

THE ZINGER

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

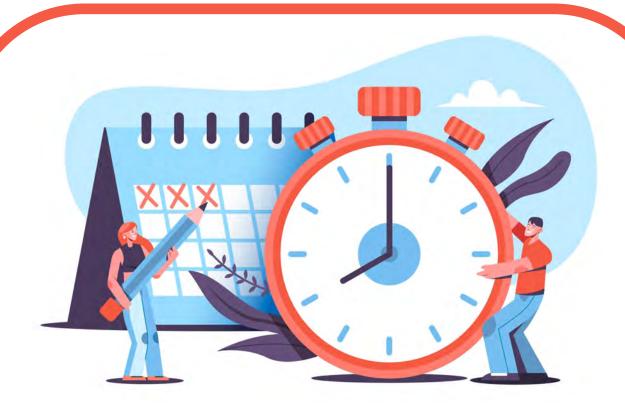
December 2021



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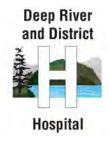
EPIC COUNTDOWN—NOVEMBER 2022



COUNTING DOWN TO EPIC GO-LIVE 11 MONTHS AWAY!

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EPIC COUNTDOWN—NOVEMBER 2022





COUNTDOWN TO EPIC!

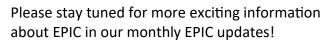
11 MONTHS AWAY

On November 5, 2022, we will be going live with EPIC as the Electronic Medical Record (EMR), replacing Anzer throughout our organization.

To see EPIC in action at another small hospital in our area, members of our team took a little road trip to the St. Francis Memorial Hospital in Barry's Bay in early December.

Thank you to the team at St. Francis for hosting us and for sharing valuable information about their EPIC implementation experience.









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

All Staff:

WHMIS - Parts 1 & 2

Body Mechanics - Top 10 Lifting Rules

Body Mechanics – Body Mechanics

Customer Service - Annual Refresher - Part 1

Panbio Self-Screening Instructions (due January 5, 2022)

Training Video: Self Collection for COVID-19 Antigen Rapid Testing (due January 5, 2022)

Four Seasons Lodge Staff

Code White

Clinical Staff

Documentation of Care-Nursing and Allied Health

Mechanical Lifts and Client Handling – Part 2

Housekeeping

RICN Best Practices for Environmental Cleaning Module 4a – General Cleaning

RN, RPN

EKG Like a Boss - Part 3

Pain & Cognitive Impairment – Reading the Cues

CNO Documentation Standard



How to test yourself with Panbio™ COVID-19

This handout explains how to use a Panbio™ COVID-19 rapid antigen test kit on yourself. Before you start:

- If you have ANY COVID-19 symptoms or if you have been exposed to someone with COVID-19, do NOT use this test kit, and instead get Make sure your kit has all the materials needed and that none of the materials are expired or damaged. Please **note** that Health Canada
- To make mini screen kits, please refer to "Panbio™: How to Create Mini Screen Kits for At-Home Self-Screening". has recently approved the expanded shelf life of Panbio test kits to 24 months.

- Store the kit and its content at room temperature (not in the fridge or freezer) and away from direct sunlight. Find a clean area free of foods, drinks, or clutter, and easy to clean in the event of a spill. During the test, do not eat, drink, smoke, vape, put in contact lenses, put on make-up, or touch your face in any way.
- Only use the test on yourself. Do not test others or give tests to others.

TRIM THE TREE RAISES \$3,600 FOR LOCAL HEALTH CARE



The Deep River and District Hospital is excited to share that this year's Trim the Tree fundraiser was an incredible success, with over \$3,600 raised! A large thanks goes out to all supporters and donors who made the fundraiser happen, and for the incredible generosity and Christmas spirit of giving in our community.

The Trim the Tree fundraiser recognizes donations by community members through coloured ornaments that decorate the Town of Deep River's

Christmas tree, located at Town Hall. Funds raised from Trim the Tree this year will go towards launching the upcoming Long-Term Care Development Fundraising Campaign to support the development of a new 96-bed long-term care home onsite at the health campus.

On December 4, a Trim the Tree booth was part of the Town of Deep River's Outdoor Christmas Market. Throughout the day, the Christmas tree at Town Hall was adorned with ornaments purchased through donations by members of our community. With each ornament came a tribute tag individualized to recognize a loved one, friend, or a health care team member.

"COVID-19 has made hosting in-person fundraising events a challenge," said Janna Hotson, President and CEO of the Deep River and District Hospital, "however, the pandemic has also helped us all to recognize the importance of local healthcare, and how critical support from our community is to maintain care close to home. The funds raised through initiatives such as Trim the Tree are critical to this, so thank you to each and every person who donated towards an ornament to help our organization to continue providing excellent, compassionate health care for our community".

The Deep River and District Hospital would like to extend their thanks to all the wonderful volunteers and community partners whose support made this event a success. A special

thanks also goes out to James J. Hickey Realty for being the event sponsor (pictured here), to the Whistle Stop and the Hospital's Gift Shop for accepting donations leading up to the event, to Jan's Valu-Mart for hosting a volunteer table, as well as to the Town of Deep River for including us in the weekend's festivities.



More photos on next page...

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TRIM THE TREE CONTINUED..



The annual Trim the Tree fundraiser to benefit the Deep River and District Hospital took place on December 4 this year at Town Hall. Amber Cox and Daelin Lazenby are shown here accepting donations at the Outdoor Christmas Market and displaying ornaments on a smaller tree before they were moved over to the Town of Deep River's Christmas tree in time for the tree lighting event later that same evening.

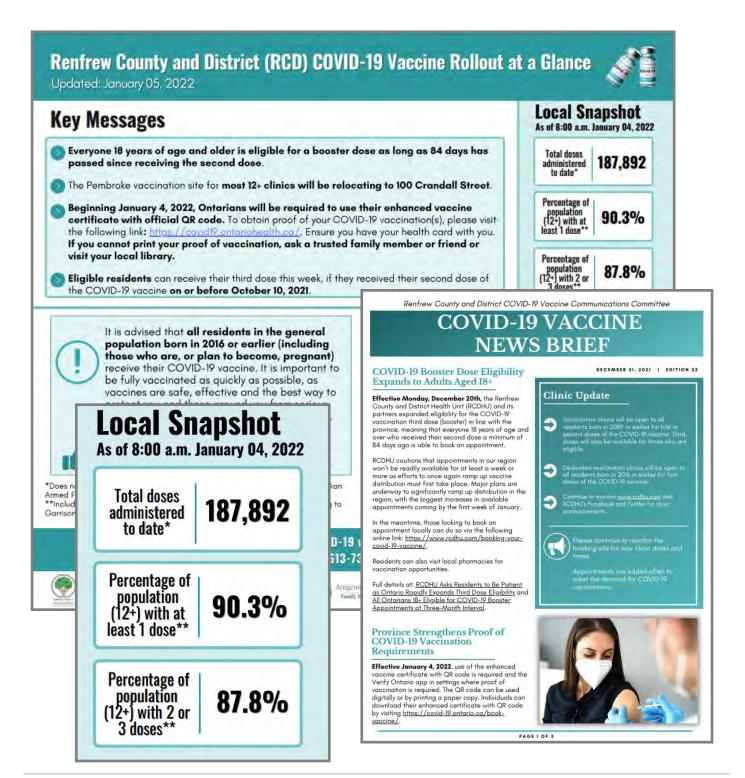




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RENFREW COUNTY COVID-19 VACCINE COMMUNICATIONS COMMITTEE

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 regularly 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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HOT CHOCOLATE FRIDAY

To get in the holiday spirit, and to switch up our usual chocolate Fridays, a hot chocolate cart made its way around the organization on December 17 with candy canes, whipped cream, and other festive

toppings!









greetings



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NEW HIRES



This month, we are pleased to welcome three new members to our team. Madison is a Registered Nurse (RN) who will be assuming a Charge Nurse role, Rhya-Lee is a Personal Support Worker (PSW), and James is our new Community Engagement and Fundraising Coordinator. We were also happy to have welcomed back Garrett Wilson this month, who fit in some work as a screener and at the vaccine clinics during his holiday break. Please join us in extending a warm DRDH welcome to Madison, Rhya-Lee, and James!



A HOLIDAY THANK YOU





Lunch and dinner were provided to those who worked on Christmas Day and New Year's Day as a thank you!

In addition, special holiday meals were provided on a number of other days—including a turkey dinner from Maven Catering for those working on the evening that would have been our Christmas party.

Pictured here is Tabitha Kearney, CNE, delivering a tasty lunch from Madameek to those working on December 29.

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SANTA'S ELFIE VISITS THE MEDICAL FLOOF







Elfie made the trip all the way from the North Pole back to the Medical Floor this year to keep an eye on our team members and report back to Santa. Here's a look at some of the trouble he got himself into during his time at DRDH.









MEMOS

Time-Off Request Procedure

This memorandum is to provide an update to all members of the DRDH team on an update to our Time-off Request Procedure. The changes highlighted below to the process for requesting time off (vacation, stat time, banked time) will take effect on **January 16, 2022.**

To increase transparency and clear communication between everyone involved, time off requests will be required to be submitted using the QHRnet electronic platform effective **January 16, 2022**.

Any requests submitted using the current paper method until January 15, 2022 will be honoured (including requests for time off after January 16, 2022).

As of January 16, 2022, paper requests for time off will no longer be accepted and all requests must be made through the QHRnet platform.

The page following this memo outlines the step-by-step process of how to submit a time off request through the QHRnet platform.

This process will provide a feedback email to the person requesting time off once the shift is filled, or if the request cannot be met, providing timely communication related to the request being made.

Should you have any questions regarding this change in process, please contact either William Willard or Tabitha Kearney.

If you are unable to access the QHRnet system or have any questions, please see Ian Wilkie.

Reactivation of the Centralized Call-In Number

To ensure appropriate oversight the centralized call in process for all sick calls will be reinstated effective January 6th at 0800.

Any staff member or physician that is calling in sick or unable to report to work, including on-call shifts, MUST call the Call in line at 613-633-1957. This number will connect you with the Administrator-on-call to have direction provided for follow up. This would also include if you have had high-risk exposure to someone with COVID-19 or COVID-19 symptoms (within 2m/6ft of the person for longer than 15 minutes without PPE).

This number is accessible 24 hours a day and will be the <u>only</u> number staff contact when calling in sick to work.

The Administrator will follow up with your department lead to arrange coverage as required.

Staff Call In Line Phone Number – as of January 6 at 0800 for all staff and physicians: 613-633-1957

Cards with this information have been left at the Medical Nursing station and are available in Mary Goodchild's office.

PROVINCIAL DIRECTION LEADS TO CHANGES IN LABORATORY & DIAGNOSTIC IMAGING SERVICES

On January 4, 2022 the Province of Ontario reactivated Directive #2, which directs Hospitals to ramp down non-emergent and non-urgent services as of midnight on January 5, 2022. Following this direction, the following service adjustments have been made to Diagnostic Imaging and Laboratory services at the Deep River and District Hospital:

- The Diagnostic Imaging Department will only be completing emergent and urgent out- patient X-Rays and ultrasounds by appointment Monday – Friday. Family Doctors or Nurse Practitioners will fax requisitions to the Diagnostic Imaging Department, who will then call patients to schedule an appointment.
- Mammography Services are currently on hold.
- The Laboratory will only be completing blood tests by appointment on Monday - Friday, between the hours of 7:30 am and 12:00 pm. Family Doctors or Nurse Practitioners will fax requisitions to the Laboratory Department, who will then call patients to schedule an appointment.

All patients coming to the organization will need to enter through the Main Entrance and screening station.

These enhanced safety measures will remain in effect until further notice, with the goal to minimize spread of the Omicron variant for the safety of staff, patients, residents and our community. Thank you to our community, patients and family partners for their support and understanding during these uncertain times.



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Restoring Healthy Habits When You're Burned Out

It is hard to stay focused, motivated, or encouraged to look after yourself when you are feeling burnt out. Healthy habits that you have worked hard building up might start to slip, and exhaustion leaves you unable to complete household chores. Quick fixes and instant gratification may feel good in the moment, but paradoxically they will make burnout



worse long-term. Whatever stage of burnout you are experiencing, you still need to take care of yourself; self-care will actually increase your resilience, making you stronger and able to get through this difficult patch, speeding up the process of getting back to normal. Don't expect to be able to jump straight back into a full-on self-care routine. Start small to build up these habits:

If your healthy eating has gone out the window:

Choose one meal to tackle first, e.g. begin having a healthy breakfast for one month and reassess from there.

If you stay up late watching TV or gaming:

It can be so easy to fall into a cycle of sitting in front of the TV until early hours, waking up exhausted, and then doing it all over again. Start by cutting back one hour of screen time (e.g., going to bed at 11 instead of midnight) over a period of weeks until you have gotten to a bedtime that fits you.

If you withdraw from family and friendships:

Keeping up with loved ones can be challenging when you feel you have no energy for yourself, but they are also a source of support. Be open and honest with feeling burned out and let them know you need time, space, or more support.

If you procrastinate keeping the home clean or completing chores:

Housework is probably the last thing on your mind if you are burned out. If it is getting out of hand, tackle one room at a time, or even one task—for example, leaving everything else but just doing the washing up. See how you feel after a week.

If your hobbies and interests have stopped:

Maintaining hobbies will actually help with burnout, as it is a release, and a chance to give your brain a break. To ease yourself back into a hobby, choose a couple of hours a week that you will spend doing that activity.

If you are not exercising:

Exercise will increase your self-esteem and ease the symptoms related to burnout such as lethargy and exhaustion. Pick three days in the week where you can go for a brisk walk to get you back into a routine.

Your attitude is negative and critical of yourself and others:

Replace each negative thought with a kinder one and give yourself a break for being burnt out. Being critical of yourself is unproductive and won't help you improve your situation.

Read the rest of the article from our EFAP provider here: https://wellbeing.lifeworks.com/ca/newsletter-content/restoring-healthy-habits-when-youre-burned-out/

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GINGERBREAD HOUSE COMPETITION





Thank you to everyone for partaking in our annual Gingerbread House Competition...the houses this year were truly remarkable! In a very close race, our overall winner is Gingerbread House #2 which was a log cabin inspired dream home with a hot tub. Congratulations to the Finance Department on their win!











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FOUR SEASONS LODGE NEWS—DECK THE HALLS





Members of the Auxiliary helped to bring plenty of festive spirit to the Four Seasons Lodge this year when they decked the halls in late November.

Thank you so much to our outstanding Auxiliary volunteers for everything that you do for our team and our residents.

Even Cesar seems very intrigued by the decorations!



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FOUR SEASONS LODGE NEWS—PEN PALS!



A big thank you to Mr. Joyce's Grade 8 class at St. Mary's School for being pen pals with our residents this year.

A number of residents and students exchanged letters telling each other all about their favourite Christmas traditions!

FOUR SEASONS LODGE NEWS—SPECIAL CHRISTMAS BREAKFAST



On the morning of December 15, residents in the Four Seasons Lodge were treated to a very special Christmas breakfast, complete with (mock) mimosas!

A huge shout out goes to Ann Kelly and Abbie Verch (pictured here) for cooking and coordinating—thank you!









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FOUR SEASONS LODGE NEWS—JAM NIGHT IN THE LODGE



Holiday Jam Night at the Four Seasons Lodge took place on December 15, and was a fantastic night! Thank you to our amazingly talented team members & family members for putting on a wonderfully entertaining show for everyone! From tap dancing and singing, to bag pipes and harmonica, it was a great evening for all. Thank you to all those who came out and made this night possible.



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FOUR SEASONS LODGE NEWS—SHOPPING DAY

In early December, our amazing volunteers hosted a shopping day for residents to be able to do some Christmas shopping from the comfort of their own home. Items were graciously provided from The Whistle Stop and everyone was able to find some treasures!







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FOUR SEASONS LODGE NEWS—THANK YOU FOREST COVE





A huge thank you goes out to the wonderful team, Breanna and Corinne, at Forest Cove Farm & Country Market for creating these beautiful floral centre pieces for the Four Seasons Lodge, which was made possible by donations received from the community. These stunning arrangements added an extra splash of colour and holiday cheer to the home.

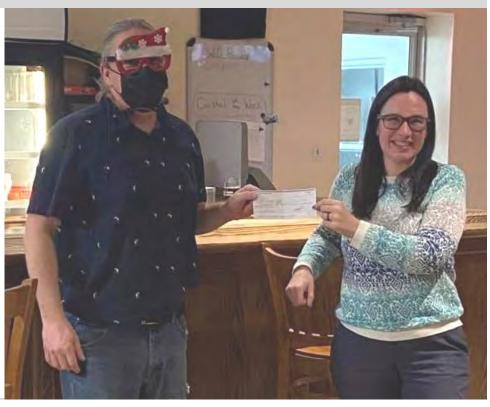


FOUR SEASONS LODGE NEWS—THANK YOU LONG SHOTS SPORTS CAFE

On December 22, Long Shots Sports Cafe presented The Four Seasons Lodge Long-Term Care with an amazing donation of \$568.15, which was raised during their weekly trivia night.

Pictured here is Mike Griese presenting the donation to Jenny Hickson, Director of Care.

The Four Seasons Lodge would like to extend thanks to Long Shots Sports Cafe and all those who contributed towards this donation.



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LOSS OF A COLLEAUGE AND FRIEND



In Loving Memory Amanda Pleadwell

It is with immense sadness that we received news of the passing of one of our colleagues and friends, Amanda Pleadwell.

Amanda has been a central part of our Four Seasons family for many years. In her role as a PSW, Amanda was involved in every aspect of our residents' daily lives, and in the daily goings on throughout the Four Seasons Lodge. Amanda was often one of the first faces our residents would see in the morning, as well as that of her colleagues and friends coming in for early shifts. In her time with us, Amanda cared for our residents in a truly personal way, as a champion for providing person-centered care and making the Lodge feel like home for our residents. In 2019, Amanda was recognized and celebrated by the organization as the annual Ernie Mielke award recipient, recognizing how much she gave of herself to our others and of the impacts she made. Amanda would have received her 10 year pin and service award in 2021.

Amanda leaves an incredible legacy in all of us. She truly was a champion for our residents, and shared that with others through

teaching and mentoring. On a personal note, I feel incredibly privileged to have worked with Amanda. I have rarely come across someone who truly cared about others as much as Amanda did, and who went above and beyond to make the lives of others better. It was truly the hundreds of little things that Amanda would do every time she entered the Four Seasons Lodge that made such a difference in the lives of the residents share cared for. I cannot count the times I saw residents smile because of one of her jokes, saw her comfort an upset resident, or showed how well she knew them by something as simple as picking their favourite colour of clothes or lipstick. The smiles on our residents faces, and that of their families, when Amanda volunteered her time to coordinate formal outfits and personally do the hair and make-up for residents for our family Christmas dinner were truly amazing. Her acts of kindness and spirit of giving created memories for those residents and their families that truly are priceless. Not only on that day, but everyday she cared for our residents she made them feel valued, special and loved.

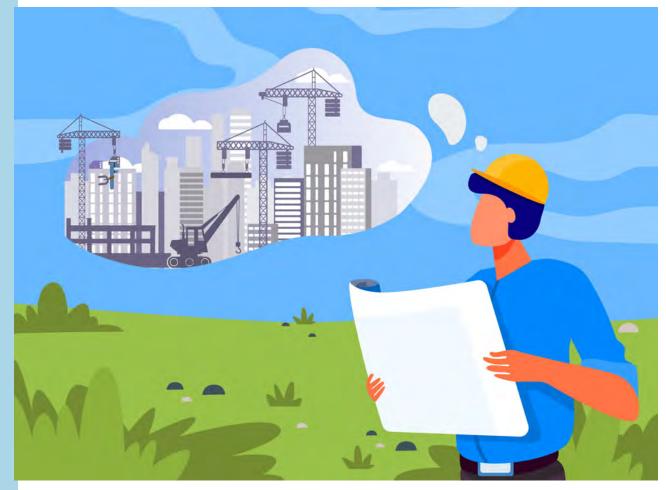
It is where we stand in times like this that truly matter. With news of Amanda' passing, people from across our organization came together to support each other in such an amazing way. Through many, many tears, we were able to share our grief and loss. We also laughed, smiled and appreciated what a difference Amanda made for all of us. To those who came together in the Four Seasons for "Jam Night", you recognized and honoured Amanda in exactly the way she would have wanted – by making our residents smile, and easing their grief as well as our own. An incredible thank you, personally and on behalf of the organization, to everyone for coming together on what is truly one of the hardest days our organization has ever had and for showing, what an amazing family we really do have in each other.

The coming days, weeks and onward as we all grieve for the loss of Amanda will not be easy. We have each other's support, and will need to continue to care for each other during this very difficult time. Our EFAP services can also offer someone to talk to outside of the sessions that were held in December, and resources for anyone to access individually (call 1-844-880-9142, or on the website at: https://lifeworks.com/en).

Our condolences go to Amanda's husband, Dan, her father, and to her friends. In the coming days and weeks, we will look as a team to how we recognize and honour Amanda as one of our family as well, and how we say good-bye together.

Janna Hotson, President and CEO

DEEP RIVER HOSPITAL LONG-TERM CARE DEVELOPMENT ONE STEP CLOSER



The Deep River and District Hospital's Long-Term Care Development Project has entered the exciting stage of public consultation, as the project continues its progress towards final approval from the Ministry of Long-Term Care (MLTC). Once approved, the project will see a 96-bed Long-Term Care Home built next to the hospital, expanding the health campus.

"We are excited to begin public consultation for this project," stated Janna Hotson, President and CEO. "This public consultation gives our community the opportunity to provide their support for this important project directly to the Ministry of Long-Term Care. Expanding our campus of care in Deep River will support more members of our community and families to remain close to home during their later years, provide economic benefits and additional employment opportunities, as well as grow supports for our community as a whole far into the future."

As part of the project's review and approval process, the Ministry has begun a 30-day public consultation. The Deep River and District Hospital would like to thank our community for the outstanding support received for the project to date, and invites participation in the public consultation process by providing comments and feedback between now and February 3, 2022.

Public consultation is an important element of the Deep River and District Hospital's Long-Term Care Development Project and allows a venue for stakeholders and community members to express their excitement and support for the project.

Continued on next page...

The Deep River and District Hospital's Long-Term Care Development proposal involves:

- the self-funded upgrade of the existing 10 "New" beds at the Home's current location;
- the development of 86 additional LTC beds allocated by the Ministry of Long-Term Care (the "ministry") to be included in the proposed 96-bed development project, subject to meeting all licensing requirements under the Long-Term Care Homes Act, 2007 (the "Act"); and
- the issuance of a new LTC license for a new 96-bed LTC home with a term of up to 30 years.

Benefits of the Long-Term Care Development Project for our community are far-reaching. The project will not only impact health service access and equity for our area, but will also have significant impacts on our local communities for years to come, given the anticipated issuance of a 30 year license to operate the new home.

The expansion of operations on the health campus will require a significant increase in the local workforce, approximately doubling the current workforce at the Deep River and District Hospital, resulting in expanded and sustained employment opportunities. The increased number and variety of career opportunities will result in increased attraction for relocation or retaining of individuals in the area - and could bring families to attend our schools, spouses to work in local businesses, and millions of dollars in wages earned spent back into our local economy. The increased local employment will drive demand for child care, schools, local services, spousal employment and housing.

The new home is planned to be located on land owned by the Deep River and District Hospital, between the existing health campus and the County of Renfrew Deep River paramedic base. The new home will be in close proximity to the hospital and family health team, enabling ease of access and flow, as well as integration of services between multiple sectors of our local healthcare organization.

While the project will be predominantly funded through the Ministry of Long-Term Care, a \$1 million fundraising campaign is being launched to support customizing the home to suit our community and to allow more funds to be used for resident care. Please visit www.drdh.org for more information on how to contribute towards the new Long-Term Care Home.

Submissions to the Ministry are welcomed in writing from now until February 3, 2022, and can be sent via email to LTCHomes.Licensing@ontario.ca, or by mail to Director under the Long-Term Care Homes Act, 2007, Ministry of Long-Term Care, Capital Planning Branch, 438 University Avenue, 8th Floor, Toronto, Ontario M5G 2K8.

Please include the Four Seasons Lodge home name and quote **Project #22-035** on all written submissions. As part of the MLTC's review, the Director will consider all written and oral submissions before making a final decision relating to the proposal.

More details regarding the consultation are posted on the Long-Term Care Consultation Registry located at oncord.com/one-term-care-licensing-public-consultation-registry.

Thank you in advance for your support in bringing the Long-Term Care Development Project one step closer to fruition, and enabling the Deep River and District Hospital to better meet the needs of our community into the future.

GENERAL VISITING ON HOLD FOR HOSPITAL AND LONG-TERM CARE

With the local and regional situation changing rapidly due to the spread of the Omicron variant, the Deep River and District Hospital and the Four Seasons Lodge Long-Term Care Home are further enhancing visitor restrictions to protect patients, residents, staff and our community.

Working with our Hospital partners and in conjunction with Renfrew County District Health Unit and Ministry of Long-Term Care direction, all visiting, including Caregivers/Partners for hospital inpatients, will be on hold effective Wednesday, December 29, at 8:00 PM.

Accompaniment for Emergency Department patients or for outpatient appointments remains restricted at the Deep River and District Hospital, with only those parents of children or those requiring assistance during their visit being permitted.

For patients or residents receiving end-of-life care, visitors will be determined on a case-by-case basis.

Following Ministry of Long-Term Care direction, residents may designate two (2) Essential Caregivers/Partners. All Long-Term Care Essential Caregivers/Partners must show proof of at least a first dose of vaccination by December 20, 2021, and full vaccination by February 21, 2022. Effective January 4, 2022, all Long-Term Care Essential Caregivers/Partners will be required to show their vaccination QR code at the screening desk prior to entry.

These enhanced safety measures will remain in effect until further notice, with the goal to minimize spread of the Omicron variant for the safety of staff, patients, residents and our community. Further restrictions may be put in place based upon public health guidance or changes in the local situation. Thank you to our community, patients and family partners for their support and understanding during these uncertain times.

COVID-19 Update No visitor policy in effect

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GIFT SHOP CLOSED



Please note that the Auxiliary Gift Shop is currently closed until further notice.

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.