

# THE ZINGER NEWSLETTER

#### TOP NEWS INSIDE

CEO's Corner	2
Resident Honoured with King Charles III Coronation Medal	3 - 4
Building Updates	5
Long-Term Care Building Updates	6
Primary Care Building Updates	7
Monthly Education	8
Essential Pieces Award	9
Spring Soirée	12
Family Health Team News	13
Life Lines Article	14
Social Committee News	15
DRDH EStore	15
Four Seasons Lodge News	16—19
Residents' Council Corner	17
Foundation News	20—21

# **FEBRUARY 2025**



#### RESIDENT HONOURED WITH KING CHARLES III CORONATION MEDAL

Four Seasons Lodge resident Mr. Bill Croshaw received the King Charles III Coronation Medal in recognition of his outstanding contributions to the community on January 31, 2025. See pages 3-4 for the full story and photos of the celebration.



#### PRIMARY CARE BUILDING PROGRESSES

Our new Primary Care Building is moving closer to completion. This month, we have been able to see more exciting progress on the exterior including brick and siding. *See page 7 for more construction progress photos.* 

## CEO'S CORNER CONNECTING WITH OUR DRDH TEAM AND COMMUNITY

As we move through February, I want to take a moment to recognize and thank each of you for your dedication to our patients, residents, and one another. Your unwavering commitment to our shared mission is evident every day, and I truly appreciate the teamwork and compassion that define DRDH.

I know that the past few weeks have presented challenges, with increased patient volumes, higher care needs, and seasonal illnesses impacting both our teams and those we serve. Despite these pressures, your resilience and professionalism continue to shine through, ensuring that our patients and residents receive the highest quality care.

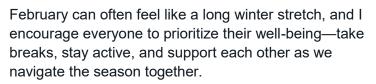
Amidst these challenges, we are also continuing to see exciting growth and progress. Our construction projects continue to move forward, bringing us closer to a stronger, more modern campus. The Family Health Team is actively planning for the transition into our new building, exploring innovative ways to enhance care delivery. As these plans develop, stay tuned for more updates on what the new FHT building and team will look like. The coming months will bring exciting decisions for not only primary care, but also

**BOARD HIGHLIGHTS** 

Click <u>here</u> to read the latest edition of our Board Meeting Highlights.



for our soon to be vacated space, which will shape the future of how we provide care in our community.



Finally, I want to remind you about the Essential PIECES Award, our peer recognition award. This is a great opportunity to celebrate your colleagues and recognize those who exemplify the values of DRDH in their work. If you've noticed a team member going above and beyond, please take a moment to submit a nomination. This award offers a chance to highlight the amazing work that happens every day at DRDH, and have it recognized at our upcoming Employee Recognition Event in April. Let's continue to lift each other up and celebrate the incredible work happening across our organization.

Thank you for everything you do—your dedication, compassion, and teamwork make a difference every single day.

Stay safe, stay warm, and take care of yourselves.

Sincerely,

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





#### FOUR SEASONS LODGE RESIDENT HONOURED WITH KING CHARLES III CORONATION MEDAL



*Mr. Bill Croshaw received the King Charles III Coronation Medal in recognition of his outstanding contributions to the community on January 31, 2025.* 

Pictured here, from left to right, during the medal presentation is Warden Peter Emon, County of Renfrew, Mayor Debbie Grills, Head, Clara and Maria Township, Bill Croshaw, Louise Croshaw, Member of Parliament Cheryl Gallant, Renfrew-Nipissing-Pembroke, and Board Chair David Cox, Deep River and District Health.

The Four Seasons Lodge Long-Term Care Home proudly celebrated a momentous occasion on January 31, 2025 as resident Mr. William (Bill) Croshaw was presented with the prestigious King Charles III Coronation Medal. The award was bestowed upon him by Cheryl Gallant, Member of Parliament for Renfrew-Nipissing-Pembroke, during a special ceremony held at the home.

The Coronation Medal, a Canadian honour, commemorates the ascension of His Majesty King Charles III as King of Canada. This distinction is awarded to individuals who have made significant contributions to Canada, their province, region, or community, or who have achieved outstanding accomplishments abroad that bring credit to the country.

"On behalf of County Council and the residents of Renfrew County, I extend my sincere congratulations to Bill Croshaw," said County Warden Peter Emon. "This distinguished honour recognizes your dedication, unwavering commitment, and the profound positive impact you have made on your community and the County."

Bill has spent his life in public service, dedicating himself to the betterment of his community. A former police officer and Mayor, he has worked tirelessly to enhance long-term care for seniors in Renfrew County, advocating for improved services and a better quality of life for the elderly. His dedication to public safety extended beyond his policing career, as he also taught firearms safety and promoted responsible outdoor recreation.

Bill's many contributions to his community were also highlighted when he was awarded the Queen Elizabeth II Diamond Jubilee Medal for his service and dedication in 2013.

Continued on next page...





THE ZINGER

Bill is the former Reeve of Head, Clara, and Maria Township, representing the most northerly township in Renfrew County. He first served on Township Council in 1996 and was elected Reeve in 1999. He served as Chair of the Health Committee, overseeing Bonnechere Manor, Miramichi Lodge, and the Emergency Services Department. Additionally, he was a dedicated member of the County's Finance & Administration Committee.

Beyond his leadership roles, Bill has a distinguished military and law enforcement background. A veteran of the Royal Canadian Navy and a retired Ontario Provincial Police (OPP) Sergeant, he served for 31 years with postings in Pembroke, Rolphton, and the Village of Upsala, north of Thunder Bay.

A passionate advocate for outdoor recreation, Bill has long promoted camping and tourism opportunities in Head, Clara and Maria Township. He was a long-standing member of the Pembroke Outdoor Sportsman's Club, an avid fisherman and hunter, and a certified Canadian Firearms Safety Course Instructor.

Bill and his wife, Louise, now reside together at the Four Seasons Lodge Long-Term Care Home, where they remain active in community service through their roles on the home's Residents' Council.

"Bill's lifelong dedication to his country, community, and the people of Renfrew-Nipissing-Pembroke is truly commendable," said MP Cheryl Gallant. "It is an honour to see his contributions recognized with the King Charles III Coronation Medal."

The Four Seasons Lodge Long-Term Care Home is honoured to have been part of this special occasion and congratulates Bill on his well-deserved recognition.



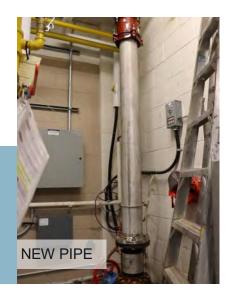






THE ZINGER

#### CODE GREY





A successful Code Grey (planned water outage) took place on February 12, 2025 to allow for repair to the main water line to the building.

A huge thank you to all our team members who ensured that there were no impacts to our patients and residents during the short water disruption.

Also, we are grateful for P&G Enterprises, who helped us ensure that alternate heated washrooms and handwashing stations were available while the repair was completed.



has a sprinkler system in place.

EQUIPMENT UPGRADES

Our Medical Unit received upgraded over-bed tables and commodes this month, improving both patient comfort and safety.

These new pieces of equipment support improved infection prevention and control, while enhancing the overall patient experience.

Every upgrade is a step toward better care!



#### SPRINKLER SYSTEM

We are pleased to share that an important infrastructure upgrade will soon be underway to enhance the safety of our building for all staff, patients, and residents. Work will soon commence on the installation of a sprinkler system throughout the building, ensuring we meet fire code compliance and further strengthen our fire protection measures.

This project will be carried out in **phased sections** throughout the building, and work will be closely coordinated with departmental managers to plan the work in a way that minimizes disruption to daily operations as much as possible. To minimize impact on staff and patients, the majority of the work will occur after-hours. Please note that Four Seasons Lodge will not be impacted by this work as it already

The safety of our team, patients, and residents remains top priority, and this investment is a critical step in maintaining a secure environment for all. Thank you for your understanding and support as we work towards a safer building.



#### LONG-TERM CARE BUILDING PROGRESS







Exciting progress continues at the site of our new Four Seasons Lodge Long-Term Care Home!

Rock-breaking activities will take place intermittently over the coming weeks as we continue to prepare the site for essential services, including water, to support the new home.

Stay tuned for more updates as construction progresses!







#### PRIMARY CARE BUILDING PROGRESS















Construction of our new Primary Care Building is now roughly 80% complete!

Brick work on the exterior of the building is nearing completion, with siding now going up as well. Interior work is progressing on schedule, with rough-ins completed and inspected, and drywall work well underway.

Stay tuned for more updates as construction progresses!

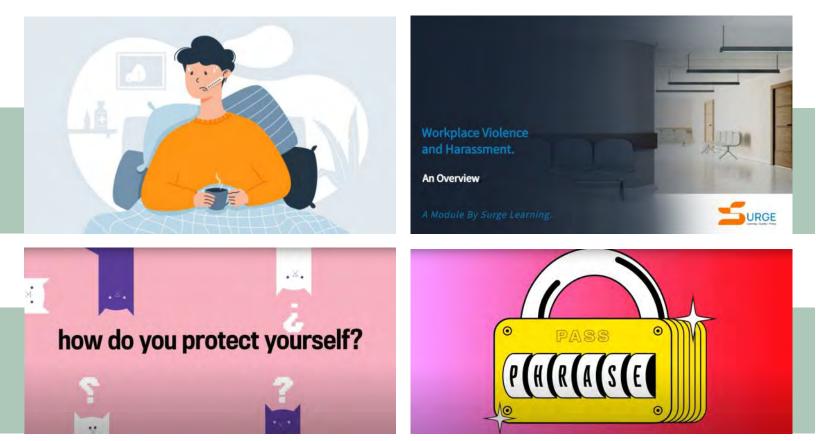


Volume 16 Issue 2

# MANDATORY EDUCATION MARCH 2025

Please see the assigned education for the month of March on Surge Learning. This is due to be completed by March 26, 2025. Please contact Rebekah if you are having any issues accessing the education.

Торіс	Target Staff
Workplace Violence and Harassment: by Surge Learning Inc.	All
Shifting Focus-Tips for Communicating w/ People with Dementia (Behaviour Management)	All
Cyber Security - Surge Modules (Malware, Phishing, Password Security)	All
Sick Note Policy	All
RICN Environmental Cleaning Best Practice - Cleaning a Blood/ Body Fluid Spill	Environmental Service
APIC Noncritical is Critical (IPAC Disinfection & Sanitization)	RN, PSW, RPN
What is Gender Affirming care? We Are Allies	RN, RPN, PSW, DI, Rec, Physio, Medical Records, FHT
Care Considerations for Inclusion of Gender Diversity within Medical Laboratory Services	Lab
OPTidry™ - Cutting-edge OPL Over-dry Prevention Technology	Environmental Service



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

#### ESSENTIAL PIECES AWARD



Do you know a team member who goes above and beyond to make a difference? Now is your chance to recognize them!

Nominations are open for the *Essential Pieces Award*, our annual peer recognition award that celebrates individuals who consistently contribute to an excellent, compassionate care experience for our patients, residents, and visitors. Any member of our team—across all departments, including physicians, volunteers, and students—is eligible to be nominated.

To nominate someone, simply complete the nomination form, available:

- On Policy Medical (Organizational Resources → Human Resources → Essential Pieces Award)
- In print (available in the cafeteria and break room)

Submit completed forms to Amy McDiarmid via email or in a sealed envelope—whichever works best for you!

- Deadline to submit nominations: March 28, 2025
- Nominees and award recipient will be recognized at our Employee Recognition Event, which will be taking place on April 11, 2025

Let's take this opportunity to celebrate the dedication and compassion of our team. We can't wait to highlight the incredible work happening across our organization!

# CALL FOR NOMINATIONS



#### LEADERSHIP DEVELOPMENT INSTITUTE



On February 4, 2025, DRDH held a Leadership Development Institute (LDI) session at the Petawawa Legion, on the topic of *building an inclusive DRDH community*.

Establishing DRDH as an inclusive and safe space for everyone is a key priority for our organization. A key element to creating and sustaining inclusive and safe spaces throughout DRDH is for our formal and informal leaders to have the knowledge and skills to champion action throughout the organization. The LDI session focused on providing an opportunity to expand our knowledge, hearing from those with real world experience, and looking ahead to opportunities to take action.

We were pleased to welcome Jill Holyroyd, Jamie Hawes, and Dr. Doniya Quenneville from <u>pflag</u> Renfrew County. Our guests shared how much of an impact creating an inclusive environment can have, and helped us to look ahead at what DRDH can do to build a more welcoming and supportive environment for everyone who walks through our doors. We were also able to share some of the work that our own teams have been doing to promote an inclusive environment and drive ahead our strategic goals to establish DRDH as an inclusive and safe place where everyone can work and access care.





A huge thank-you to Mike for showing true kindness and teamwork during one of the biggest snowfalls this month! Knowing that our visiting physician had just finished busy back-to-back shifts in the Emergency Department, he took it upon himself to find out which car was hers and clear it off before she headed home.

This small but meaningful gesture made a big difference for someone who had already given so much to care for our community. Acts like this truly embody the spirit of DRDH – looking out for one another and going above and beyond to make someone's day a little brighter.

Thank you Mike for being so awesome!

THE ZINGER

#### HAPPY RESIDENT DOCTORS APPRECIATION WEEK

From February 10—14, we celebrated Resident Doctors Appreciation Week. We would like to take a moment to extend a thank you to the many medical residents that spend their time learning alongside our current physicians and healthcare professionals here in Deep River.

Medical residents play a vital role in shaping the future of our healthcare system, and at DRDH we are grateful for the opportunity to support the next generation of family physicians.

We would like to take this time to acknowledge their hard work and dedication as well as express our sincerest appreciation for the excellent, compassionate care that they provide to our patients, residents and our community!









Resident Doctors of Canada Médecins résidents du Canada

# **Resident Doctors Appreciation Week**

#### SAVE THE DATE: EMPLOYEE RECOGNITION EVENT



FAMILY HEALTH TEAM NEWS

March is Nutrition Month!





March is Nutrition Month!

This year's theme Nourish to Flourish is all about the connection between food and well-being. Dietitians are passionate about helping you understand how what's on your plate can make a big difference in your physical, mental, and emotional health. Let's nourish our bodies to flourish, together!

Nourish to Flourish beautifully highlights the connection between food, physical health, mental wellbeing, emotional health and cultural ties.

#### LUNCH N LEARN-MyCHART!





Our President and CEO, Janna Hotson, had the pleasure of joining the Senior Friendship Club's Lunch & Learn on February 24 to share information about MyChart, the online patient portal that makes accessing health records easier than ever. A big thank you to the Senior Friendship Club for hosting us and fostering these important conversations that help ensure everyone has access to the tools they need for better healthcare. We appreciate the opportunity to connect with so many in our community!

Have you ever found yourself reacting almost instinctively in an uncomfortable or tense situation? Maybe you were feeling trapped and unsure of how to proceed. Or perhaps you knew just what to say or do to remove yourself from it as quickly as possible. If you weren't entirely sure why you were responding that way, you're not alone.

For people who have experienced trauma or adversity, feeling trapped in a moment isn't necessarily about the physical circumstances



they find themselves in. It can be more about invisible barriers that are affecting how they think, feel and respond. What creates unease often happens because they are reliving a memory they'd rather forget or suddenly have become overwhelmed by emotions triggered by something they don't even recognize. A smell, a sound, or even a simple phrase uttered in conversation can bring waves of anxiety, fear, or sadness that they often cannot explain. How we respond can limit our ability to move forward or enjoy life fully.

That's the tricky thing about trauma and adversity: they have a way of embedding themselves so deeply in our bodies that without being conscious of them, they shape our behaviours and affect our mental and physical health. Understanding how this happens and learning how to address these experiences can help.

In this article, we'll explore some of the constraints that trauma and adversity have on the lives of those who have struggled with them. But more importantly, we'll help navigate some paths towards healing and improving overall well-being. There is hope and using tools like therapy can help us develop resilience.

#### What are trauma and adversity, and how do they affect mental health?

Trauma and adversity arise from deeply distressing experiences and disturbing events that disrupt our emotional balance and often leave lasting marks that can profoundly affect our emotional, psychological and physical wellbeing. While they both affect mental health and can manifest as anxiety, depression, PTSD, substance use, addiction or other psychological challenges, it's essential to understand their distinctions too.

Adversity refers to hardships or struggles that test a person's ability to cope, such as poverty, chronic illness, discrimination, or loss. Trauma, on the other hand, is the deeply rooted emotional response to harmful and distressing events like abuse, accidents, or violence where a person's imminent safety and security was compromised, which, unaddressed and unresolved has been shown to "contribute to illnesses of all kinds throughout the lifespan."<sup>1</sup> It is a possible outcome of the adversity that someone has faced in their life.

In a global survey conducted by the World Mental Health Survey Consortium, over 70% of people reported experiencing at least one traumatic event in their lifetime, and 30% "were exposed to four or more."<sup>2</sup> We often hear people referring to a variety of situations as being traumatizing, however, in many cases, this is a "misplaced" use of the word. Gabor Maté notes that, "what people are actually referring to is [physical or emotional] stress."<sup>3</sup> He shares insight from Peter Levine, that "certainly all traumatic events are stressful, but not all stressful events are traumatic."<sup>4</sup> Maté describes trauma as less being about the situation itself and, in reality, about what "happens inside you as a result of what happens to you."<sup>5</sup>

Historically, trauma awareness focused on war-related conditions like "shell shock" or "battle fatigue," but advancements in neuroscience have revealed how trauma reshapes the brain and body through studies like the Adverse Childhood Experiences (ACE) survey, which links early trauma to long-term health outcomes.<sup>6</sup>

Click <u>HERE</u> to read the full article by Homewod Health.

#### SOCIAL COMMITTEE NEWS



Our amazing Social Committee was busy making up Candy Grams for Valentine's Day, helping our team share some kindness (and candy!) with their colleagues. Each Candy Gram was hand-delivered across DRDH, bringing smiles and a little extra sweetness to the day. A big thank you to everyone who participated—your messages of appreciation and friendship made Valentine's Day even more special!

#### ESTORE

Check out our selection of DRDH t-shirts, toques, sweaters, drinkware, jackets and scrub tops in the EStore.

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.

### https://drdhstore.org/

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.

Shipping is free for orders over \$65 placed directly through the EStore online, as well as for orders made through payroll deduction.





Volume 16 Issue 2

# FOUR SEASONS LODGE NEWS

Recreation Therapy Month and a New Fireplace



February is Recreation Therapy Month, and we're celebrating the incredible impact of recreation at the Four Seasons Lodge!

Recreation therapy plays a key role in enhancing the well-being of our residents, providing opportunities for connection, engagement, and joy. Through personalized activities, our dedicated team ensures that every resident can participate in meaningful experiences that promote physical, mental, and emotional wellness.

This month, we want to recognize and appreciate our team members and volunteers who bring creativity, compassion, and energy to our home. Thank you for making a difference every day!

Pictured here is Abbie, Recreation Worker, and Jenny, Director of Care.

# HAPPY RECREATION THERAPY MONTH!

RECREATION THERAPY

Nothing says "home" like the glow of a fireplace! The new fireplace at Lodge was completed this month, and it brings a cozy ambiance to the residents' living room, creating a warm and inviting space to relax, socialize, and enjoy time together. As the heart of the home, it's always a favorite spot for residents to gather and unwind.



THE ZINGER

# FOUR SEASONS LODGE NEWS

Moose Visits the Lodge

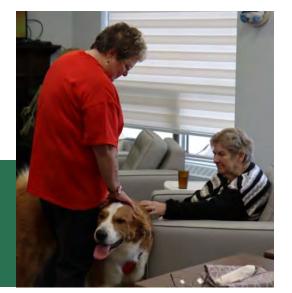
On February 7, everyone at the Lodge enjoyed a wonderful visit from St. John Ambulance Renfrew County's Moose, a gentle giant with a heart just as big as his paws!

With his handler Paulette and mentor Ann by his side, Moose made the rounds, soaking up all the love and extra scratches.

Thank you to Moose, Paulette, and Ann, for bringing joy, comfort, and some seriously fluffy cuddles to our residents.











# RESIDENTS' COUNCIL CORNER



At the Food and Recreation Committee meeting this month, a review was completed of new dishware and cutlery for the Home. Based on resident input, it was requested that a different colour for each type of dishware be ordered. The Committee will bring their input in a report to Residents' Council for an official vote.

The Committee also discussed planning for meals, activities and community engagement. The special meal of the month was requested to be a traditional Irish supper for St. Patrick's Day. Residents also discussed having a tasting menu to sample some of the dishes planned for the spring/summer menu. It was determined that for March, residents would like to more news time to review the latest headlines from around the world, as well as suggested a possible spring fashion show. There was also a discussion of the Pet Therapy program that relaunched earlier this month, as well as the School House Museum volunteer who visited to provide a virtual walk through.

At the Residents' Council meeting this month, a review was completed of new furniture to replace the current chairs. Colour options were circulated for the residents to vote on their preference. The Council also reviewed Right #4 of the Resident Bill of Rights, *"every resident has the right to freedom from abuse".* 

# FOUR SEASONS LODGE NEWS Valentine's Day Dinner

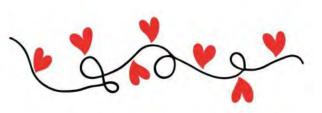












Love was in the air at the Lodge on February 14 as residents and their loved ones gathered for a special Valentine's Day dinner.

Thank you to our incredible team for creating such a memorable and delicious celebration.

FOUR SEASONS LODGE NEWS

School House Museum and Musical Guests





On February 19, resident had their very own virtual tour of the School House Museum in the comfort of their living room.

Thank you to Dianne Lemire for sharing this unique and interesting way to learn more about the history of the Upper Ottawa Valley!



This past month, the Four Seasons Lodge was filled with the sounds of live music on many of these long cold winter days. From talented family members and loved ones to the wonderful *Monday Niters* band, who have become familiar friends in our home, these performances created special moments for residents and staff alike. Thank you to everyone who shared their music with us!







# FOUNDATION NEWS

#### FOUNDATION INVITING NEW MEMBERS

Join the DRDH Foundation Board of Directors – Shape The Future of Healthcare In North Renfrew!

The Deep River & District Health Foundation is now accepting applications until March 12, 2025 for passionate individuals from the North Renfrew community to join our Board of Directors.

This is an exciting moment to get involved as the Foundation prepares to support the next transformative projects at Deep River & District Health, including facility upgrades and technological advancements. Joining the Foundation Board offers a meaningful opportunity to influence the health and well-being of our community by providing leadership and governance to support DRDH's dedicated and effective fundraising team.

For more information please click <u>here</u>, or contact us at foundation@drdh.org | 613-584-3333 x 7140.



#### SMILE COOKIE CAMPAIGN



A huge thank you to our local Deep River Tim Hortons for their generous support through the Holiday Smile Cookie Campaign that ran in November.

On Friday, January 31, Tim Hortons representatives Christa and Danielle stopped by to present the donation to three of our incredible nurses representing Deep River and District Health. We are so grateful for the relationship we have with our local Tim Hortons and are grateful for their continued support.



#### LEARN AND EARN PSW PROGRAM

Humber College is offering a **free** Learn and Earn Program for **Personal Support Worker (PSW) certification**. This program, which is offered in English, is an amazing opportunity for our team members who currently work part-time or full-time in long-term care and are interested in becoming certified as a PSW.

#### Key Highlights:

- Completely free and funded by the Ministry of Long-Term Care
- Participants are compensated throughout the 20-week program
- Includes 12 weeks of online classes and 8 weeks of clinical placements at our organization
- Spaces are limited and registration is on a first come, first serve basis

#### There are three planned cohorts for 2025:

- April 1 August 31, 2025
- July 7 December 7, 2025
- October 14, 2025 March 22, 2026



Please reach out to Human Resources if you are interested in this opportunity to support your career growth!

### TAKE THE MENTAL HEALTH HYGIENE CHALLENGE!

<u>The Royal Mental Health Hygiene challenge</u> is back this year, and they are challenging everyone to engage in simple, research-based activities to boost mental health.

#### WHAT IS MENTAL HYGIENE?

Daily habits to support your mental health and wellness for as little as 10 minutes per day.

The term "mental hygiene" refers to daily activities that support and maintain mental health. Public health guidelines tell us that we need to do small tasks daily to maintain our physical and dental hygiene, like showering and brushing our teeth. This same concept can be extended to mental health!

Just like going to the gym is about building up our strength, mental hygiene is about building up that mental muscle. It's an important way to maintain good mental health and build the resilience we need to face challenges in the future.

Click <u>here</u> to learn more about daily practices to support your mental health.



### 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.