!

Additionally, work is now underway to convert the Sunroom to a permanent, safer and better equipped staff lounge that will allow for physical distancing during breaks as well as create a larger relaxing and staff focused space. See page 17 for more information.



MANDATORY EDUCATION — DUE AUGUST 31, 2021

Please see the assigned education for the month of August, due to be completed by August 31, 2021. If you have any issues kindly let Mary Goodchild know.

All Staff:

- Confidentiality of Personal and Hospital Information
- Code Yellow Missing Adult/Child
- Patient Identification
- Indigenous Cultural Competence Part 2
- Cyber Security
 - ⇒ Password Security
 - ⇒ Malware Security Awareness
 - ⇒ Phishing and Spear Phishing
 - ⇒ Spotting Phishing Emails
- Organizational Risk Management A module for Operators and Healthcare Providers.

Housekeeping

• Environmental Cleaning Best Practice – Discharge/Vacancy Bed Changing and Cleaning

RPN

Medical Directives LTC (6 in one document)



LABORATORY WALK-INS RESUMED

Effective August 30, 2021, the laboratory at the Deep River and District Hospital resumed accepting walk-in patients.

Those who have a requisition for blood work from a registered clinician may come to the laboratory Monday to Friday, between the hours of 7:30 am and 12:00 pm.

Previously scheduled appointments for blood work after August 30, 2021 will be honoured.

While at the laboratory as a walk-in patient, please remember that staff may be required to perform urgent work in the Emergency Department or on the Medical Unit, which could result in a short delay.

Pre-booked appointments are still required for Diagnostic Imaging services at the Deep River and District Hospital, including X-Rays, ultrasounds, and mammograms.

All patients coming to the organization will continue to enter and exit the building through the Main Entrance and screening station.

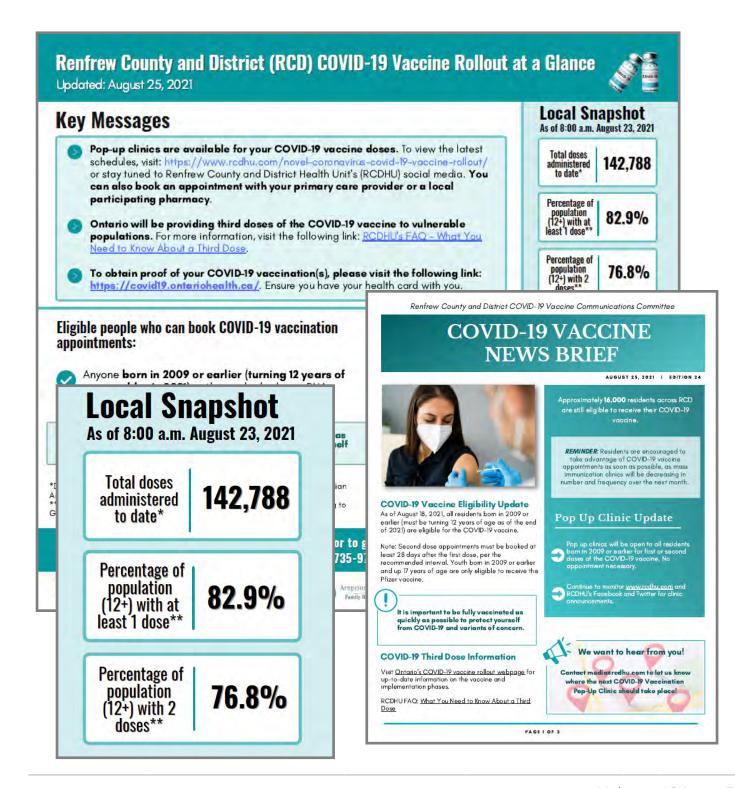
With the advent of the COVID-19 pandemic, laboratory availability was appointment based since March of 2020 in order to help limit the spread of the virus. The laboratory is now looking forward to safely welcoming back walk-in patients. The organization would like to thank everyone for continuing to adhere to public health and other safety precautions so that we may continue to support our patients and provide excellent, compassionate care during this challenging time.



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RENFREW COUNTY COVID-19 VACCINE COMMUNICATIONS COMMITTEE

Our organization continues to participate on the Renfrew County and District COVID-19 Vaccine Communications Committee to share information with residents in our County about the vaccine roll-out in our area. In addition to regular media releases to keep everyone up to date, the Committee also shares information weekly through a "News Brief" as well as an infographic. Click on any of the images below to visit the Renfrew County and District Health Unit's webpage for the most up to date versions of the News Brief and infographic (scroll down to the accordion folder titled: COVID-19 vaccine news briefs, media releases, and infographics):



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COVID-19 VACCINE CLINICS



After the last mass COVID-19 vaccine clinic at the Chalk River Lion's Hall took place in late July, a number of smaller clinics were held onsite this month. Vaccines were administered in the trailer onsite, which was donated by our partners at Canadian Nuclear Laboratories.

These smaller scale vaccine clinics onsite have now finished as well. However, walk-in and pop-up clinics are still taking place across Renfrew County, and the schedule can be accessed by clicking on the photo below. In addition, vaccines remain available at a number of pharmacy locations across the region.

Plans to transition community vaccinations to primary care are underway, with the first primary care based vaccine clinic taking place on Thursday, September 9, 2021. The clinics will be available for rostered patients as well as those without a primary care provider.



NEW HIRES





This month, we are pleased to welcome nine new members to the DRDH team. Polina and Becky are Registered Nurses, Brittany is a Pharmacy Tech, Shahed and Zain are students who will be working in Dietary, and Kaitlyn, Syeda, Brian and Ryan are screeners.

COMMUNITY MENTAL HEALTH

Cynthia Thornewell, BA, BSW, CPN has recently joined the Family Health Team, bringing with her over twenty-five years as a Registered Social Worker. Cynthia is grounded in a strength-based, client-centered approach that includes strong assessment and advocacy skills with a clear awareness of the impact of the social determinants of health across a wide range of remarkable clients. Her career initiated within McMaster Health Sciences in Hamilton, Ontario, working in collaboration with inter-disciplinary teams in the areas of disability case management, critical, acute, outpatient and community care, as well as Women's and Sexual Health in Toronto. Her medical social work skills were developed in these settings prior to moving on to both in-patient and community care settings in Nunavut, Yukon and British Columbia. She was the first medical social worker for the Whitehorse General Hospital in Yukon and developed the social work program, covering all patient care areas. Please join us in welcoming Cynthia to the organization!

CHEERS TO 39 YEARS!

As of August this year, we have been lucky enough to have had Gerald Chaput as a part of the DRDH team for **39 years**! Gerald, your loyalty and hard work have set an example for so many others across our organization. You are such a valued asset to your coworkers and to DRDH!

—Happy Work Anniversary—





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GOOD-BYE AND BEST WISHES

This month we said good-bye to several staff that joined us during various phases of the pandemic. All of these individuals have provided an incredibly valuable role in supporting our emergency response, in providing patient/resident care and in helping to keep all of us safe and ensuring we are able to continue to provide care and services throughout our emergency response.

August was the last month our Clinical Care Assistants (CCAs) were with us, providing support for clinical care. A very sincere thank you to each of them for their hard work over the past several months, and for joining our care team during such an unpredictable time. Best of luck to all our CCAs as they return to their clinical training programs and onwards to their future careers in healthcare.

Several of our existing long-term Screening Staff also moved on to new adventures this month. All of us across the organization have greatly appreciated our long standing screening staff's support over the past year (and more), as well as flexibility and adaptability during the many, many changes they have faced in their ever evolving role. Thank you for being the first face many of us, our patients, family members and partners saw, and for creating a warm and reassuring welcome to our organization during these challenging times. Best wishes to all of our departing Screening Staff as they move onto new endeavours – and a sincere thank you for your time with us. New screening staff will begin onboarding to continue to provide this critical support to keep our organization safe during the pandemic.



TELEPHONE EXTENSION LIST

Have you updated your telephone extension list recently?

If the list you are referencing is missing some names, or has some names you don't recognize—it may be time to print a new list!

An updated list can be found on PolicyMedical under Organizational Resources —> Telephone Resources.



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EMBRACING JOMO (THE JOY OF MISSING OUT), ON PURPOSE

Many people recognize that their lives were overscheduled, fast -moving, pressurized, and too busy before the pandemic. They



now have a greater awareness of how instead of focusing on things that truly fill their cups, they were allowing FOMO - the fear of missing out - to drive their choices. For some, a new fear of 'going back' is stronger than the fear of missing out. Many have found joy in missing out - not on everything, but on specific aspects of their old lives that weren't serving them or didn't align with what really matters to them.

As the world continues to open up, there's no reason to believe that things have to go 'back to 'normal'. You get to create your normal or at the very least an updated version of your own personal boundaries. Holding boundaries that preserve what feels good and fulfilling to you will help you navigate the demands of life and work.

WAYS TO EMBRACE JOMO

- 1. **Miss out on mindless scrolling.** Use the reflective questions above to make a list of the things, people, and places that you value and find fulfilling. Take intentional social media breaks and spend the time gained leaning into your list. At the very least, ask yourself what your intention is with every post or mindless scroll. Notice what you really need and whether giving your time to social media is going to add or take away from those needs. If scrolling to unwind feels good, choose it intentionally.
- 2. Make conscious choices instead of mindless ones. Start to notice when you're falling into a zombie-like state, and ask yourself if there's something else that you might choose to give your time and attention to that will offer more joy and fulfillment. Be mindfully present in those experiences and miss out on the mindless ones.
- 3. Say NO with confidence and YES based on intuition. Notice if you're saying yes to please others or because the ask is important and valuable to you. What does the yes feel like in your body? If it feels good, it's a worthy yes. Similarly, if saying no to an invite, experience or opportunity actually feels like a relief, that's your clue that it's likely something worth missing out on.
- 4. **Meet your FOMO head-on. When FOMO creeps in, look the fear straight in the eye.** What are you actually afraid of: Losing friends if you say no to a dinner party invite? Living a boring life if you say no to the social stuff you've been tolerating but not actually enjoying? Not living up to other people's expectations of what 'should' be fun or fulfilling?

Asking ourselves what we're actually afraid of missing out on can help diffuse the feeling of angst and find clarity and confidence in choosing what's best for us. As we move forward, we need to remember that just because something is available to us again doesn't mean we must choose to go back to it.

Which parts of normal will you rush back to? And which ones are worthy of missing out on, on purpose?

Article adapted from LifeSpeak: https://wellness.lifespeak.com/expertblog/5403

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DEMENTIA AND PERSON-CENTERED CARE EDUCATION



On April 11, 19, and 25, a Gentle Persuasive Approaches (GPA) course on dementia and person-centered care was provided to our staff members at the Deep River Legion. The course offers an overview of the relationship between the disease process and a person's behavioral response. The course was attended by dedicated long-term care nursing and PSW staff along with dietary, housekeeping, and laundry staff. Thank you to Mary Prince and the other educators at the Pembroke Regional Hospital for providing this education opportunity for our staff.

FOUNDATION NEWS—IN-MEMORY OF DR. WILLIAM SKELLY

A new bench at the front of the organization has been "adopted" in memory of Dr. William Skelly. Dr. Skelly was Deep River's first Medical Doctor, serving from 1945 until 1979.

Thank you so much to the donor for choosing to honour Dr. Skelly this way, and for supporting the Deep River and District Hospital Foundation. This bench adoption will be in place for a 5 year period, after which the donor may choose to re-adopt the bench or it will become available for adoption by another donor.



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Let's Talk About EPIC

Atlas Alliance—Project Fusion



Planning is underway for the new **Epic** Hospital Information System which will eventually replace Anzer as our Electronic Medical Record. **The goal is to support better patient care.**

We've joined the Atlas Alliance—the go-live date is November 2022!

The start of September marks 14 months before we go live! September will be a busy and exciting month for our organization, as we have our workflow walkthroughs (WFWT) scheduled with The Ottawa Hospital between September 8 and 24. Given the ramp up of activity surrounding Epic, the organization has initiated an **Epic Implementation Team Committee** to ensure actionable items are moving forward, information is flowing across the organization, and DRDH is on target to meet timelines outlined in the project plan.

Get to Know the Lingo:

Key Terms		
Epic	A fully integrated health information system	
Atlas Alliance	A group of regional healthcare organizations using a unified build of Epic	
Project Fusion	The EPIC Implementation project that includes the integration of Winchester District Memorial Hospital, Kemptville District Hospital, Deep River and District Hospital as new members of the Atlas Alliance	
Workflow Mapping	The Epic Implementation Team is mapping the workflows (including all relevant paper documents) for each department and profession in the organization	
Workflow Walkthroughs (WFWT)	Virtual events where the Atlas Alliance and The Ottawa Hospital will demonstrate various modules and workflows with subject matter experts at DRDH	

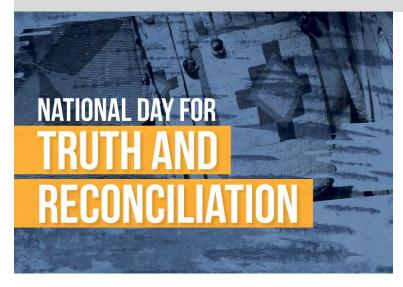
Get to Know the Team:

Epic Implementation Team		
Project Lead	William Willard—Chief Financial Officer, Vice President of Operations	
Physician Lead	Dr. Barbara Bushby	
Clinical Lead	Tabitha Kearney—Chief Nursing Executive, Vice President Clinical Services	
Other Members	Scott Goodchild—Manager, IT and Building Services Cara McGuire—Manager, Patient Information / Privacy Officer Amy Joyce—Executive Assistant / Communication Coordinator Janna Hotson—Chief Executive Officer Subject Matter Experts from across the organization!	

Stay tuned, you will be hearing much more about this project!

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NATIONAL DAY FOR TRUTH AND RECONCILIATION



Recently, the Government of Canada passed legislation to make September 30 a federal statutory holiday called the **National Day for Truth and Reconciliation**. The National Day for Truth and Reconciliation honours First Nation, Inuit and Métis children who were forced from their homes and communities and sent to residential schools.

This new holiday only applies to federally regulated employers, so does not apply to the Deep River and District Hospital, which is provincially regulated.

While it is not a formal holiday at the Deep River and District Hospital, the organization will be marking this important day and encouraging staff to take time to learn more about residential schools and their devastating impact on Indigenous communities and peoples in Canada. Stay tuned for upcoming information about how you can participate in acknowledging this important day.

FASTERN ONTARIO PARAMEDIC RIDE

The Paramedic Ride is a not-for-profit organization dedicated to strengthening the Paramedic community. They are raising funds in support of the Canadian Paramedic Memorial Foundation, with the ultimate goal of creating a monument in Ottawa to commemorate those Paramedics who have lost their lives in the line-of-duty.

This year's ride takes place from Friday, September 17 to Sunday, September 19. It will begin in Renfrew and end in Hawkesbury, and there are options to participate in 1, 2 or all 3 days that the ride is taking place.

More information and a sign-up link can be found by clicking here:

https://paramedicride.ca/chapters/ontario-east/



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CLASSROOM USE

As we begin to host some meetings in-person once again, we are committed to doing to in a safe manner.

As such, meetings in the DRDH Classroom are limited to a maximum of 12 people at this time.

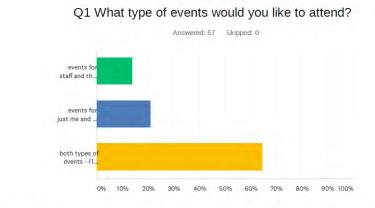
Bookings can be done through Outlook, or by contacting Amy Joyce or Amber Cox.



THANKS FOR COMPLETING THE STAFF RECOGNITION AND SOCIAL EVENT SURVEY

Historically the organization has held an annual 'Employee Recognition Event' to recognize the achievements of staff over the past year. At this event, we usually come together to celebrate staff who have reached service milestones, and present the Essential Pieces Award (formerly the Ernie Mielke Award) to a staff member nominated by their peers.

Due to public health restrictions, our annual Employee Recognition Event and other social activities have been on hold while we have been awaiting a time that we can gather safely together again.



ANSWER CHOICES	RESPONSES	
events for staff and their families	14.04%	8
events for just me and my colleagues	21.05%	12
both types of events - I'll take any chance to celebrate!	64.91%	37
TOTAL		57

This year more than ever, you deserve recognition for your amazing work and dedication to the organization, our patients, residents, and each other. Now that public health restrictions are lifting, we are planning to celebrate all of our successes, milestones, and achievements in a way that is meaningful to you, our amazing staff members! Thank you to everyone who took time to complete the survey, and help guide us in the right direction for events you would like to see happen.

We are glad to see that the majority of you are looking forward to either events for staff and their families, or events just for colleagues—most of us will take any chance to celebrate we can get!

Some really great event ideas were provided through the survey, and below is a summary of a few of the ideas we hope to be able to move forward with, baring any public health restrictions:

- A fall / Halloween event for all-staff and their families
- A Christmas Party in early December for all-staff and their spouses with the Essential Pieces and Staff Service Awards incorporated into the event
- A return of Christmas turkey vouchers for all-staff as a thank you for your dedication throughout the year
- · A curling bonspiel in the winter

If you have any other great ideas that you didn't share through the survey, or if you would like to organize an event for staff, please let us know!

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NEW FURNITURE HAS ARRIVED IN THE FOUR SEASONS LODGE





Earlier this month, a number of new furniture items arrived in the Four Seasons Lodge. The new items look great against the fresh paint. There is still a little bit of painting to be done, but the improvements in the home are really coming together!

NEW LOCKER ROOM IS COMING SOON!



With the "old" staff lounge being relocated to the Sunroom, the space is in the process is being transitioned into a third locker room to meet increased need for all staff to have a safe storage space for their belongings in all seasons. The floors have been replaced, the walls have been painted, and the room is ready for lockers!



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EMERGENCY OPERATIONS / EOC SURVEY AND DEBRIEF

SURVEY RESULTS

Thank you to all staff, physicians, board members, community members and patient/residents that participated and provided feedback on the organization's COVID response in the most recent stakeholder survey. Highlights of survey results across key areas are below:

(comparator data is from a similar stakeholder survey conducted in summer 2020 in preparation for wave 2)

Communication:

• 67% of respondents agreed or strongly agreed that the organization had implemented a successful communication strategy. (Previous scoring in the 2020 survey was 60% agree or strongly agree)

Trust in the Organization as a source of information:

 Results indicated 86% of respondents felt the organization was very trustworthy or trustworthy as a source of information. (Previous scoring in the 2020 survey was 78% rating as very trustworthy or trustworthy)

COVID Vaccination & Swabbing Experience - Feelings of Safety & Satisfaction:

- 88% of respondents indicated they strongly agree or agree they felt safe during COVID-19 testing or vaccination
- 84% of respondents indicated they strongly agree or agree they were satisfied with their experience with COVID-19 testing or vaccination

(These two sections were added to the 2021 survey related to new services of COVID-19 testing and vaccination)

Information Accessibility - Availability of Information on Processes, Policies, IPAC Measures and Changes:

• 64% of respondents felt it was easy or very easy to access information regarding the organization. (Previous scoring in 2020 survey was 44% scoring easy or very easy)

Leadership Effectiveness:

 71% of respondents indicated that leadership effectiveness across all categories as very effective or effective. (Previous scoring in 2020 survey indicated 47% of respondents felt leadership was very effective or effective)

Support for Staff and Physicians—Availability and Knowledge of Mental Health, Wellness and Other Supports Available:

- 71% of respondents indicated they strongly agree or agree overall with availability and access of support systems. (Previous scoring in the 2020 survey indicated 38% across all categories scoring as strongly agree or agree)
- 72% of staff and physicians indicated they strongly agreed or agreed that they had the support of someone in the workplace to talk to if they needed help. (Previous scoring in 2020 survey indicated 50% strongly agreed or agreed with the same measure)



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EMERGENCY OPERATIONS / EOC SURVEY AND DEBRIEF CONTINUED...

EMERGENCY OPERATIONS AND WAVE FOUR PLANNING

Highlights of the decisions and prioritized action items based on survey feedback include:

- Communication strategies, including the COVID-19 Response Update Email will remain in effect, and
 the frequency of email updates will be adjusted. The COVID-19 Response Update, as well as existing
 memo and news release structure, will remain as the primary avenue for internal and external
 communications relation to COVID/emergency operations.
- Emergency Operation Center (EOC) and structure will remain in effect at this time to support preparations and response for Wave Four into the fall; frequency will be reviewed and adjusted based on need and flow of information/response as the pandemic progresses.
- Concentrated efforts to communicate and share with internal and external partners and our community will continue to ensure the public, our patients, residents and families, as well as partners are aware of COVID operations onsite.
- A continued focus on staff, physician, patient/resident safety including updated IPAC measures, education and training, and mental health and wellness supports will remain prioritized during wave four preparations and response.

STAFF BREAK ROOM

Work is continuing on the conversion of the Sunroom to a permanent, safer and better equipped staff lounge that will allow for better physical distancing during breaks as well as create a larger relaxing and staff focused space and development of a third locker room.

As a quick reminder, staff are asked to submit their ideas on what the Sunroom needs to become a safe, relaxing space for staff to enjoy and rest during breaks/meals. Any ideas for needed items, or comforts for staff that what would work in this space (i.e.: for furniture, seating, decorations, appliances, etc.) please submit them to William Willard by September 10th, 2021.

Thank you to those that have submitted ideas to date!



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 —> 2021-2022.

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.