

THE ZINGER

Newsletter for the Deep River & District Hospital

Four Seasons Lodge Long-Term Care Home and North Renfrew Family Health Team

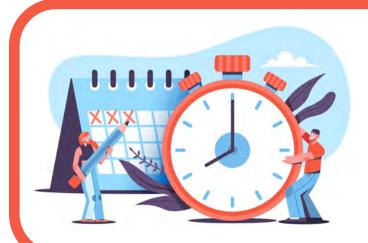


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COUNTING DOWN TO EPIC GO-LIVE—November 5, 2022



COUNTING DOWN TO EPIC GO-LIVE



We have been very lucky to have had support from our partners at the Renfrew Victoria Hospital (RVH) and St. Francis Memorial Hospital, who both went live with Epic in 2019.

Pictured here are team members from RVH who were onsite on October 28 to help us get ready for go-live on November 5, 2022.

STAY TUNED FOR THE NOVEMBER ZINGER FOR ALL THE EXCITING EPIC GO-LIVE CONTENT!

Pictured here are local physicians Dr. Ceponis, Dr. Sage, Dr. McVey, Dr. Armer, and Dr. Bushby participating in Epic training with Madison Magne, Certified Trainer.



'Epic' Countdown has Begun at Three Eastern Ontario Hospitals



Planning has been underway at each hospital to prepare for the new system. Above, at Deep River & District Hospital, Allison Lepack, Manager of Clinical Services – Acute Care and Epic Certified Trainer (left) and Personal Support Worker Ashley Morrison (right) update the "Epic Journey" wall to show that each department has reached its milestones as we quickly approach go-live.

Excitement is building as Deep River & District Hospital (DRDH), Kemptville District Hospital (KDH) and Winchester District Memorial Hospital (WDMH) conduct final preparations for the November 5, 2022 launch of the Epic health information system at each hospital.

The three hospitals are asking the public for patience during the transition to the new system. "Putting Epic in place is a big change for staff and patients with many benefits, but it will take time to adjust," said Brittany Rivard, KDH's Chief Financial Officer/VP Operations and Site Lead for the Epic implementation. "Please be patient with the staff at each of our hospitals as they adjust to this new system."

After go-live, it is expected that some processes, such as registration, documenting notes, and appointments may take a bit longer. Plans are in place to reduce disruptions and make the transition as seamless as possible. For example, each hospital has reduced the number of appointments in some areas to ensure that staff have time to care for each patient while learning to use the new system.

Continued on next page...

Epic replaces dozens of electronic and paper systems, making every patient's medical information available in one secure place online. It provides a comprehensive digital health record for every patient, enhancing standardization, information sharing, and continuity of care. Simply put, Epic gives people better access to their own health information and more seamless care from their providers.

Hospital CEOs Frank J. Vassallo (KDH), Janna Hotson (DRDH), and Cholly Boland (WDMH), have one message: "We are ready! Preparation has been underway for many months with extensive staff and physician training, new equipment purchases, and improvements to the IT infrastructure. Thank you to our teams for your commitment to continually improving patient care."

When the switch is flipped, Epic will bring many improvements and benefits for patients, families, staff and physicians. It will:

- eliminate paper-based patient health records
- replace dozens of electronic systems that don't always 'talk' to each other when patient information needs to be shared across teams and services
- ensure patient information is available in one place and save staff and physicians time looking for things like test results and medication history
- eliminate the need for patients to repeat their health history at every interaction or visit
- give every member of a patient's care team access to their health record so that critical care decisions can be made safely, and in collaboration with the patient
- make it easier for patients to access their medical record using MyChart – they will be able to view test results, see their medical history, diagnostic test results, upcoming appointments, lists of allergies and medications, and even educational materials.

The three hospitals now become part of a digital network of nine hospitals in the Ottawa region using the world-class health information system.

It's going to be Epic!



MANDATORY EDUCATION—past due

Please see the assigned education for the month of October. This was due to be completed by October 26, 2022. Please contact Mary Goodchild if you are having any issues accessing the education.

All Staff

- Code Red Fire Safety Plan
- Hand Hygiene
- Why does hand washing work?
- Are your hands clean?

Admin On Call, RNs, Maintenance

Fire Watch

RN, RPN, PSW

Continence Care and Bowel Management

RN, RPN

• PINEL Modules (due November 30th)

Housekeeping

• RICN Environmental Cleaning Best Practice – Daily Room Cleaning – Regular Room





PLANS SHARED FOR NEW LONG-TERM CARE HOME



Pictured here is an artist rendering of the front of the new 96-bed Long-Term Care Home which will be located onsite at the Deep River & District Hospital campus.

On Thursday, October 13, the Deep River & District Hospital hosted an Open House event to share plans for the new 96-bed Long-Term Care Home with our community.

Those who were not able to attend the event in-person can view the artist design renderings at <a href="https://dream.nih.gov/dream.gov/

The Open House event was made possible thanks to support from the Town of Deep River for allowing use of the Town Hall, and the Deep River and District Community Foundation for providing refreshments as well as printed displays to showcase design renderings for the new Home.

Plans showcased at the Open House are a result of the DRDH Project Team's work over the summer hosting focus group meetings with staff, residents, and other community stakeholders, where feedback was gathered to help guide designs for the new Home.

Plans for the new 69,700 square foot, 2 story, 96-bed Long-Term Care Home feature three "Resident Home Areas" as well as common gathering areas, and a secure courtyard within the "H" shape of the building. The new Home will also include a central kitchen, care centres, and other services to support life of the Home. Each "Resident Home Area" will feature a mixture of single rooms with individual washrooms, and two single rooms with a shared washroom.

Plans for the outside of the building are inspired by the use of mid-century modern design and wood siding seen throughout Deep River, and feature a mixture of neutral toned engineered cladding, masonry, and brick. It is planned that local groups will be engaged in the landscape design as the project progresses, to ensure both the grounds and the secured courtyard will be beautiful natural spaces for our residents to enjoy for years to come.

Continued on next page...

The Deep River & District Hospital would like to extend a sincere thank you to those community members who attended the Open House event and provided feedback to the Project Team, including our architects and project managers.

The DRDH Project Team continues to work diligently to progress the project forward, and is on-track to open the new Home as early as 2025.

Progress also continues towards reaching the Closer to Home campaign's \$2.5M goal in support of the new Home. Thanks to recent pledges from members of our community, the campaign has now reached over 12% of the goal!

For more information about the Long-Term Care Development Project, and the Closer to Home fundraising campaign, please visit dream.org/closertoHomeCampaign.



Pictured here is the Deep River & District Hospital's Open House event on October 13, 2022, where plans for the new 96-bed Long-Term Care Home were shared with the community.



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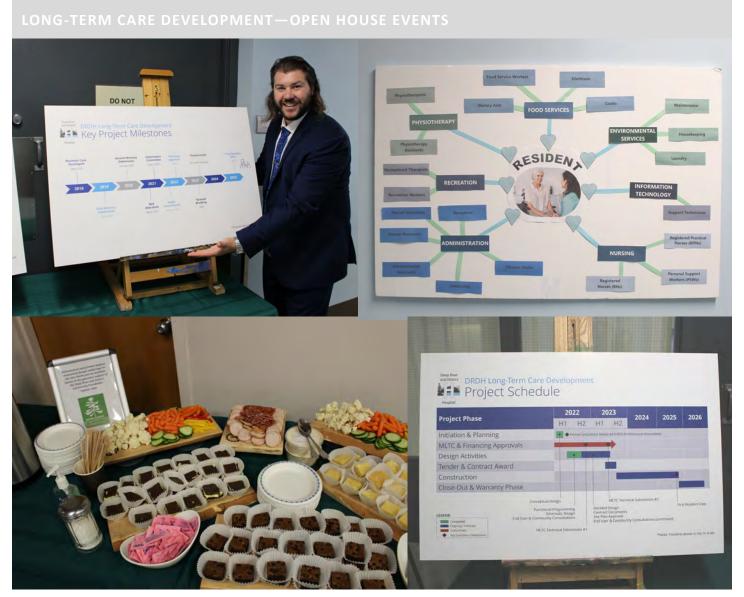
LONG-TERM CARE DEVELOPMENT—OPEN HOUSE EVENTS

Thank you to everyone who took the time to come and see designs for the new Four Seasons Lodge during our Open House. It was wonderful to see the excitement and hear the future planning starting for our new home. The Architects and Project Managers shared how positive the experience was in being able to hear directly from so many about their thoughts on the design and see the excitement from our team on the progress towards our new home.

Thank you also to everyone who participated in user group meetings, filled out surveys or who provided suggestions and feedback to help make the design something specific to what we need as a community, as staff and what we will create as a home for our future residents. The ideas shared and feedback we provide continue to be incorporated into designs as they get more detailed, in anticipation for our first technical submission of plans to the Ministry of Long-Term Care in mid-November.



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For anyone that missed the Open House and is interested in seeing the Long-Term Care draft designs and renderings, they are available in Administration, or you can see some of them at drdh.org/
ClosertoHomeCampaign. Please stop by and take the opportunity to see all the amazing work that has been done so far, and get a glimpse of what our future home will look like.

Janna Hotson will also be sharing future opportunities to provide input into the designs over the coming months as the design team will start to focus on the interior of the home and what it will look and feel like inside. If there are any individuals that would be interested in participating in design meetings to help

create the interior of the home (i.e. wall colour, flooring, finishes, etc), please let Janna know. Work on this will start in early 2023, and will be an opportunity to again help to create a home that will feel like home for all of us for many years to come.

Thanks to everyone again for the ideas and suggestions as we continue on our journey to grow!



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DRDH TAKES A ROAD TRIP!





A team from DRDH Dietary and Administration participated in a live demonstration and review of the proposed food production system for the Long-Term Care Development Project in Ottawa.

The proposed food production system uses enhanced technology to allow for large batch preparation, enhanced individualized resident meal choice, as well as improved food quality through the use of blast chill and thermal reheating technology.

After confirming that the food is very tasty, the DRDH Project Team will incorporate the proposed food production system into designs and functional programing for the new home.

Pictured here, conducting the taste test, are William Willard, Janna Hotson, Ann Kelly, Jessica Mackinnon and Ian Wilkie.





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FOUR SEASONS LODGE NEWS



In preparation for Thanksgiving weekend, our very talented residents and Four Seasons Lodge team members put together some festive centre pieces to display on all of the tables in the home.





On October 21, Residents in the Four Seasons Lodge cast their ballots for the Town of Deep River municipal election.























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COVID-19 OUTBREAK DEBRIEF

We would like to extend a huge congratulations to everyone who worked so hard throughout our recent COVID-19 outbreak to minimize risk, limit further spread, and ensure that our organization was able to come off outbreak as soon as possible. Thanks to everyone's hard work and dedication, we were able to clear our outbreak quickly and minimize the impact to our patients and residents.

On Friday October 28, 2022, our Outbreak Management Team and representatives from the Renfrew County and District Health Unit met to review the outbreak and debrief. At this debrief, the team reviewed what went well, areas for improvement and lessons learned to bring forward with us.

A summary of these items is below:

WHAT WENT WELL

- Front line staff were familiar with their role in an outbreak
- Public Health saw that the outbreak was very well managed, organized, and had excellent communication.
- No spread to the Four Seasons Lodge over the entire duration of the outbreak.
- Front line staff were confident and competent in their roles due to experience and lessons learned from the previous outbreak.
- Additional housekeeping staff helped with the increased workload, which was an improvement over the last outbreak although we were not able to up-staff every day.
- Internal and external communication was clear and timely.
- Thorough contact tracing garnered an accurate picture of how many cases arose from the outbreak.
- Anti-virals were used on patients as appropriate.

AREAS FOR IMPROVEMENT

- Making sure email templates are prepared and a signage folder is readily available on Policy Medical would save time and effort in the event of future outbreaks.
- Additional precaution education for identified groups would help ensure they are comfortable with adaptations to work flow during an outbreak.

LESSONS LEARNED

- Ensure communicate debrief results are communicated to all staff.
- Store communication in an accessible spot to save time in instance of an outbreak.

Again, thank you for all your diligence in keeping our patients, residents and peers safe during this time.

Please do not hesitate to reach out to Tabitha Kearney or Alana Hawley if you have any questions or feedback.



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INFECTION PREVENTION AND CONTROL WEEK, October 17-21, 2022

SPREAD PREVENTION... NOT INFECTION!



KNOWLEDGE IS CONTAGIOUS











This year October 17-21 was recognized as Infection
Prevention and Control week with the theme of "Spread Prevention ...Not Infection! Knowledge is Contagious!" To celebrate, a number of IPAC friendly activities took place throughout the week:

Monday - IPAC Find and Seek Game

Tuesday – "Who's Behind The Mask?" guessing game

Wednesday – Glow Bug Hand Hygiene Competition

Thursday – N95 Mask Fit Testing Blitz

Friday – BBQ delivered to the units



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JOIN US FOR AN EVENING OF CELEBRATIONS HOLIDAY PARTY Tickets are complimentary for our team members. You are welcome to bring a guest at the cost of \$50. Kindly RSVP to Rebekah Thompson by November 18th, 2022.

2022 Service Awards & Essential Pieces Nominees will be honoured at this Event.

Friday, December 2nd, 2022 Petawawa Civic Centre 16 Civic Centre Rd, Petawawa

Cocktail Hour 5:00 PM Dinner served at 6:30 PM Concludes at 1:00 AM Catered by Ullrichs

DJ, Photo Booth, Prizes & Cash Bar

We are pleased to share the invitation to the 2022 Holiday Party!

This year, at the Holiday party, we will also celebrate those that have reached a service milestone over the last year as well as the nominees and winner of the Essential Pieces award.

We require that you RSVP if you plan to attend. If you would like to bring a guest, there is a cost of \$50.00 for a guest ticket. This amount can be payroll deducted.

Please RSVP for yourself and if you are bringing a guest to Rebekah Thompson at rebekah.thompson@drdh.org before 4:00 pm on November 18, 2022 if you wish to attend and if you would like your guest ticket payroll deducted.

Please see the poster above for all the details.

Can't wait to see you there!

Caring

Excellence

Safety



Innovation

Partnering

Integrity



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*), and paper copies can be found in the cafeteria and in the break room. 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 healthcare 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! Completed forms can be submitted to Amy McDiarmid in which ever format works best for you—either by email (amy.joyce@drdh.org) or a paper copy enclosed in an envelope.

Nominations can be made up until Friday, November 18, 2022. Nominations will then be reviewed and the individual(s) chosen will be recognized at the Holiday Party this year, which is taking place on December 2, 2022.

We can't wait to share the exceptional work of our team members and celebrate the remarkable work of all those who are nominated!





CALL FOR NOMINATIONS!



NEW HIRES



This month we are pleased to welcome three new members to our team. Gillian is a Registered Nurse, and Catharyn and Jesse are both Personal Support Workers. Please join us in extending a warm DRDH welcome to these three, and a welcome back to Jesse, who recently completed her consolidation with us!



THANK YOU MIKE!





This year, EORLA included a very well deserved shout-out to Mike Wilson in their Annual Report, to thank him for his incredible dedication to our lab and to our patients:

"Mike Wilson, left, Charge Technologist in our Deep River District Hospital Lab, is just one of many examples of the sacrifices that our staff across EORLA sites made to keep our labs open and our member hospitals functioning throughout the pandemic.

Throughout this past year, with many staff off due to COVID-19 and other health challenges, Mike worked numerous double shifts and extended shifts to help keep DRDH functioning. In December of 2021, Mike covered the lab exclusively for 11 days in a row. This type of effort has played out in EORLA labs everywhere and is appreciated by both fellow team members and our Hospitals."

Click <u>HERE</u> to read EORLA's full Annual Report, and please join us in thanking Mike for his remarkable devotion to DRDH!

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Your Guide to Holiday Peacekeeping

Happy, fun, merry—hopefully the words that come to mind when you think of holiday family festivities. But for some, anxiety, dread and grief seem to pop up. When loved ones gather, it isn't always a picture-perfect holiday. Whether you're gearing up for a few disagreements, or planning an escape route before you set foot in the door, being prepared is the best way to manage relationships



and keep the peace. Ease stress, share the load and learn to enjoy your family during the holidays with a little spirit and a lot of patience.

KNOW WHAT TO EXPECT Does Aunt Martha always bug you about getting married? Will your brother once again brag about his high-paying job? Plan your response in advance to situations that cause your blood to boil. Also, think of ways to handle conflict among other family members. Change the subject, crack a joke or have your partner step in to cool the situation down if you start to lose control or foresee a big fight. Practice your reactions beforehand with trusted loved ones so you're not taken aback on the big day.

BE REALISTIC Dreaming about the party going off without a hitch creates expectations that probably won't be met. Maybe your kid sister is always gossiping and your cousins never get along. Why should that change now? Accept your relatives the way they are and explore new strategies to cope with personalities or characteristics that conflict with your own. Play with the kids when adults are too much to handle or find friendly ways to end conversations: "Yes Louise, I think you are the best cook in the family. Can you pass me some more of that delicious pie?"

FIND THE SPIRIT The holiday season is a time for kindness and friendship. Do your best to hammer that home. How? Try to talk squabbling family members into a truce before the party. Give a speech to remind everyone how much you appreciate and love them. Make your loved ones laugh and remind them of the importance of family. Hopefully this will encourage them to stop being naughty and start being nice.

INCLUDE EVERYONE If you have different ethnicities or religious groups within your family, try to include everyone. Talk beforehand about the rituals or traditions everyone would most like to see and share at the party. Whether it's prayer, gift-giving, songs, or a candle-lighting ceremony, including all family members gives them a sense of belonging. Assure loved ones that they don't need to participate in any activity that makes them uncomfortable.

SHARE THE WORK The host has the added stress and tension of preparing food, cleaning the house and setting up games whilst trying to work and care for immediate family. This can lead to anger and resentment. Rather than playing the martyr yourself or watching someone else do all the work, have everyone pitch in. Make dinner a potluck, volunteer to help clean and decorate, stay late to tidy up or designate family members to do different jobs. Another great way to keep family festivities exciting is to rotate hosts each year.

While our image of the holidays is one of peace, love and harmony, the reality can be much different. In fact, most families have their fair share of disagreements, especially when they're all together in one place. Prepare yourself for uncomfortable or irritating situations beforehand, help raise the white flag on any long-standing arguments and have everyone pitch in. Then sit back, relax, and enjoy the festivities with the people you love, faults and all. Click HERE to read the full article from LifeWorks.

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FOUNDATION NEWS

Below is a news release that WCCT shared to highlight their recent donation to the Closer to Home campaign—thank you WCCT!



Local Internet Provider Supports "Closer to Home" Campaign

Weesoe Community Communication Technologies (WCCT) is a dedicated supporter of our local health care network. On September 30th, President and CEO Ross Judd presented a \$10,000 donation cheque to James Thompson, Community and Fundraising Coordinator for the Deep River & District Hospital (DRDH). The donation is directed to the "Closer to Home" campaign that is raising funds to support the new 96-bed Long Term Care Home, to be constructed on the DRDH campus.

"As WCCT continues to grow its customer base, we are pleased to be able use excess operating revenues to support our local health care network, in parallel with successfully upgrading our infrastructure to provide high internet speeds and reach more residents in our community. Our donation is made possible by the loyal support of WCCT customers in Deep River and Laurentian Hills".

WCCT has been successful in progressively making significant upgrades and changes to the local infrastructure and operations. There have been great strides in making fibre optic links between key network distribution points that now allows many customers to receive 25/5 Mbps down/upload internet speeds to their homes; over 150 customers are already receiving this level of service. A new distribution point at the Chalk River firehall has improved services to a large part of the village of Chalk River. And, plans are in place to start offering a 50/15 Mbps internet speed to customers where the infrastructure will support this level of service. WCCT now provides service to more than 700 residents and businesses in Deep River and Laurentian Hills. This impressive growth has been achieved without access to the various Federal and Provincial broadband grant/funding programs, with the dedicated efforts of a small volunteer-driven organization.

WCCT will continue to provide support for DRDH. This support includes direct donation of funds from operating surpluses, as well as providing "no cost' high speed internet connection to the hospital itself as well as services to patients.

With its 6th year of operation underway, the WCCT Board of Directors and its partners look forward to continued investment and improvements to internet, phone and TV services for the Deep River/Laurentian Hills area.

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FOUNDATION NEWS



OCTOBER GRAND PRIZE



Congratulations to Judi Lambert on winning the **\$1,000** Early Bird Prize, and Sean Studham, on winning the **\$5,745** Grand Prize for October!

Want to be the lucky winner next month? Get your tickets today at <u>deep5050.ca.</u>

Our Mackenzie co-op student, Chelsea, designed and created her first fundraiser sponsored by Cahoon's Pharmasave!

Thank you to everyone who have a loonie or toonie for a classic guess on how many candies are were the jars to support the Closer To Home campaign for a new 96-bed Long Term Care Home. Over \$917 was raised in less than three weeks!

Congratulations to the lucky winners and to Chelsea on coordinating such a successful fundraiser!





Did you know raffle tickets for this beautiful quilt (valued at \$1,500) are available now at Digital Copy Xpress? Lovingly created and donated by Lynne Kelly, "Reflections" is a queen-sized quilt of 88" x 88".

Lynne decided that 100% of the proceeds from the raffle will go towards the Closer To Home campaign to build a 96-bed Long-Term Care Home in Deep River. Only 500 tickets will be sold and each ticket is \$5.00. Last we heard, tickets are already 50% sold out!

Please enter before Dec 3rd, because at 3PM the winner will be drawn live at the Deep River Christmas Craft & Vendor Show!

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Attendance Support Program

Beginning in January 2023, DRDH is relaunching a revised and updated Attendance Support Program (ASP). The ASP is designed to promote consistent attendance while addressing and reducing workplace absenteeism by providing health and wellness supports.

All employees of DRDH support care and services provided to our patients and residents, and our wellbeing is vital for the organization to continue to provide excellent, compassionate care to our community. The goal of the ASP is to support the wellbeing of all DRDH employees, and assist our teams to continue to provide quality care and services, while delivering on our mission to care for every person like a loved one.

The Attendance Support Program will come into effect January 1, 2023. The full program found on Policy Medical \rightarrow Policies and Forms \rightarrow Human Resources \rightarrow Attendance Support Program).

As a reminder, DRDH offers a confidential Employee and Family Assistance Program (EFAP) through LifeWorks. This service is available to all employees and our household members, and provides access on a large number of topics such as mental health, parenting, elder care, and finance. They can be reached at 1-844-880-9142 or online at www.workhealthlife.com and is accessible 24/7.

Additional wellness information may be found on the LifeSpeak website at https://wellness.lifespeak.com (our access ID is "lifespeak").

Please do not hesitate to reach out to Mary Goodchild with any questions.



Electronic Monitoring Policy

Please note that an Electronic Monitoring policy has come into effect. The new policy is in relation to Bill 88 – The Working for Workers Act, 2022 and subsequent amendments to the Employment Standards Act, 2000. The policy can be found on PolicyMedical, and has also been assigned on Surge Learning for education in November.

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INDIGENOUS CULTURAL SAFETY COURSE - Offer to Employees

In honour of the National Day for Truth and Reconciliation, the Deep River & District Hospital is offering an Indigenous Cultural Safety course through the Indigenous Primary Health Care Council.

The course is called "Foundations of Indigenous Cultural Safety Anishinaabe Mino'ayaawin – People in Good Health", and covers topics such as the social and historical contexts, as well as structural and interpersonal power imbalances that shape one's health experiences. The Anishinaabe Mino'Ayaawin is an approach that integrates cultural awareness, sensitivity, competency, humility, and safety.

This course is 3 hours long and is completed online, and can be completed at your own pace. We are able to offer this course to up to 30 staff members on a first come, first serve basis.

To learn more about the course, please visit the link here: <u>Cultural Safety Training – Indigenous Primary Health Care</u> Council (iphcc.ca).

The cost of the registration fee will be covered if you are interested in participating. If you would like to know more, or are interested in this meaningful education opportunity, please let Mary Goodchild know.

National Day for Truth and Reconciliation September 30th



Canada

CONGRATULATIONS DR. NOULTY



Congratulations to Dr. Elizabeth Noulty, who was recognized as a Healthcare Hero by one of her long-time patients. Dr. Noulty has recently entered into a very well deserved retirement from her office-based family medicine practice here in Deep River. The donor who recognized Dr. Noulty wanted to share the following message of thanks:

"Dr. Noulty was our family doctor for over 30 years. She was always patient, kind and professional. She has provided great service to our community and will definitely be missed. We wish her well in her retirement."

Has your family doctor recently retired? Making a donation in their honour is the perfect retirement gift and way to say thank you! Visit www.drdhfoundation.com/healthcare-heroes to recognize your Hero today!



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BATHROOM RENOVATIONS



Renovations in the bathroom in the Emergency Department waiting area are well underway.

The bathroom remains out of order as work is being done to support the humidifier in the lab. Once complete, the bathroom will be back in use!



STAFF BREAK ROOM UPDATE

We are excited to share that the new staff break room is now ready for use!

The staff break room, now located in the previous overflow area, is available for all staff to use when on break or rest periods.

In the coming weeks, final touches to this space, including curtains for the windows and back door, icemaker, and other items identified by members of our team will be installed.

The Sunroom will revert back to a meeting space after it serves as our Epic Command Centre for go-live!

Thank you to everyone for your patience as this space was finished. If you have any needs or ideas to help make this space more relaxing, please let William Willard know.



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.