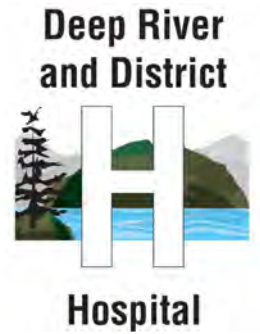


THE ZINGER



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

December 2018



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A Holiday Greeting to Our Communities

On behalf of the Board of Directors, 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 support this past year.

It has been an incredibly successful year for our organization and with your support we have been able to realize some remarkable achievements. As a result, we have been able to provide exceptional care to patients, families, residents and our community.

People who work in health care are caring people who want to help others. Over the past year, you have done a great deal that demonstrates your desire to do the best job you can for our patients, residents and their families. We would like to thank all the team and our wonderful volunteers for their dedication over the last twelve months, working hard to exceed expectations and helping to make the biggest impact possible.

Extensive work has gone into preparing for our future over the past year as we renewed our strategic plan. Our updated plan focuses on four strategic pillars: PEOPLE, SUSTAINABILITY, INTEGRATION, and SENIORS. In order for us to provide care today and into the future, we are building on these pillars to ensure we can deliver on our mission of “caring for every person like a loved one, within an integrated health system”.

The holiday season is a time of thanksgiving, joy and anticipation as we look forward to the many seasonal activities that bring such enjoyment to all. On behalf of all the Directors of this Board and the organization, warmest wishes to all of you for good health, a wonderful holiday season and a Happy New Year.

We also wish to extend our thanks to the Provincial Government, the Champlain LHIN and to all of our health care provider partners in the community for their support.

We wish you and yours a safe, healthy and joyous holiday season.

Dr. Janet Gow
Board Chair

Richard Bedard
Chief Executive Officer



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Happy

Holidays

From the Executive Team
 William Willard - Chief Financial Officer, Sandra Griffiths - FHT Executive Director, Richard Bedard - Chief Executive Officer, Amy Joyce - Executive Assistant, Michelle Robertson - Human Resources Officer, and Janna Hotson - Chief Nursing Executive

Best wishes from all of us at the Deep River and District Hospital, the Four Seasons Lodge and the North Renfrew Family Health Team

IT SECURITY—DOs and DON'Ts

We will be sharing one of Sophos's Top 10 IT Security Dos and Don'ts in each Zinger to help spread the word about IT security. Here is this month's tip:

Don't plug in personal devices without the OK from IT

- Don't plug in personal devices such as USBs or smartphones without permission from IT.
- These devices can be compromised with code waiting to launch as soon as you plug them into a computer.
- Talk to IT about your devices and let them make the call.





COCKTAILS WITH THE COLONEL



Richard attended the Garrison Petawawa Christmas Cocktail event at the Garrison Petawawa Museum on November 29, 2018. Pictured here, from left to right, are LCol Reeves, Richard Bedard, and LCol Pirie.

OUR RNs ROCK

The RN's rolled out their new schedule at the end of October and we would like to acknowledge the RNs who worked so hard to create this schedule on their own free time. A huge thank you to Michelle Lesaux, Sue Gibson and Dale Regan— you guys rock!

*Thank
you*





WORKLIFE PULSE SURVEY COMPLETE

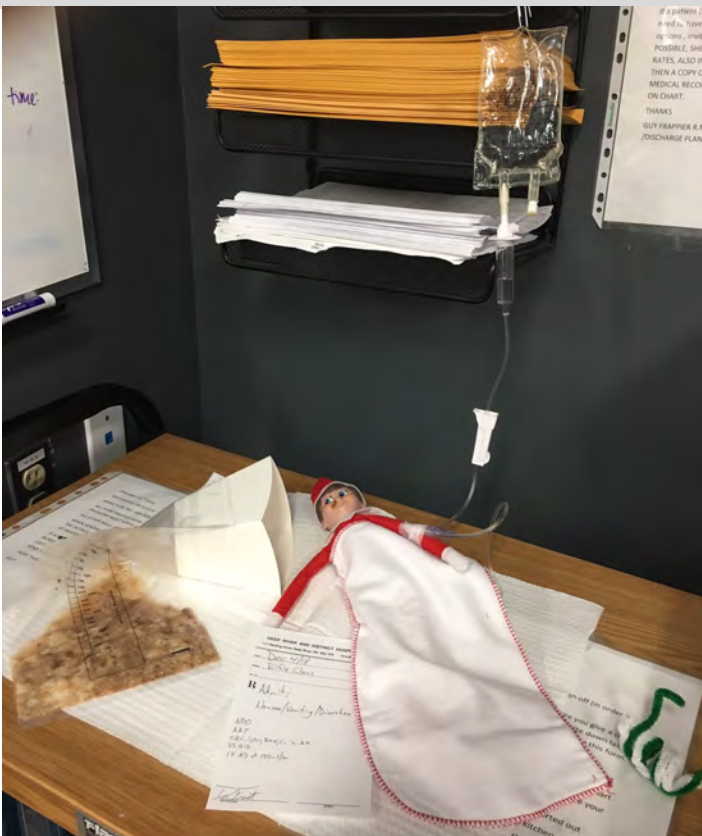


One vitally important step in Accreditation preparation is gathering staff feedback about work-life balance, engagement and safety. The **WorkLife Pulse Survey** is an important part of this process. It is an online survey that asks for your opinions on different aspects of your work environment. The results help us identify areas that may need to be improved.

The WorkLife Pulse Survey was completed by 61% of staff

Thank you to everyone who participated in this important step in our Accreditation process. A summary of responses will be received in the new year.

THE ELF ON THE SHELF IS BACK



The elf on the shelf enjoyed his time at DRDH so much that he has made his way back to the Medical Floor again this year—must be the great care he receives!





AUXILIARY HOSTS ANNUAL CHRISTMAS TEA

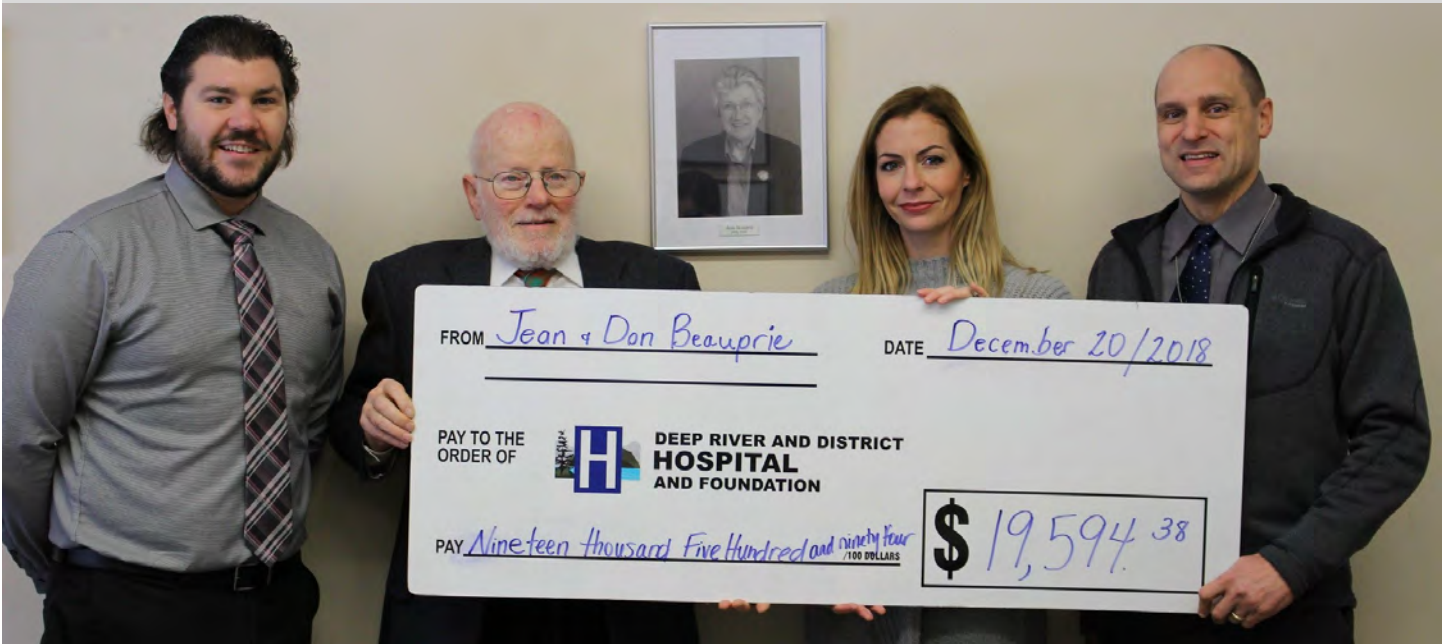


Thank you to the Auxiliary for all your efforts in hosting the beloved annual tea for staff and volunteers. The sweet treats were scrumptious as always!





DR. BEAUPRIE CONTINUES TO PROVIDE OUTSTANDING SUPPORT



The DRDH Foundation received a generous donation this month from Jean and Don Beauprie. Jean served on the Hospital Board and was an active contributor to the Hospital before passing away in 2017. A major \$20,000 donation was made by Dr. Beauprie in memory of Jean last year, and this year he has further donated an extremely generous \$19,594.38 towards the Diagnostic Imaging campaign. Thank you to the Beauprie's for being shining examples of generosity and community spirit! Pictured here, from left to right, are William Willard-CFO, Dr. Beauprie, Ashley Parry-DRDH Foundation Executive Director, and Richard Bedard-CEO. Jean Beauprie's photograph can be seen on the wall adjacent to Dr. Beauprie.

CHRISTMAS TURKEY READY TO BE EATEN!





DUE DECEMBER 31, 2018

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The next mandatory education modules focus on staff safety (body mechanics, lifting and back care) and patient/resident safety through fall prevention and management. These modules have been assigned to all staff on Surge Learning.

All staff are required to complete the following course and applicable quiz:

- ⇒ **General Lifting, Body Mechanics, and Back Care: A Module By Surge Learning**

As an alternative, a transcript version of the course is available. If you complete the transcript version, please send me an email to ensure you are marked as completed.

The course includes a short quiz to confirm knowledge. When completing the course, please ensure that you hit the button “I have completed the course”, enter your password and hit “Submit”. The pass rate for the quiz is 75%. If you do not meet the pass mark, the test can be re-tried.

The following DRDH site specific education has been assigned for employees to complete a review:

- ⇒ **DRDH Fall Prevention and Management Education
(All Staff)**
- ⇒ **Fall Prevention and Management Program – Clinical Practice Policy
(Nursing & Ambulatory Care Allied Health)**
- ⇒ **Head Injury and Post Fall Routine - Clinical Practice Policy
(Nursing & Ambulatory Care Allied Health)**
- ⇒ **LTC Fall Prevention and Management Program – LTC Policy
(RPN & RN)**
- ⇒ **LTC Head Injury and Post Fall Routine– LTC Policy
(RPN)**

The deadline for completion for all staff for all of the above modules and quizzes is:

December 31, 2018.





FOUNDATION NEWS—BLACK BEAR'S HOCKEY TOURNAMENT

This year the CNL Black Bears Hockey Club will be hosting its annual charity hockey tournament at the Petawawa Civic Center from Wednesday January 16 to Friday January 18, 2019.

Events are as follows:

Wednesday January 16—5:00 pm—10:00 pm

Thursday January 17—12:00 pm—10:00 pm with a spaghetti dinner and live music

Friday January 18—8:00 am—9:00 pm with wing night and live music

We encourage you to come out and support this great event. There is always music, laughter and a great time had by all. **The proceeds from this event will be donated to the Deep River and District Hospital Foundation**, Pembroke Regional Hospital Foundation and local recipient, Marty Gannon. Marty is well known around the area for his involvement in local hockey as a player and coach. Marty has a number of health and mobility issues due to his lengthy battle with Diabetes. He has suffered from loss of sight, heart attacks, strokes and has had both legs amputated below the knee. The Black Bears tournament aims to raise funds to help Marty stay in his own home as long as possible.

The Black Bears organizers have been working closely with the Deep River and District Hospital to ensure any funds raised at the tournament this year are directed to medical items greatly needed for our organization to help us care for those in our communities.

So come join the fun in our community and support your local healthcare with the Black Bears Tournament January 16-18 at the Petawawa Civic Center!

Click on the link below for more background on the impact the tournament has had in our community:
<https://www.facebook.com/blackbearscharity/videos/377086703064711/>





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EORLA STAFFING UPDATES



EORLA is pleased to announce Chetan Jariwala as the Permanent Manager for Pembroke and Deep River.

He has more than 19 years of experience in a variety of laboratory operations, most recently at Shared Hospital Laboratory, Toronto.

Congratulations Chetan, and welcome to Deep River!



STAFFING UPDATES

We are pleased to welcome **Jessica Fraser** to the team this month. Jessica is a Nurse Practitioner who will be working in the Family Health Team.

Welcome Jessica!



FINANCIAL POSITION



Financial Position Based on Agreement with the LHIN as of October 31, 2018:

surplus of \$3,094



Practicing Gratitude

Do you remember the last time you felt grateful for one of life's small pleasures? For example: a day of sunshine after weeks of rain; a perfectly ripe tomato from a local garden; a thoughtful comment from a colleague. These little gifts happen daily, but how often do we pause and feel grateful for them?

Complaining is easy, problems appear crystal clear, unwanted, and definitive: a cold in the summer, too many unanswered emails, not enough free time, weeks of rain, a difficult coworker - we can always find something that isn't right or ideal. Good things can more easily go unnoticed or unrecognized in our busy problem-solving lives. However, research shows that practicing **gratitude** has many positive effects on mental and physical health and overall well-being. In a recent study at the University of California, three groups of people were asked to make weekly logs of their experiences: one group focused on tracking negative things in their week, another on what they were grateful for or positive things, and a third was simply asked to make a note of something that affected them, without emphasizing whether it was good or bad. At the ten week mark, the people who recorded what they were grateful for were generally more optimistic they even exercised more and had fewer trips to the doctor.

Many such studies have been conducted on the effects of expressing gratitude. People who regularly express gratitude also happier and have less intrusive negative emotions such as envy, resentment, and regret. That's not all, here are some more of the amazing benefits of gratitude:

- Improves sleep
- Positively affects self-esteem and self-worth
- Increases resilience
- Boosts the immune system
- Boosts our careers
- Strengthens our emotions
- Makes us more optimistic

So now that we have covered the ways gratitude has an amazing impact on many facets of our lives, how do we implement it? It is not easy to make the switch from focusing on negatives to emphasizing positives, especially when we live in a culture that endorses near constant complaining.

One tried and true way to increase your daily dose of gratitude is to **keep a gratitude journal**. This means that each day you record five things you are grateful for (doing it right when you wake up or before sleep tends to make it easier to stick to). Big or small, paying attention to the little gifts that fall upon us every day will increase your awareness of them and you will begin to feel more grateful overall and reap the many benefits of saying thanks.

You can also **express gratitude aloud**. This means doing things like telling people what you appreciate about them and sharing positive stories and feelings from your day. Of course, this does not imply that you must put an end to telling people when something is wrong - it can be extremely beneficial to have the compassionate ear of a friend when times get tough. However, if you can eliminate some of your daily complaining and turn up the dial on gratitude, you are sure to bring more positivity and good health into your life and the lives of those around you.



Article from our EFAP Provider:

<https://www.workhealthlife.com/Article/Read/practicing-gratitude>



LEADERS SHOW THEIR TRUE COLOURS



BLUE	GOLD
emotionally driven seeks harmony in groups enthusiastic creative sympathetic	loyalty driven respects rules and authority responsible organized appreciative
ORANGE	GREEN
short-term driven welcomes change and variety adventurous competitive impulsive	logically driven independent thinker focused efficient analytical

On December 13, members of Leadership Council learned how to better understand themselves and each other by doing a “true colours” personality test. Each colour has particular strengths and each analyzes, conceptualizes, understands, interacts, and learns differently. Understanding our own colours and the colours of our colleagues can help us make our working environments better in a number of ways.

Other topics covered during the Leadership Council session included updates to the Code White policy, future planning for Long-Term Care, priorities for the remainder of the 2018/19 fiscal year, as well as updates on activities pertaining to quality, risk and Accreditation.

IDA MAKES DONATION TO OUR RESIDENTS



On December 20, 2018 the Deep River IDA delivered a Christmas gift to each one of our Residents. Thank you to the IDA for the thoughtful gifts—they were greatly appreciated!





GINGERBREAD HOUSE DECOARTING CONTEST



3RD PLACE—LAUNDRY



1ST PLACE—ADMIN





HOLIDAY HOOTENANNY





Gift Shop Parking

Two free parking spaces have been allocated for patrons of the Gift Shop. Signs to designate the parking spaces have now been erected across from the Gift Shop.

Policy Update—Code Grey

The **Code Grey** policy has been updated, and the new version can now be found on PolicyMedical.

Family Health Team Business Case Development

CSV Architects (from Ottawa) have been awarded the contract to facilitate the business case completion for the Family Health Team building application.

Evacuation Support with the North Renfrew Long-Term Care Center

The first reciprocal evacuation agreement between Four Seasons Lodge & NRLTC is now formally in place. The agreement provides for mutual assistance in the event of an evacuation of either sight and includes LTC residents from both organizations, stable DRDH patients and NRLTC community apartment clients.

Mattresses

It was determined that the mattresses in Four Seasons Lodge had reached end of life, outside of the anticipated/known procurement schedule. Expedited replacement of the mattresses outside of the capital-purchasing plan was required as the existing mattresses did not meet the safety and care needs of our residents. The Auxiliary have generously provided \$12,000 in funds to cover the cost of procurement. The mattresses have arrived and staff are awaiting training in order to implement a Bed Management and Entrapment Prevention program, which includes mattress and frame tracking, inventory management, legislated bed entrapment prevention and risk assessment protocols.





FLU SHOT REMINDER

If you haven't received your flu shot yet this year, there's still time! Pop by and see James Elliott in the Occupational Health office, and he will be happy to vaccinate you up until April 2019.

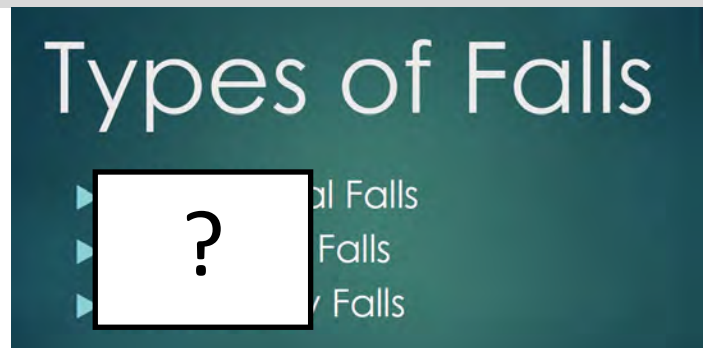
Our staff vaccination rates are currently 70% for the Hospital and 78% for the Four Seasons Lodge.



WANT TO WIN A TIM CARD?

From the mandatory education this month, **what are the three types of falls** included in the presentation?

Email the correct answer to Amy at amy.joyce@drdh.org before January 18 to be entered in a draw to win a Tim Card!



THE MODELS OF MEDICAL RECORDS



When it was time to update some photos on our website, I knew I could count on the lovely ladies of Medical Records to loan their modelling services.

Check out www.drdh.org to see which shot made the home page!





Save the Date



FAMILY FUN DAY



- Hot Dogs & Hot Chocolate • Skating • Snow Shoe Trail • Face Painting •
- Photo Booth • Trivia • Tons of Fun for the entire Family •

Timberline Club House + Skating Trail
2 Henan Rd. Pembroke, ON

Sunday, February 17th, 2019 • 10:00 AM – 2:00 PM

**Open to all family + friends of staff from the Deep River and District Hospital,
North Renfrew Family Health Team & Four Seasons Lodge**

• MORE DETAILS TO FOLLOW •





FOUNDATION NEWS

See Ashley in the Foundation office to grab a \$5 ticket for your chance to be the lucky winner this week!

**THE JACKPOT
IS NOW OVER
\$122,200!**

**CATCH the
ACE**
Progressive Raffle Lottery
**JOIN US EVERY THURSDAY
FOR YOUR CHANCE TO WIN!**

TIM CARD WINNER



Congratulations to Sarah-Lynn Parker or correctly answering the question in the November Zinger and winning a Tim Card! Sarah-Lynn correctly answered that **YELLOW** is the colour used to signify fall risk on a patient's bracelet, room signage and chart.

For your chance to win this month, see **page 16!**



*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.*

