

THE ZINGER NEWSLETTER

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NOVEMBER 2024



TRANSLATION TECHNOLOGY ENHANCES CARE AT DRDH

DRDH has launched an innovative translation service across our organization. This technology allows patients and residents to easily connect with real-life interpreters through the Voyce app. *See page 3 for more.*



FIGHT THE FLU

This flu season, let's do our part to protect ourselves, colleagues, patients, and residents. Roll up your sleeve and help us keep DRDH strong and healthy. *See page 11 for more*.

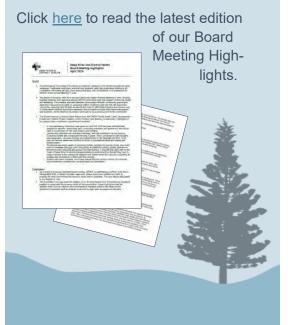
THE ZINGER

CEO'S CORNER CONNECTING WITH OUR DRDH TEAM AND COMMUNITY

As November draws to a close, I want to express my gratitude for everyone's hard work and engagement this past month. From preparing for respiratory season to beginning holiday preparations, your commitment has been instrumental in our organization's success and making a meaningful impact across our campus.

A highlight from this month was gathering input on future needs and services of our health campus. In addition to hosting three Community Needs Assessment public sessions, a call was sent out to all of our team members to gain input and ideas on how we approach re-purposing spaces at DRDH. Thank you to everyone who took the time to share ideas and suggestions through email or in-person. We received a lot of thoughtful feedback, including creative ideas for our soon-to-be empty spaces, which will help shape our planning moving forward. This kind of collaboration is invaluable as we look to ensure that our services continue to meet the needs of our community for years to come. Over the next few weeks, we will review all of the ideas submitted and look to see which are possible and are in alignment with what our community's health needs will be into the future.

BOARD HIGHLIGHTS



We continue to see significant progress on both of our major capital developments.



From brick going on our new Primary Care Building, to walls going up shortly on our new Four Seasons Lodge Long-Term Care Home, construction is moving along on both projects. It was my absolute pleasure to accompany members of our Family Health Team on their first tour inside the build site, when they walked through the building for the first time. Following the tour, we spent the afternoon planning for furniture and equipment, which made the upcoming move into the new building feel real for everyone! Although there is more work to do before we move into the new Primary Care Building next year, the team already has amazing ideas of how we can best use the new space to care for our community.

As preparations for flu season are underway, I want to remind everyone to get their flu shot if they haven't already. This quick and simple step is one of the most effective ways to protect yourself, your colleagues, and those we care for. Our dedicated IPAC Lead, Alana, is happy to provide vaccinations and help protect you and your family throughout the months ahead.

As December approaches, I'm thrilled to see holiday plans coming together across our campus. From festive decorations to joyful activities that brighten the days of our residents, patients, and team, these efforts help foster a warm, uplifting environment for everyone. The holiday season is a wonderful opportunity to reflect on the incredible sense of community we share, the special place we call home, and the amazing team members we have to celebrate with.

Thank you all for your dedication and input. Your contributions, big and small, help us grow stronger as a team and as a community. I look forward to seeing how we continue to work together in the weeks ahead.

With sincere appreciation,

Janna Hotson President and Chief Executive Officer Deep River and District Health

INNOVATIVE TRANSLATION TECHNOLOGY ENHANCES CARE AT DEEP RIVER AND DISTRICT HEALTH

As a key step towards advancing patient and resident care, Deep River and District Health (DRDH) has launched an innovative translation service across our organization. This technology allows patients and residents to easily connect with interpreters through the Voyce app, enabling communication in the language of their choice. This initiative underscores DRDH's commitment to reducing barriers and promoting equitable access to care across our diverse communities.

The Voyce app provides access to professional interpreters in over 200 languages, including American Sign Language (ASL).

This service is now available across the North Renfrew Family Health Team, the Four



Pictured here on November 21, 2024 trialing DRDH's new translation service through the Voyce app in the Laboratory are Maryam, Vanessa, and interpreter Assem.

Seasons Lodge Long-Term Care Home, and throughout the Deep River and District Hospital's Emergency Department, Medical Inpatient Unit, and outpatient clinics. By making this resource available across our entire health campus, DRDH is ensuring that every patient and resident can communicate effectively with their care providers, regardless of the setting. By breaking down language barriers, this new service enhances quality of our services and strengthens our ability to deliver person-centered care.

"We strive to ensure that every patient and resident feels understood and supported," said Janna Hotson, President and CEO of DRDH. "With the Voyce app, we are taking a significant step forward in delivering culturally competent care. This platform not only provides language interpretation but also allows patients to select interpreters based on cultural preferences, further personalizing their care experience."

The new service is designed to be inclusive and user-friendly. Patients and residents can invite loved ones to join conversations with interpreters, offering additional support as needed.

"This new translation service marks a significant step forward in enhancing our communication with patients and residents," said Dr. Michael Sage, Chief of Staff at DRDH. "By offering language support across our entire campus, we are fostering a more inclusive healthcare environment and better supporting those we care for."

The implementation of translation services marks a significant advancement in how DRDH delivers care, and highlights our dedication to using technology to improve the health of our community. By ensuring clear communication, DRDH is enhancing the overall patient and resident experience to provide excellent, compassionate care, every time.

LONG-TERM CARE BUILDING PROGRESS







Construction work continues to progress on our new Four Seasons Lodge Long-Term Care Home. Great progress has been made on the home's foundation, as well as tie-ins to services, and the "H" shape of the building is becoming visible! Elsewhere on the build site, rock-breaking activities continue to prepare the ground and ensure a safe home for our future 96 residents.

Stay tuned for more updates as construction progresses!







PRIMARY CARE BUILDING PROGRESS











Construction continues to progress quickly on our new Primary Care Building. With the building now water-tight, work has been able to continue inside. The interior walls are now framed (*see page 6 for photos*), and plumbing is underway. Sidewalks were poured and another section of the parking lot was paved this month, increasing our parking capacity before the arrival of winter. In addition, brick has started to go up on the exterior of the building!

Stay tuned for more updates as construction progresses!



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PRIMARY CARE BUILDING PROGRESS





Members of our Family Health Team took part in an exciting walk-through of our new Primary Care Building on November 22, 2024.

During the visit, the team worked on planning for furniture needs to create a welcoming, functional space for patients and team members alike.

We're thrilled to see this new building taking shape, and the team can't wait to move in this summer! This new space will allow us to continue delivering exceptional primary care to support our community.

Stay tuned for more updates as we get closer to opening day!







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COMMUNITY NEEDS ASSESSMENT











With two major capital projects underway at DRDH, the health campus will soon have vacated spaces available. This exciting transition brings an opportunity to repurpose these vacated spaces to offer new services and programs or enhance those that are already active.

To make informed decisions on the best use of this opportunity, DRDH hosted three community input sessions this month as part of a broader information gathering effort to gain insights directly from the people we serve.

The sessions were held in Deep River on November 18, Chalk River on November 19, and Petawawa, in partnership with the Petawawa Centennial Family Health Centre, on November 20. Thank you to everyone who participated and helped us better understand local healthcare needs and explore opportunities for the future.





MANDATORY EDUCATION DECEMBER 2024

Please see the assigned education for the month of December on Surge Learning. This is due to be completed by Monday, December 30, 2024. Please contact Rebekah if you are having any issues accessing the education.

Торіс	Target Staff
WHIMIS / GHS	All
MSK 1 Musculoskeletal	All
Body Mechanics	All
Pain Management & Documentation	RN, RPN
Mechanical Lifts and Client Handling - Part 2	All Clinical Staff
Best Practices for Environmental Cleaning: Discharge Vacancy Room Cleaning Contact Precautions Room	Housekeeping





Please contact Rebekah (rebekah.thompson@drdh.org if you are having any issues accessing the education.

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STAFF HAPPENINGS









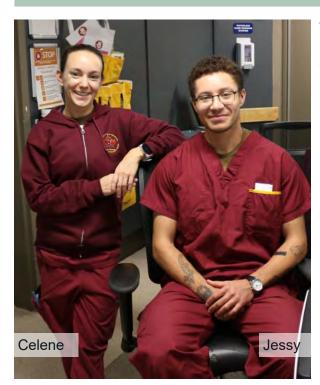


This month we are pleased to welcome five new members to our team. **Jordan** is a Registered Practical Nurse, **Felicity** is joining us in Registration, **Pauline** is a Registered Nurse, **Stacey** is joining us in Environmental Services, and **Lindsay** is joining us as our new Manager of Clinical Services—Acute Care.

Please join us in extending a warm DRDH welcome to all the new members of our team!



WELCOME CAF MEMBERS



This month we are pleased to welcome Canadian Armed Forces (CAF) members Celene, RN, Jessy, Med Tech, Grant, RN, and Catherine, RN, to DRDH as part of the Bedside Care Program.



Partnering with DRDH allows CAF members an opportunity to work in civilian healthcare and ensure they maintain their clinical skills and readiness, as well as remain current with best practices in healthcare.

Welcome!

THE ZINGER

SOCIAL COMMITTEE NEWS

It's the most wonderful time of the year and we are thrilled to share with you a calendar full of festive fun!

Join us, this December, in spreading some holiday spirit with themed activities, friendly competitions, and holiday cheer to celebrate the season together.

From themed dress-up days to sweet treats, games, and special surprises, there is hopefully something for everyone to enjoy. Check out the calendar below and start planning your festive outfits and gingerbread house blue prints now!

Let's make this holiday season one to remember-don't miss out on the fun!



HOLIDAY PARTY

We are getting close to celebrating at this year's DRDH Holiday Party on December 13 at the Petawawa Civic Centre!

Don't forget to provide feedback on what songs you would like to hear (*and those you don't want to hear*) by writing your ideas on the Social Committee bulletin board outside the locker rooms!



FIGHT THE FLU

Stay healthy, stay protected!

This flu season, let's do our part to protect ourselves, our colleagues, our patients, and our residents. Flu shots are quick, easy, and available now! Roll up your sleeve and help us keep DRDH strong and healthy.

Keep an eye out for the roaming vaccine buggy, or drop by and see Alana to get your flu shot.

Don't forget—if you have received your vaccine elsewhere, please let Alana know so she can ensure your health file is kept up to date.



THE ESSENTIAL PIECES AWARD

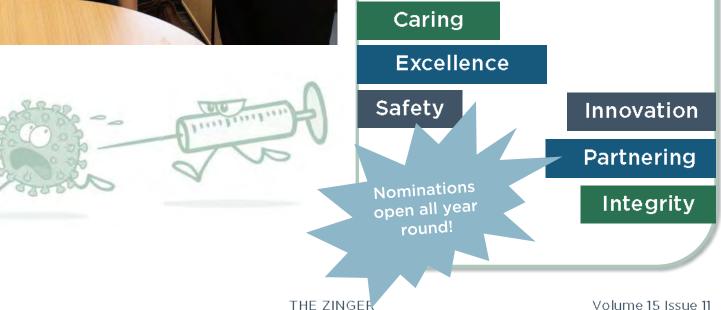
CALL FOR NOMINATIONS

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.

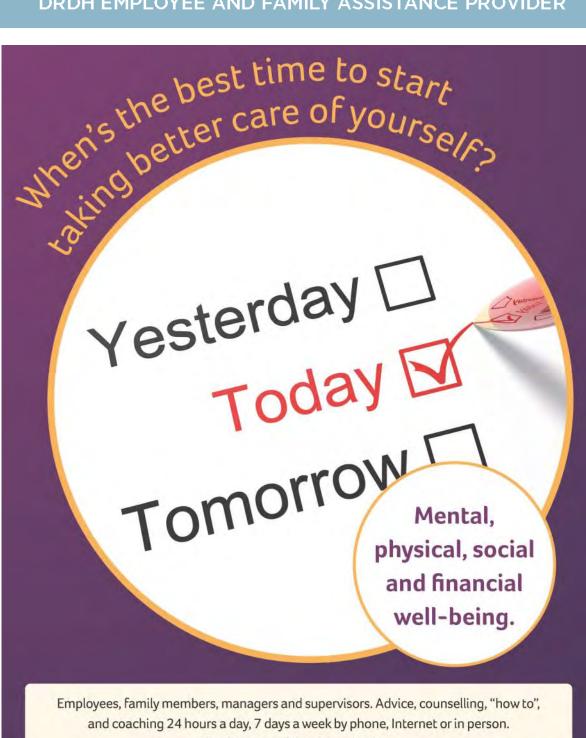
The nomination form can be found on Policy Medical (*Organizational Resources* —> *Human Resources* —> *Essential Pieces Award*). The form includes a written piece that allows nominators an opportunity to describe how the individual they are nominating demonstrates outstanding, consistent actions that 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 Emily in which ever format works best for you—either by email (eostryhon@drdh.org) or a paper copy enclosed in an envelope.



DRDH EMPLOYEE AND FAMILY ASSISTANCE PROVIDER



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Numéro sans frais - en français : 1-866-398-9505 International (Call Collect): 604-689-1717 | Homeweb.ca



Too Much Screen Time? How It Affects Mental Health and What to Do About It

Screens are an inescapable part of modern life, from smartphones and tablets to computers and televisions. Whether we are at work, school, or unwinding at home, a screen is always within reach. They serve as the gateways to our household appliances, provide us with a sense of security as we monitor the outside world, and enable us to stay connected and conduct our



business across time zones and geographic boundaries. Let's be honest: our world today is hyper-connected, leading to a significant increase in the time we spend glued to screens. Scientists studying brain neuroplasticity understand how screens provide stimuli that reward us. Behaviourists and marketers meticulously craft what appears on screens to influence our behaviours, beliefs, and actions. However, this surge in screen time and our dependence on it has raised serious concerns about the long-term effects on our mental health. For children, teens, and adults, prolonged exposure to screen content can lead to issues such as anxiety, depression, and sleep disturbances, underscoring the urgent need to address this issue. In this article, we'll examine the realities of our screen-dominated lives and the issues that come with excessive screen use. We'll also examine the toll this is taking on our physical and emotional health and explore ways to address this, such as by consciously reducing screen time through breaks or digital detoxes. We will also share some tips on developing greater awareness to change your behaviours and avoid adverse effects on your physical and mental well-being. By reducing screen time, you can improve your health and engage in more mindful activities.

The Digital World We Live In

People are spending more time in front of screens than ever before. Remote work and online education have helped move this forward, but we are also increasingly reliant on screens for entertainment and social interaction. Social media, video games, and streaming platforms like Netflix also encourage extended screen use.

Video Games

The rise in popularity of eSports – "organized competitive video gaming" where competitors duel other players for video game supremacy with physical and virtual stadiums of onlookers watching their gameplay, has some people concerned about this as an emerging form of addiction.1 With eSports, players are relying on the development of "fine motor skills" more than "improving physicality" which requires them to "spend copious amounts of time relatively sedentary in front of a screen." The American Psychiatric Association has recognized "Internet Gaming Disorder," which is characterized by people feeling compelled and being preoccupied with video gaming to the point of neglecting their lives outside of gaming and ignoring the negative consequences of it.

Streaming Services

Similarly, binge-watching has become widespread, where viewers consume multiple series episodes in one sitting. We see this driven by streaming platforms that release entire seasons of a program at once, creating a pattern that encourages addiction.

Want to keep reading? <u>Click here to read the full article by Homewood Heath.</u>



Great news! Until **December 15**, all items at our DRDH EStore are **15% off**. No code is necessary, the sale is automatically applied to all items. This is your chance to grab some awesome branded gear for less!

Check out our selection of DRDH t-shirts, toques, sweaters, drinkware, jackets and scrub tops. Whether you're looking for something to wear here at work or out and about, we've got something for everyone.

Purchases through our DRDH EStore not only promote our team spirit, but also make a difference! For every purchase made, \$2 will be donated to support the fundraising efforts of the DRDH Foundation.

Shop now and take advantage of this limited-time discount: https://drdhstore.org/

Happy shopping!

As a reminder – samples of each item are available to check out in the staff lounge. You can make your purchases directly through the EStore online, or through payroll deduction with the form available on PolicyMedical. The discount will be applied either way. Shipping is free for orders over \$65 placed directly through the EStore online, as well as for orders made through payroll deduction.

RESIDENTS' COUNCIL CORNER

The Four Seasons Lodge Residents' and Family Council met on Thursday, November 21, 2024, for their monthly meeting. The Council reviewed their current structure and newly drafted by-laws. The by-laws are intended to replace the existing Terms of Reference for the Council, in order to more clearly outline the purpose, membership, and processes for making recommendations about the Home.

The Council also reviewed a draft *Concerns and Recommendation* Form that the Council President and Support Person will utilize moving forward to communicate requests and recommendations made by the Council to the Home's management team. It is felt that since members of the Home's management team will no longer attend Council meetings, unless invited to provide updates as per the new by-laws, having a form in place will be a useful tool.

The Council also discussed separating food and recreation reviews from the current meetings, and establishing a new Food and Recreation Committee. The new Food and Recreation Committee will be scheduled prior to monthly Council meetings and will focus on menu reviews, meal choice of the month, recreational activities, as well as provide any further input and recommendations for dietary and recreation

planning. Those in attendance were in agreement with the establishment of this new committee.

Additionally, the Council reviewed their current schedule of monthly meetings, as well as the standing invitation for family members to participate in meetings, and no changes were recommended.

The Council discussed planning for December, which will include a traditional holiday dinner buffet for family and friends on December 20, 2024. Earlier on the same day, a visit from Santa is planned for anyone who wishes to get a festive photo taken. In addition, there are other holiday themed activities taking place including judging the annual gingerbread house competition.

Throughout the month of December, the Lodge will also be hosting a caroling and craft night with the Cubs, enjoying live music from a local band and the symphony orchestra, shopping in-house thanks to the volunteers from the Auxiliary, and so much more.

As part of an ongoing review of the Residents' Bill of Rights, the resident's reviewed right #2, *"Every resident has the right to have their lifestyle and choices respected."*

FOUR SEASONS LODGE NEWS

Northern Credit Union Donation



As part of the Northern Credit Union's "*Giving For Good*" initiative, the team at the Deep River Branch generously provided a monetary donation to the Four Seasons Lodge on November 27, 2024.

In addition, to spread holiday cheer, they also coordinated individual gifts for each of our residents along with a basket of goodies for all to enjoy!

On behalf of the organization and residents of the Four Seasons Lodge, we would like to extend a heartfelt thank you to Northern Credit Union for their generosity.

Picture here from left to right are Wendy, Tanya, Jenny, Debbie, Sierra and Melissa.

FOUR SEASONS LODGE NEWS

Remembrance Day and Holiday Decorating



Thank you to the members of the Deep River Legion who conducted a Remembrance Day ceremony for our residents at the Lodge. We gathered to remember those who sacrificed their lives for our country, and to honour all who have served and continue to serve.



The Lodge has been transformed into a festive wonderland, all thanks to the hard work and creativity of our incredible Auxiliary! From twinkling lights to beautifully decorated trees, every corner is filled with the magic of the season.

Thanks to those who shared their time and talents with us – you've truly made this holiday season extra special!



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FOUR SEASONS LODGE NEWS

Caroling and a Special Thanks to Dave!

Residents came together for a sing-along on November 26 thanks to our talented volunteer singing group.

The classic tunes and familiar melodies brought joy and many smiles into the home.

Thank you to our volunteers for making these special moments for our residents.





Dave, pictured here, is a cherished member of our Four Seasons Lodge community and an extraordinary volunteer! He is a familiar and friendly face to everyone in the Lodge, and generously shares both his time and his passion for woodworking with us.

For the third holiday season in a row, Dave has shared his incredible skills and kindness by hand-carving beautiful wooden ornaments to decorate our home. But that's not all—he's also gifting these heartfelt creations to our team members as tokens of appreciation.

Thank you Dave, for your time, creativity, and generosity. Your thoughtful gestures mean so much to our residents and team, and make the holidays even brighter!







FAMILY HEALTH TEAM NEWS Heart Smart Community Education Session

HEART SMART



Rebecca Poirier, RD, CDE

Join Rebecca Poirier, Registered Dietitian, for Heart Smart— a group education session that provides a dietary approach to reducing risk of cardiovascular disease.

This class will cover key areas of heart healthy eating such as the different types of dietary fat, omega 3s, soy, fibre, salt, sugar, alcohol, eating out, the Mediterranean diet, and more !



If you have high cholesterol, and/or have an interest in eating well for your heart, then this class is for you!

Thursday, December 5, 2024 9:30 AM — 11:00 AM

In-Person at Deep River and District Health

117 Banting Drive, Deep River

OPEN TO ALL ADULTS IN THE COMMUNITY

To register, or for more information, please contact the North Renfrew Family Health Team at

613-584-1037

This class is free, but space is limited!

FAMILY HEALTH TEAM NEWS

Algonquin College Nursing Student Placement



This fall, the North Renfrew Family Health Team has been host to Isabella, Kay, and Sarah, who are all 4th year community nursing students from Algonquin College.

The students' work during their 12 weeks with the Family Health Team focused on research and development of a "Falling for Fall Prevention" program, business case, and patient education tools.

On November 28, the students were able to share their knowledge and project outcomes at a 'poster presentation' at the college. Sarah-Lynn, who acted as the students' preceptor throughout their placement, and Lindsay were thrilled to be able to attend and show their support.

Congratulations to all on a successful placement and presentation!

Pictured here from left to right are Isabella, Kay, Sarah, Sarah-Lynn, and Lindsay.

The glasses Sarah-Lynn and Lindsay are sporting were part of an interactive demonstration on vision changes that can occur due to age, stroke, etc., and how these changes can impact a patient's risk of falling.

FALL PREVENTION MONTH

COLLEGE

ALGON

There are more than emergency department visits for fall-related concussions in Canada each year





November is Fall Prevention Month, and our partners across the Ottawa Valley Ontario Health Team, with help from Healthcare Excellence Canada. shared some great content to raise awareness about falls and the importance of staying proactive. Check out these graphics and keep the conversations going!

FALL PREVENTION MONTH

Falls

are the leading cause of traumatic brain injury among older adults in Canada





Ensure sufficient lighting to clearly see all stairs, landings and paths, even at night.

Stay-tuned for more fall prevention tips!



Are your steps all of the same size and height? Have a qualified carpenter correct uneven steps. They are a

major hazard



PREVENTION MEMORY REALL MAR & NALE TO PRA

You are

2.5 times more likely to be injured falling in a bathroom than in any other part of your home







Remove loose rugs or secure them in place with rubber or slip-resistant backing.

Stay-tuned for more fall prevention tips!



A MESSAGE FROM OUR JOINT HEALTH AND SAFETY COMMITTEE

DO THE PENGUIN WALK!

With icy conditions possible around the organization, our Joint Health and Safety Committee reminds everyone to do the penguin walk.

- Walk flat footed and take small steps
- Wear footwear the provides traction
- Step down, not out, from curbs
- Use your arms for balance



FOUNDATION NEWS

THURSTONS' ART SHOW SUPPORTS CLOSER TO HOME



On November 8, Susan and Graham Thurston made a generous donation of \$3,300 to our Closer to Home campaign. Their contribution was made possible through proceeds from a highly successful art show held earlier this year at the Deep River Public Library, featuring the remarkable watercolor collection of Graham's late parents, artists Eileen and Warren Thurston.

They also donated a beautiful original watercolour landscape for display on the health campus.

We are grateful for their support, which brings us one step closer to reaching our fundraising goal to furnish and equip the new 96-bed Four Seasons Lodge Long-Term Care Home.

Thank you, Susan and Graham, for your kindness and dedication, and thanks also for standing with us in the unexpected downpour right as we took this photo!

We are proud to announce that the 'Closer to Home' campaign has now reached 80% of its \$2.5 million goal! These funds are crucial to transforming the currently under-construction Four Seasons Lodge, a new 96-bed long-term care home, into a welcoming, fully equipped residence.

With \$500,000 left to raise, we are urging the community to come together for the campaign's final push to provide furniture and medical equipment for the new 70,000 -square-foot home.

The new 96-bed Four Seasons Lodge will be a vital addition to the community by helping to address the overwhelming demand for long-term care in North Renfrew. As the population ages, more families are facing the challenge of finding appropriate care for their loved ones. By supporting the 'Closer to Home' campaign, donors are helping keep families together and improving access for people in need of long-term care.

CAMPAIGN REACHES 80% OF GOAL



THE ZINGER

NEW EVENT—POLAR PLUNGE ON DECEMBER 7!



The Deep River & District Health Foundation is excited to announce a new annual event!

Support your local community and raise funds for a great cause when you Dip to Donate and take the Polar Plunge

Saturday, December 7, 2024

Location: Centennial Rock, Deep River Waterfront

Registration is Open at: www.drdhfoundation.com/dip-to-donate

Individual: Raise money and take the POLAR PLUNGE.

Teams: Nominate someone you would love to see plunge into the icy cold waters of the Ottawa River! Maybe it's your boss, or your little brother! Set your fundraising goal, and if it is met, your nominee must take the POLAR PLUNGE!

TIM HORTONS HOLIDAY SMILE COOKIES



Our team was busy icing Holiday Smile Cookies at Deep River's Tim Hortons on November 18, 2024. President and CEO, Janna Hotson, along with Executive Vice-President and CFO, William Willard, went to work adding smiles to a fresh batch of cookies with a little help from James Thompson, Community Engagement & Fundraising Coordinator.

On November 19, 2024 Kevin Hickey surprised our team with seven boxes of Smiles Cookies to spread a little joy—Thank you Kevin for your generosity!

Proceeds from Holiday Smile Cookies that were sold at the Deep River Tim Hortons between November 18 and 24 will be directed towards the Deep River & District Health Foundation. Thank you to everyone who purchased Smile Cookies this year!

CALL FOR CONTENT

Is there something you would like to see appear in the next issue of The Zinger newsletter? Please submit your photos and information to Amy at amcdiarmid@drdh.org.

Deep River and District Health receives funding from Ontario Health. The opinions expressed in this publication do not necessarily represent the views of Ontario Health.