



North Renfrew
Family Health Team

THE ZINGER

Newsletter for the Deep River & District Hospital
Four Seasons Lodge Long-Term Care Home and North Renfrew Family Health Team

June 2023



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MANDATORY EDUCATION—July 2023

Please see the assigned education for the month of July. This is due to be completed by July 26, 2023. Please contact Mary Goodchild if you are having any issues accessing the education.

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All Staff

- Ethics in Healthcare – Module 1
- Code Black
- Evacuated Education
- Ethics and Decision Making Framework
- Incident Report Policy
- Wireless Device Use in Care Areas policy

RN/RPN/Pharmacy

- Adverse Drug Reactions (Vanessa’s Law)

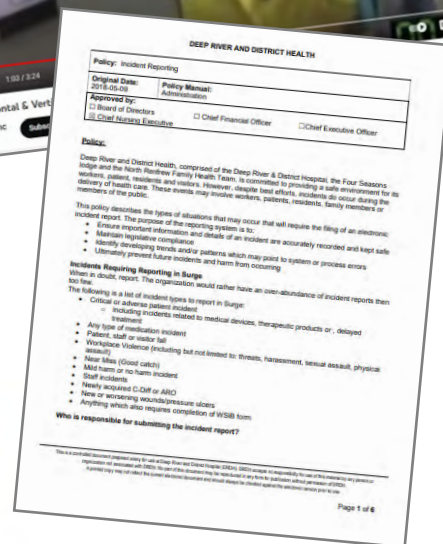
Laboratory

- ORBCON Tech Access Basic – 11 modules (Due September 30, 2023)

Housekeeping

- RICN Environmental Cleaning Best Practice – Additional Precautions

<p>I</p> <p>Identify the facts</p>	<p>D</p> <p>Determine the ethical principles in conflict</p>
<p>E</p> <p>Examine the options</p>	<p>A</p> <p>Act on your decisions and evaluate</p>



PLANNING FOR FUTURE OF CARE AT DRDH

Planning for the future of care at DRDH was in full swing this spring.

Throughout the month of May, DRDH was busy gathering input and ideas to help inform the development of a new strategic plan for 2023-2027. We heard from over 300 individuals during our strategic planning process through focus groups and online surveys, including those who live, work, volunteer, give and receive care at DRDH.

Building on the immensely positive feedback collected, where **97.9% of patients, family, caregivers and residents indicated they are satisfied with the services provided by DRDH**, a community meeting was held on June 2, 2023. EnterpriseHealth, who have been supporting facilitation of the strategic planning process this spring, shared what our community had to say about DRDH. Insights collected across all stakeholder groups were shared, including what are seen as DRDH's current strengths as well as top priorities, opportunities, and challenges for 2023-2027.

When talking about DRDH, our community's trust and confidence in the organization shone through clearly. Positive themes from across all stakeholders highlighted DRDH's strong sense of community, friendly atmosphere, essential local role, and caring healthcare team.

Underpinning the remarkable 97.9% satisfaction rate among respondents is the dedication and compassion of DRDH team members, which was emphasized as a strong foundation for the organization as it grows into the future. Additional strengths noted include DRDH's local focus, quality of care, welcoming culture, and great existing partnerships.

Amongst all the groups surveyed, recruitment and retention of our healthcare workforce to operate the future 96-bed Long-Term Care Home and other services was seen as a top priority for the organization over the coming years. Also stressed was the importance of maintaining DRDH's current sense of community and tight-knit workplace as the organization grows. Access to care and services was also highlighted as a challenge, especially for those without a primary care provider.

David Cox, DRDH Board Chair, expressed thanks to everyone who took the time to provide their valuable insight throughout the engagement process. "We appreciate your engagement and feedback during this tremendously exciting time for DRDH, as it will support our Board of Directors in shaping the strategic direction of the organization over the next five years. Every person's voice and participation is integral in developing our priorities and setting our goals and objectives for the organization's future, and it has been vitally important that we hear from all of our stakeholders as we look ahead to best serve our patients, residents, and community".

"Using what we have learned from our stakeholders, the DRDH Board of Directors will now embark on laying the roadmap for the organization over the next five years".

The Board of Directors looks forward to sharing the 2023-2027 Strategic Plan this fall.



Pictured here is the Deep River and District Hospital's Community Meeting on June 2, 2023.

At the meeting, progress on DRDH's previous Strategic Plan as well as feedback collected to inform the new 2023-2027 Strategic Plan was shared with our community.

COMMUNITY MEETING cont'd —JUNE 2, 2023



Pictured here are DRDH Team Members along with those from Enterprise Health, who have been supporting facilitation of the strategic planning process.

From left to right is William Willard, Nikita Singh, Tabitha Kearney, Janna Hotson, Kevin den Heijer, Carly Ellis, and Amy McDiarmid.



Thank you to everyone who attended the meeting to hear about all the progress we have made on our DRDH's previous Strategic Plan and feedback collected to inform the new Plan. Also, thank you to the DRDH Dietary Team for providing tasty treats.

BOARD OF DIRECTORS STRATEGIC PLANNING RETREAT —JUNE 3, 2023



On Saturday, June 3, 2023 the Board of Directors and Patient / Resident Representatives spent the day in a Strategic Planning Retreat with Enterprise Health. The purpose of the retreat was to determine a draft Strategic Plan for DRDH for the next 5 years, informed by all the feedback and insight collected this spring. Check out the next page for more photos from the day!

BOARD OF DIRECTORS STRATEGIC PLANNING RETREAT cont'd —JUNE 3, 2023

The 2023-2027 Strategic Plan will now be fine tuned and finalized over the summer, and the Board of Directors looks forward to launching it this fall.



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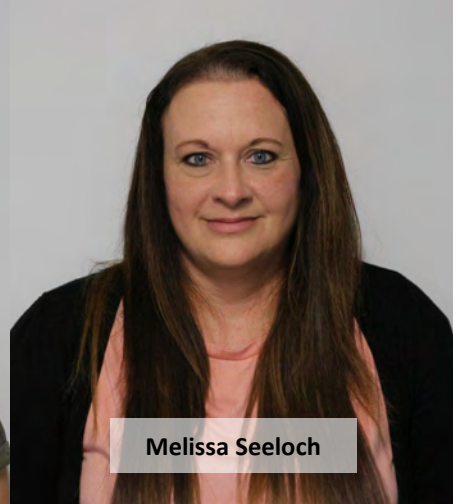
NEW HIRES



Michelle Field



Laura Geiger



Melissa Seeloch



Athena Tefoglou

We are pleased to welcome three new members to the DRDH Team this month. **Michelle** has joined us in Housekeeping, and **Laura** and **Melissa** are both Registered Nurses. Please join us in extending a warm welcome to Michelle, Laura, and Melissa.

welcome

Athena Tefoglou, who was previously a Registered Practical Nurse, has recently become a fully licensed Registered Nurse (RN). We look forward to having Athena continue to care for our community in her new role as an RN —Congratulations Athena!

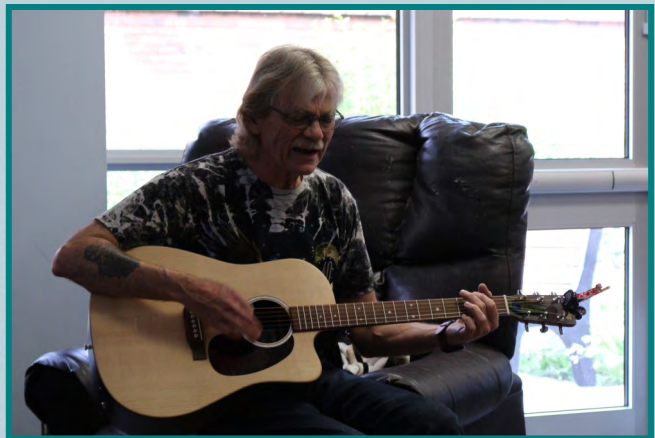
HIGH SCHOOL CO-OP STUDENTS EXPLORE CAREERS IN HEALTH CARE



DRDH was happy to host two co-op students from Mackenzie Community School for the spring semester this year. Diana and Edie completed their co-ops in Physiotherapy, working with both patients on the Medical Unit and residents in the Four Seasons Lodge. Both students also had an opportunity to spend some time with the Family Health Team, giving them a chance to learn about careers in primary, acute, and long-term care during their time with us at DRDH.

HAPPY RETIREMENT GERALD

On June 29, we were able to wish Gerald Chaput a very happy retirement after nearly 41 years at DRDH! After cooking one last breakfast, Gerald spent the day playing music for residents in the Four Seasons Lodge and receiving well wishes from across the organization. A huge shout out goes out to Ann Kelly and Amanda Thompson for making the celebrations extra special with the creation of the most amazing guitar cake, and to Nadine Lindenbach for the stunning cookies. We hope that Gerald enjoys spending his days fishing, jamming, and embarking on new adventures—but we also hope he saves a little time to come back to DRDH to play for us soon!



LEADERSHIP DEVELOPMENT SESSION—June 7, 2023

On June 7, leaders from across the organization participated in a Leadership Development Institute session at the Chalk River Lion’s Hall.

The topic of the day focused on Indigenous learning and partnership, with the organization partnering with the [Mashkiwizii Manido Foundation](#) to deliver learning for the day. Leaders participated in the Kairos Blanket Exercise, as well as future planning for actions for the organization to support enhanced relationships with Indigenous partners.

Pictured here are DRDH Team Members Tabitha Kearney, Janna Hotson, Madison Magne and Jenny Hickson along with Joanne Haskin and Roberta, our partners at the Mashkiwizii Manido Foundation.



Why Friendships Are Good for our Mental Health

The Mental Health Benefits of Healthy Friendships:

Friendships Decrease Feelings of Loneliness

Even when we have friends we can feel lonely, but having a friend to have coffee with, go for a walk with, or just talk to on the other end of our call when we need them reminds us that we are not alone. We know that truly being alone and isolated in life leads to increases in depression and self-destructive behavior. When you're feeling lonely, reach out to a friend. Your friends care about you.

Friendships Increase Self-Esteem

Having healthy friendships helps us feel like we belong somewhere. A sense of belonging, as in having others we relate to, increases our self-perception and it can lead to feeling increased self-esteem or self-value. We all want to matter to someone else. We want to know someone cares.

Friendships Help Us Understand Ourselves Better

Our healthy friends make great sounding boards when we need some feedback in our lives. What do they think of the new person you're dating? In what ways do they express concern about something going on in your life? In what ways do they express enthusiasm or support for what you do? That feedback can help us understand our own behavior more deeply.

Friendships Help Us Learn Healthy Boundaries

Our friendships are where we often learn about setting healthy boundaries. How much time is too much time with one friend? When do you need to tell a friend "No"? When we feel secure in the trust that develops over time, we then can work on being our healthiest within those friendships.

Friendships Can Reduce Stress

When we feel connected to someone else, we know we are not alone in the world and that alone can reduce our stress load. Friendships also often boost our mood through laughter, connection, and companionship. If we've been feeling down or depressed, or even anxious, the mood boost that comes with connecting with a friend can reduce how much stress impacts us on a daily basis.

Friendships Can Actually Make Us Physically Healthier

A little bonus about healthy friendships is that they can have a positive effect on our physical health. Having healthy friendships has been correlated with lower blood pressure, decreased systemic inflammation, and decreased incidence of heart disease and other chronic conditions. One study even found a correlation between friendships and improved or sustained cognitive functioning in older adults. When our bodies are healthy, it's easier to maintain our mental health.

Click here to read the full article on LifeSpeak:

<https://wellness.lifespeak.com/expertblog/why-friendships-are-good-for-our-mental-health--5626>



ACCREDITATION COUNTDOWN



5 MONTHS TO GO!

WHAT IS ACCREDITATION?

Accreditation is the process of assessing our organization's practices against standards of excellence to identify what is being done well and what needs to be improved.

It allows us to understand how to make better use of resources, enhance quality and safety, increase efficiency and reduce risk.

ACCREDITATION UPDATE

The Accreditation working groups have been hard at work over the last few months reviewing the Accreditation standards and identifying actions for the organization to prepare for our on-site survey in November.

These actions include policy reviews and updates, staff and physician surveys, education planning and communication plans.

STAFF & PHYSICIAN SURVEY UPDATES

Thank you to everyone who took the time to complete the **Worklife Pulse Survey** in May and the **Patient Safety Culture Survey** in June! Improvement actions based on the survey results are under development, with results to be shared soon.

DID YOU KNOW...?

During the survey one of the categories our organization will be assessed against is called **Required Organizational Practices or "ROPs"**?

ROPs are essential practices that organizations must have in place to enhance patient/resident safety and minimize risk.

To achieve Accreditation status with no conditions, we must provide evidence for all ROPs.

This evidence will come in the form of policies, reports and during interviews with patients, residents, staff and physicians from all areas of the organization.

WHAT ARE THE ROPS?

- Incident Reporting
- Disclosure of safety incidents
- Patient Identification
- Do not use abbreviations
- Information at care transitions
- Medication reconciliation
- High alert medications, including narcotics and Heparin
- Infusion pump safety
- Work place violence prevention
- Infection Prevention and Control
- Falls Prevention
- Pressure Ulcer Prevention
- Suicide Prevention
- VTE Prevention
- Skin and Wound Care



ACCREDITATION
CANADA

NURSING RETENTION FORUM

In June, members of our DRDH Team had the privilege of attending the Nursing Retention Forum hosted by Health Canada and Dr. Leigh Chapman, Canada's Chief Nursing Officer.

Pictured here is Madison Magne – DRDH Charge Nurse, Dr. Leigh Chapman – Canada's Chief Nursing Officer, and Janna Hotson – DRDH President and CEO.

Madison and Janna were thrilled to be able to participate in the Nursing Retention Forum to represent DRDH. Madison and Janna had the opportunity to collaborate with experts, decision makers, frontline nurses, nurse leaders, and nursing students from across the county who all share the same goal of co-developing strategies to support and retain our nurses.



DRDH is motivated, inspired, and looking forward to continuing this much needed and vital work on nursing retention in Canada.

FOUR SEASONS LODGE NEWS—Thanks Mike and Kurt!



On June 2, 2023 residents were treated to a lovely afternoon of music by Mike Gayda and Kurt Penny. Thanks Mike and Kurt for coming by to play!

FOUR SEASONS LODGE NEWS—Father’s Day BBQ



On the evening of Friday, June 16, the Four Seasons Lodge hosted a Father’s Day BBQ for residents, families, volunteers, and staff. Special thanks to Dave Mackinnon for being an awesome grill master!

RESIDENTS’ COUNCIL CORNER

World Elder Abuse Awareness Day is observed annually on June 15. On June 15 in the Four Seasons Lodge, our Residents and Family Council engaged in a discussion that aimed to help raise further awareness of the different forms of abuse and neglect. For additional information on World Elder Abuse Awareness Day, [visit: https://eapon.ca/weaad/](https://eapon.ca/weaad/)

The Council also reviewed one right from the Residents Bill of Rights, which they have been doing each meeting since February. For June’s meeting, Rights 8 & 9 were reviewed, highlighting that ‘every resident has the right to share a room with another resident according to mutual wishes, if appropriate accommodation is available’ and ‘every resident has the right to meet privately with their spouse or another person in a room that assures privacy’. The Council also discussed rights 4 & 5 in relation to ‘every resident having the right to freedom from abuse and that every resident has the right to freedom from neglect by the licensee and staff’, as acknowledgement of National Elder Abuse Awareness Day.



Elder Abuse Prevention Ontario



Caring

Innovation

Excellence

Partnering

Safety

Integrity

The ESSENTIAL PIECES Award

The Essential Pieces Award allows for peer recognition of an individual who performs outstanding, consistent actions that contribute to the overall exceptional experience for the patients, residents and/or visitors of our organization. Any member of our team across any department is eligible to be nominated for an Essential Pieces Award, including physicians, volunteers, or students.

The nomination form can be found on Policy Medical (*Organizational Resources* —> *Human Resources* —> *Essential Pieces Award*). The form includes a written piece that allows nominators an opportunity to describe how the individual they are nominating demonstrates outstanding, consistent actions that contribute to the exceptional care experience for all.

If you would like to nominate someone for an Essential Pieces Award who you feel should be recognized for their contributions, please don't hesitate to submit a nomination at any time throughout the year!

Completed forms can be submitted to Natalie Vildaer, Executive Assistant, in which ever format works best for you—either by email (nvildaer@drdh.org) or a paper copy enclosed in an envelope.



CALL FOR NOMINATIONS!

PHARMACY ACCREDITATION

Earlier this month our Pharmacy Department received their Certificate of Accreditation through the Ontario College of Pharmacists.

Congratulations to our Pharmacy Team on maintaining accredited status and ensuring the delivery of exceptional and safe care for our patients!



MASKING UPDATES



Effective June 26, 2023, updates to the organization’s masking protocols came into effect to align with regional partners and updated guidelines. Masking is now optional in public spaces and areas not related to direct patient care. Masking remains required for some high risk areas and activities, however is not required for low risk, routine interactions not involving direct care.

Pictured here are Michelle Govereau and Sarah-Lynn Parker happily removing mask signage in the Family Health Team. How great has it been to be able to see each other’s faces after 3 long years of masking!?

DOOR REPLACEMENT COMPLETE



Replacement of the Main Entrance and Emergency Department Entrance doors is now complete.

Thank you for your patience while we awaited the arrival of our new doors.



Now anyone in the Ottawa Valley who needs a Pap test can get one.



Ottawa Valley
ONTARIO HEALTH TEAM

Eligibility checklist:

- ✓ You have a uterus
- ✓ You're aged 25 to 69
- ✓ 3 years or longer since your last Pap test
- ✓ No family doctor or nurse practitioner

SCREENING MATTERS.

The Pap test is the best way to detect and treat cervical cancer EARLIER for better outcomes.



Clinic locations:

- Arnprior
- Bonnechere Valley
- Pembroke
- Barry's Bay
- Deep River
- Petawawa

Book now:

Book at www.rcvtac.ca/paptest

Call VTAC at 1-844-727-6404



OUR PARTNERS



Arnprior & District
Family Health Team



MADAWASKA VALLEY
Family Health Team



North Renfrew
Family Health Team



WEST CHAMPLAIN
FAMILY HEALTH TEAM



***If you have a family doctor or nurse practitioner, please contact them to book your next Pap test.**

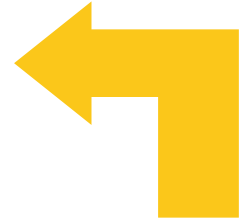
JUNE EARLY BIRD PRIZE



\$1,000.00

#99007375003

Edmund Goetz



Congratulations to **Edmund Goetz** on the June Deep 50/50 Early Bird Prize win and a huge congratulations to **Anna Orofiamma** for winning the Deep 50/50 June Grand Prize of **\$3,185!**



NOTICE: DEEP 50/50 IS TAKING A PAUSE

After careful consideration, the Foundation has decided to temporarily pause the Deep 50/50 lottery following the June draws. The current license with the Alcohol and Gaming Commission of Ontario (AGCO) for the 50/50 program is expiring soon, and before considering its renewal, it is important to thoroughly evaluate the lottery fundraising within the context of the Foundation’s new strategic plan. Any developments regarding this program will be shared— Thank you for your understanding and ongoing support.

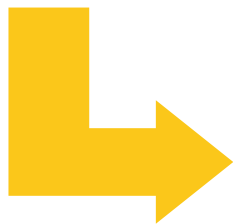
JUNE GRAND PRIZE



\$3,185.00

#99007293045

Anna Orofiamma



Stay tuned for future updates!

FOUNDATION NEWS—Run for Home



DEEP RIVER & DISTRICT HOSPITAL FOUNDATION CELEBRATES THE SUCCESS OF "RUN FOR HOME" FUNDRAISING EVENT

The Deep River & District Hospital Foundation (DRDHF) is delighted to announce the success of its Run For Home fundraising event held on Saturday, June 24. Over **\$38,000** was raised for the Closer To Home campaign to build a 96-bed long-term care home beside the hospital.

This family-friendly event saw an impressive turnout of **272 participants**, who eagerly ran, walked, and moved to support the cause. DJ Will Fitton, known for his contagious energy, set the mood for the day while a local band, Common Ground & Friends, led by Gerald Chaput, kept the atmosphere upbeat with hours of live music. Bistro 86 & Market was onsite, serving a free BBQ thanks to Canadian Tire Deep River. A bouncy castle, face painting, free treatment from VC Athletic Therapy, and a complimentary breakfast table (courtesy of Jan's Valu-Mart and Tim Horton's Deep River) added to the fun.

"We couldn't have hoped for a better event," says James Thompson, Community Engagement & Fundraising Coordinator at DRDH. "We are immensely grateful to everyone who participated and volunteered this year, with very special thanks to co-organizers Colette Giroux and Amanda Haughton for bringing Run For Home to life."

The event also featured a pledge competition that encouraged participants to raise funds for Closer To Home. Congratulations to Kailynne LeBel, Josie Law, and Ann Serdula, who were the top three pledge earners, for raising a combined total of \$2,800. Additionally, RE/MAX Pembroke Realty, the event's champion sponsor, hosted a raffle that raised \$1,000 at the event.

The DRDHF is encouraged by the local show of support and is planning more fundraising events to help meet their Closer To Home campaign goal of \$2.5M. Every contribution brings Deep River & District Hospital one step closer to greatly enhancing long-term care services, and building a stronger local healthcare system and economy with the new home. The campaign currently sits at 26.7% completion.

"We are excited to continue this momentum and reach our end goal," James Thompson added. "Together, we can make a significant impact on our community's future."

For more information or to donate to the 'Closer To Home' campaign, please visit drdhfoundation.com/give.

Continued on next page...



**Top pledge earners
Josie Law, Kailynne
LeBel, and
Ann Serdula raised
a combined total
of \$2,800!**

21.1K Race Results

- 1st – Alexander Katsaras
- 2nd – Paul Chisholm
- 3rd – Vergelio Sales

10K Race Results

- 1st – Bill Buttle
- 2nd – Mark Agnelli
- 3rd – Samuel Jones

5K Race Results

- 1st – Donny Chennette
- 2nd – Parker Nolan
- 3rd – Micah Ballah

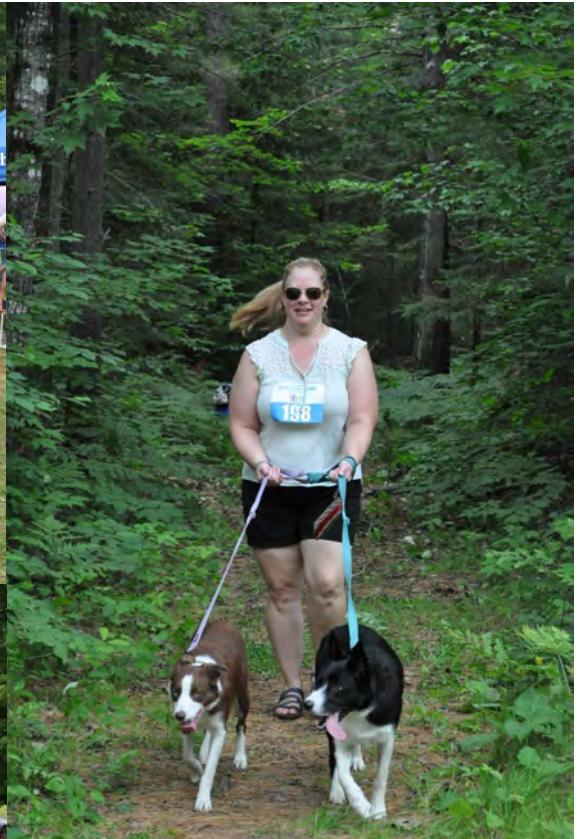
2K Race Results

- 1st – Max Richardson
- 2nd – Asher Bergeron
- 3rd – Allastair Christie



The Run for Home would not have been such a success without all the help received from our DRDH team members. Below are just a few of the folks we would like to shine a spotlight of appreciation on:

- Gerald Chaput, Scott Goodchild, Terry Firlotte, William Willard for playing live music.
- Martin Harris and Keith Benson for cutting the grass and filling gopher holes.
- Ann Kelly for helping us prepare the BBQ.
- Amy McDiarmid for taking hundreds of photos.
- Janna Hotson for staying to cleanup for hours.
- And all staff and Board Members who came out to participate!



Thanks to Forest Cove Alpacas for offering a fun and unique raffle opportunity to raise some money and name a baby alpaca! The winner of the raffle was DRDH's Melanie Grant, whose family chose the name "Carrot" for this little one.

Thank you so much to the Deep River Woodworking Club for making these unique 'medals' for the event — they are made from trees harvested from the build site for our new long-term care home!





Four Seasons Lodge residents had a great time cheering on the runners and listening to the live music, and a few even ended up with some new tattoos thanks to talented volunteer Alexandria Aitken.



Thank you to volunteer photographers Taylor Fitton, Daelin Lazenby, and Cameron Holt.

Head to the [Run for Home Facebook page](#) to see way more great photos from the day!

YOU'RE INVITED!



We are excited to announce an all **Staff and Family BBQ Party** on **Saturday, July 22nd** starting at **11:00 AM** happening right here in the backyard at DRDH.

Come out for the grill, and stay long to chill while enjoying some music, a bouncy castle and water slide for the kids! Lawn games, snow cones, cotton candy and so much fun!

There will be tons of food, games, and (hopefully) sunshine! So come and join us for an afternoon of fun and sun!

RSVP to rebekah.thompson@drdh.org before **Monday, July 17th** and please let her know how many people you will be bringing to ensure there is plenty of food for all.

IN LOVING MEMORY



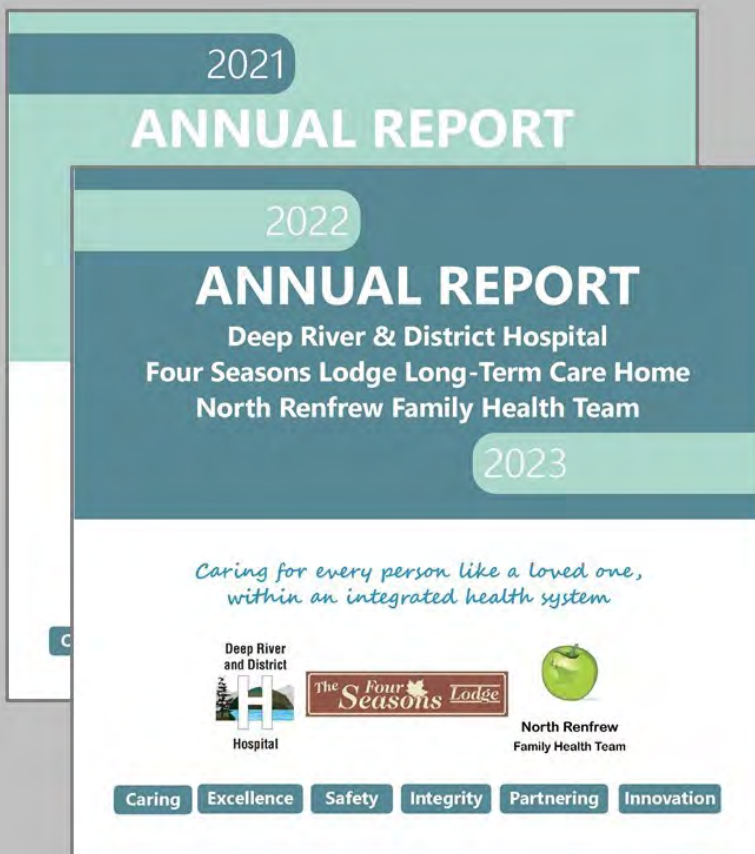
Charlene McGillis passed away at the Deep River and District hospital on Monday, June 12, 2023 at the age of 66 years.

Charlene was a long-standing DRDH team member prior to her retirement, having dedicated 40 years to working in both nursing and the laboratory.

Our sincere condolences go out to all of Charlene’s family, friends, and colleagues.

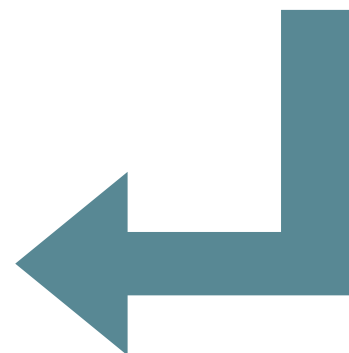


2022-2023 ANNUAL REPORT NOW AVAILABLE



The 2022-2023 Annual Report is now live!

Click [here](#) to see the report and the final progress made within each of our four strategic pillars, as well as a general overview of just a few of the amazing things we have been able to accomplish together this past Board Year!



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 Ontario Health. The opinions expressed in this publication do not necessarily represent the views of Ontario Health.