

THE ZINGER NEWSLETTER

TOP NEWS INSIDE

CEO's Corner	2
DI Expands Hours	3
Long-Term Care Building Updates	4
Primary Care Building Updates	5
Monthly Education	6
Staff Happenings	7
Annual Recognition Event	8—12
Essential Pieces Award	13—14
Green Shirt Day	16
Family Health Team News	19
Social Committee News	20
LifeLines	21
Four Seasons Lodge News	22—24
Foundation News	25

APRIL 2025



WCCT SUPPORTS DRDH

WCCT presented the DRDH Foundation with a cheque for **\$5,000** as a result of our successful bonspiel held in March. See page 25 for more information.



DRDH CELEBRATES OUTSTANDING TEAM AT ANNUAL RECOGNITION EVENT

The Spring Soirée annual Employee Recognition Event, held on April 11, 2025, honoured service milestones, peer-nominated excellence, and retirements. See pages 8-14 for more photos and information.

CEO'S CORNER CONNECTING WITH OUR DRDH TEAM AND COMMUNITY

As April comes to a close, the energy of spring is unmistakable across our campus, bringing with it not just warmer weather, but the excitement of seeing many of our projects and plans coming to life.

On the construction front, April has been a month of major progress. At our Long-Term Care site, the steelwork has moved ahead significantly, and we can now truly see the building beginning to take shape. It's inspiring to watch the framework rise and imagine the future home it will become for so many in our community. Over at our Primary Care building, we are approaching the final stages of work. Teams have been busy with the finishing touches, and it's been incredibly positive to see how much excitement is growing as we get closer to moving into our new space.

Throughout the month, our teams have also begun planning in earnest for how we will operate in the new building, a process that has sparked a lot of enthusiasm and creativity. Having team members get the chance to tour the space and envision themselves working there has been a real highlight, and it has been wonderful to feel the excitement building as we prepare for this important transition.

BOARD HIGHLIGHTS

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



April also marked National Volunteer Week, giving us the opportunity to



recognize and thank the extraordinary volunteers who are part of the DRDH community. Whether providing support, companionship, or simply a friendly face, our volunteers make a remarkable difference in the lives of those we serve. Their generosity, kindness, and spirit of giving are felt in every corner of our campus. We are truly grateful for the time, energy, and compassion they bring to our organization.

April also brought one of the most special moments of our year - the opportunity to gather together to recognize and celebrate our amazing team at our annual Service Award and Employee Recognition Event. We honoured many milestones of service across DRDH, reflecting on the incredible dedication and loyalty that make this such a special place. It was especially meaningful to see seven individuals nominated for our Essential Pieces peer award this year, with each nomination telling a powerful story about the difference our team members make every single day. The stories shared are a reminder of the compassion, commitment, and excellence that shine through in even the small, day-to-day moments at DRDH. It is truly humbling to be part of such an extraordinary team.

As always, I want to thank each and every one of you for the work you do. Your care, your professionalism, and your passion are what continue to move our organization forward. It is an honour to work with all of you, in such a special place, at such an exciting and transformative time.

I look forward to all that the next months will bring as we continue to grow, change, and build our future, together.

Thank you for everything you do.

Sincerely,

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

DRDH EXPANDS HOURS FOR DIAGNOSTIC IMAGING

Deep River and District Health (DRDH) is making it easier for patients to access Diagnostic Imaging by extending the department's hours and accepting walk-ins.

Beginning April 3, patients can receive imaging earlier in the morning, later in the evening, and on weekends—ensuring more patients can access the care they need at a time that works for them. The Diagnostic Imaging Department will now be open Monday to Friday from 7:30 a.m. to 10:00 p.m. and on weekends from 8:00 a.m. to 8:00 p.m.

With these extended hours, DRDH is also introducing walk-in availability for X-rays and ECGs, eliminating the need for scheduled appointments. Patients with a valid requisition can visit the Diagnostic Imaging Department during regular hours and receive imaging on a first-come, first-served basis, offering greater flexibility and convenience for our community.

"Our goal is to remove barriers to care and improve the



patient experience," said Janna Hotson, DRDH President and CEO. "The expansion of hours and addition of walk -ins for X-rays and ECGs is part of our ongoing effort to ensure patients receive the care they need when they need it."

Patients are reminded to bring their requisition form from their healthcare provider to ensure prompt service. If requisitions are sent electronically by a provider, there may be a short delay before they are received by the Diagnostic Imaging Department. This change underscores DRDH's commitment to meeting the evolving needs of our community while providing excellent, compassionate care.

REGIONAL HEALTH CARE NEWS

One patient, one chart: More hospitals join Epic digital health records system in Eastern Ontario



Patients throughout Eastern Ontario will soon be able to navigate the health-care system more effectively as six hospitals are joining the Atlas Alliance's digital health records system.

Once completed, the Atlas Alliance will include a network of 16 health-care organizations spanning our region and beyond (joining partners are in bold):

Arnprior Regional Health	Hôpital Montfort	The Ottawa Hospital
Deep River & District Health	Pembroke Regional Hospital	The Ottawa Hospital Academic Family Health
Glengarry Memorial Hospital	Queensway Carleton Hospital	Team
Group Health Centre (Sault Ste. Marie)	Renfrew Victoria Hospital	The Royal (Ottawa and Brockville campuses)
Hawkesbury District General Hospital	St. Francis Memorial Hospital	The University of Ottawa Heart Institute
Kemptville District Hospital		Winchester District Memorial Hospital

Click here to read the full News Release.

LONG-TERM CARE BUILDING PROGRESS









This month, the structure of our new Four Seasons Lodge Long-Term Care Home is beginning to rise up! Steel framing has now begun, and each beam brings us one step closer to welcoming residents into their new home.

Preparatory work is also underway on a new roadway that will connect to the rear of the home, providing safe access for deliveries and other essential services.

Stay tuned for more updates as construction progresses!





THE ZINGER

PRIMARY CARE BUILDING PROGRESS











We're in the home stretch!

Construction of our new Primary Care Building is progressing well, with the building still on track to open this summer.

Final touches are underway both inside and out, as we prepare to welcome patients and care teams into this modern, purpose-built space.

Stay tuned for more updates as we count down to opening day!





MANDATORY EDUCATION MAY 2025

Please see the assigned education for the month of May on Surge Learning. This is due to be completed by **Wednesday, May 28, 2025**. Please contact Rebekah if you are having any issues accessing the education.

Торіс	Target Staff
Customer Service-Person Centered Care	All
Disclosure Done Well	All
Disclosure Policy	All
LTC Fall Prevention and Management Program	All
Suicide Risk Screening and Suicide Prevention-LTC	All
Best Practices for Environmental Cleaning	Housekeeping
Ladder Safety Fast Fact	IT, Maintenance
Stericycle Procedures	LTC, RPNs
LUCAS – Demonstration and Tutorial	RN, RPN
LTC Fall Prevention and Management Program- Appendixes	RN, RPN
Informed Consent and Capacity	RN, RPN, AOC
Restorative Care	RPN, PSW



CORE CONCEPTS





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

STAFF HAPPENINGS















We're pleased to welcome seven new members to our team this month! **Minh** has joined us as an Environmental Service Worker, **Becky** as a Diagnostic Medical Sonographer, **Miesha** as a Dietary Aide, **Dylan** as our Procurement and AR Clerk, **Michaela** as our Executive Assistant, and **Halle** as a Medical Radiation Technologist.

Please join us in giving them all a warm DRDH welcome!

WELCOME STUDENTS

We were also pleased to host Cayley, a Personal Support Worker Student from Algonquin College, who completed a consolidation with us this semester.

ALGONQUIN COLLEGE



CANADIAN SOCIETY OF PHYSICIAN RECRUITMENT CONFERENCE



Amber, our Medical Affairs and Volunteer Coordinator, attended the Canadian Society of Physicians Conference (CaSPR) Conference in Ottawa this month along with our partners from the Pembroke Regional Hospital.

The event provided a valuable opportunity to network with peers from across the country, and explore innovative strategies, best practices, techniques, and tools to support the future of physician recruitment and retention.



DRDH CELEBRATES OUTSTANDING TEAM AT ANNUAL RECOGNITION EVENT

Deep River and District Health (DRDH) came together once again to celebrate the extraordinary contributions of our team members at the organization's annual recognition event.

The Spring Soirée, held on April 11, 2025, honoured service milestones, peer-nominated excellence, and retirements—shining a spotlight on the people who provide excellent care and foster a compassionate culture across the organization.

Janna Hotson, President and CEO of DRDH, expressed her appreciation for the team's collective efforts. "This event is a meaningful tradition where we take time to recognize the incredible individuals who are at the core of everything we do," said Hotson.

"It's inspiring to see the dedication our team members bring to their roles every day, and I'm honoured to celebrate their achievements with them."



Michelle, Office Coordinator at the North Renfrew Family Health Team, was presented with the 2025 Essential Pieces Award from Janna Hotson, DRDH President and CEO, and Sarah-Lynn Parker, Manager of Clinical Services – Primary Care, in recognition of her outstanding contributions, collaboration, and dedication to all those we provide care for.

The Essential Pieces Award, DRDH's peer nominated recognition award, was presented to an outstanding individual who exemplifies the organization's Mission, Vision, and Values. This year, the prestigious award was presented to Michelle, Office Coordinator with the North Renfrew Family Health Team.

Nominated by several of her peers, Michelle was praised for her adaptability, collaborative approach, and unwavering commitment to patients, residents, and colleagues. She plays a key role in ensuring the smooth functioning of many aspects of the Family Health Team and has been instrumental in the success of the Integrated Virtual Care (IVC) program, adapting processes to better support patients and off-site providers.

"Michelle is a truly exceptional team member," said Hotson. "She consistently brings innovation, initiative, and care into everything she does—whether she's helping patients access care, supporting a colleague, or stepping in to assist in other departments when needed. Michelle's positivity and professionalism make her a vital part of the DRDH team, and we're proud to honour her with this year's Essential Pieces Award."

Seven nominations were received for the 2025 award, highlighting excellence in departments across the organization, including Nursing, Information Technology, Dietary, Recreation, and Scheduling.

Continued on next page...

DRDH also celebrated long-serving employees who reached significant service milestones in 2024. This year, 5-year pins were presented to three team members, 10-year pins to four team members, 15-year pins to six team members, and one team member was honoured with a 20-year pin. In addition, the organization gave special recognition to three retirees, each of whom dedicated more than a decade of service to DRDH.

"This year's milestones reflect more than just time, they speak to a deep and lasting commitment to compassionate, high-quality care," said Hotson. "To our long-serving team members and retirees, thank you for the incredible impact you've had on our organization and all those we provide care for".

The annual recognition event remains a valued opportunity to come together in gratitude and celebrate the people who make our organization stronger every day. DRDH would like to extend a sincere thanks to all who joined us to recognize and honour our incredible team.



Nominees for the 2025 Essential Pieces Award were recognized for exemplifying DRDH's Mission, Vision, and Values through their outstanding teamwork, dedication, and compassion. Congratulations to team members Phillip, Abbie, Michelle, Tracy, and Jennifer (as well as Jessica and Sue, who are not pictured) on this well-deserved recognition.







SERVICE MILESTONES



5 Years

Rebeccah Bianca Megan

10 Years

Melanie Megan Lauren Amy

15 Years

Brandy

Michelle

Heather

Terry

Pam

Morgan

20 Years

Erica

Retirees with 10+ Years of Service

Kim Melinda Debbie







SERVICE MILESTONES













SPRING SOIRÉE CONTINUED...





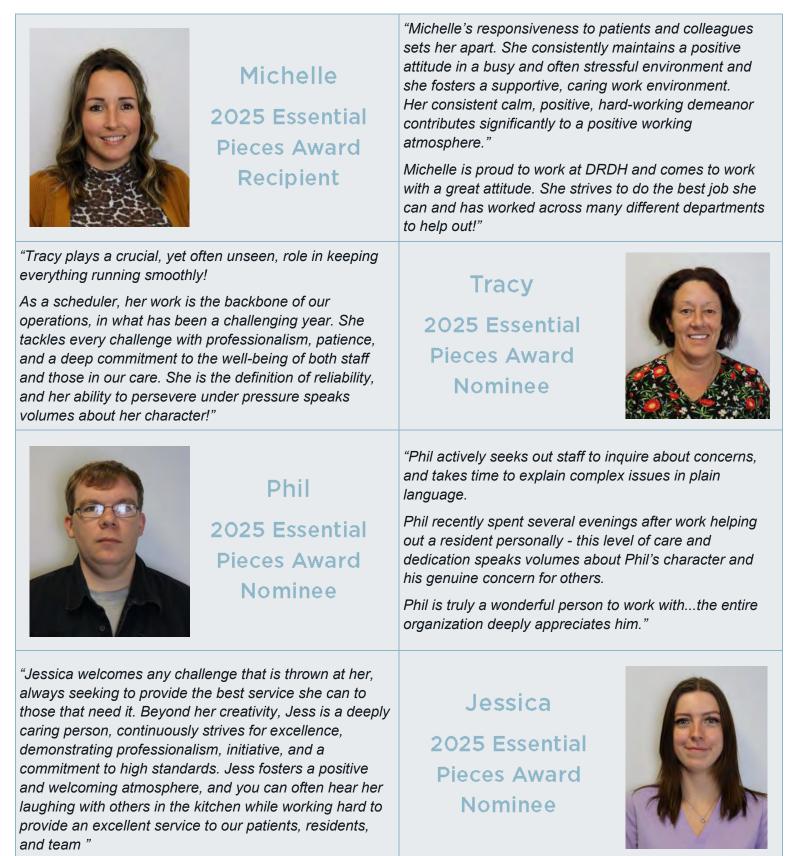








Below are some of the thoughtful and kind words shared by colleagues about each of this year's Essential Pieces Award nominees:



ESSENTIAL PIECES AWARD NOMINEES



Jennifer 2025 Essential Pieces Award Nominee

"Many instances stand out that show her advanced skills and confidence, but there's one recent night that really stands out. I was so impressed how Jen handled herself this night with the physician, the compassion she showed to the patient and her level of skill making the patients' experience so much easier.

Jen is so dedicated to DRDH...it seems like she is always working, which was such a relief to our patients who know they will always be in good hands"

"Sue is an absolute blessing to the Deep River and District Hospital!

She is calm, empathetic, and understanding, not to mention extremely knowledgeable."

Sue

2025 Essential Pieces Award Nominee





Abbie

2025 Essential Pieces Award Nominee "Abbie often goes above and beyond the duties of her role, offering the residents a listening ear, providing them comfort during difficult days and she is also usually good for a laugh or two which is appreciated!

Abbie is kind, thoughtful, caring, and willing to take on anything thrown her way. Abbie is always willing to advocate for our residents and the positive light she brings fosters such a warm and welcoming environment."

IS THERE SOMEONE YOU WOULD LIKE TO NOMINATE FOR THE ESSENTIAL PIECES AWARD?

Nominate a team member for the Essential Pieces Award—celebrating outstanding contributions to our patients, residents, and visitors

- Open to all staff, physicians, volunteers & students
- Find the form on Policy Medical or grab a paper copy in the cafeteria or break room

Let's celebrate those who make a difference!

Submit forms to Michaela, Executive Assistant, in-person or via email at mvaclavinek@drdh.org

Submissions accepted all year!

EPIC-EHR EXPERIENCE SURVEY

Epic is seeking some feedback and they want to hear directly from health care providers who work across the Atlas Alliance about how they can improve!

Whether it is what works well or what needs a revamp, your feedback will help shape future improvements.

The survey takes no more than 10 minutes and can be completed anonymously if preferred. Once Epic reviews the responses, they will be sharing high-level findings with us to help prioritize future enhancements. <u>The survey will remain open until May 9, 2025.</u>

The survey can be accessed by using the link within Epic (you will see the link in the top bar, similar to the screen shot here) or <u>click here</u> now to start the survey and provide your feedback!





FREE PSW TRAINING OPPORTUNITY

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





HUMBER

GREEN SHIRT DAY



On April 7, we wore green in support of Green Shirt Day to raise awareness for the importance of organ and tissue donation.

A heartfelt thank you to our dedicated team at DRDH and our amazing community partners, including the Deep River Police, Deep River Fire Department, Town of Deep River, and the County of Renfrew Paramedic Service, for proudly standing with us.

Logan's choice to be an organ donor inspired the Logan Boulet Effect - a nationwide movement that has helped register thousands of new donors across Canada. His story reminds us that one person can make an extraordinary difference.

Join the movement. Register today at www.beadonor.ca!



HAPPY LAB WEEK!



April 13—19 was National Medical Laboratory Professionals Week, a time to celebrate the vital work of our EORLA Lab professionals at DRDH!

Our dedicated Lab Team provide timely and accurate test results that form the foundation of every diagnosis and treatment plan. Whether supporting emergency care, inpatient services, or outpatient diagnostics, their work is essential to keeping our patients safe and our community healthy. We extend our heartfelt thanks to our incredible Lab Team for their professionalism, teamwork, and commitment to healthcare excellence.

Pictured here are Vanessa and Sue from our Lab Team, joined by Janna Hotson, CEO of DRDH, and Dennis Garvin, CEO of EORLA, during a special visit to mark Lab Week.

BMO DROP IN SESSION

Following our recent virtual info session, we're excited to share that representatives from BMO will be onsite in the Classroom at Deep River and District Health on Tuesday, May 7 from 2:00 – 4:00 pm!

This is a great opportunity to stop by, ask questions, and learn more about the exclusive banking benefits available to you as a DRDH employee, including:

- No monthly fee accounts with unlimited transactions
- Special mortgage rate discounts
- Bonus interest on GICs
- Access to BMO SmartProgress, a financial wellness platform

Whether you're curious about how to get started or want to chat about your personal financial goals, the BMO team will be happy to help.

No appointment needed—just drop in!



HAPPY VOLUNTEER APPRECIATION WEEK!



HAPPY VOLUNTEER APPRECIATION WEEK!



April 27 – May 3, 2025, marked National Volunteer Appreciation Week. We are thrilled to acknowledge and celebrate the incredible volunteers who bring warmth, compassion, and unwavering support to our patients, residents and our DRDH community as whole.

From spending quality time as a friendly visitor, to offering a comforting presence in end of life support, or to those that volunteer through various organizational activities and committees, our volunteers make an immeasurable difference.

Whether it is playing music, running a game of bingo, sharing skills to teach someone something new, or simply engaging in a quick chat over coffee, your kindness and compassion brighten the days of our patients and residents in ways words can't always express.

To all of our volunteers who dedicate their time, please know we are immensely grateful to have you as part of our team. It is with the efforts of our volunteers that help us to ensure we continue to provide an excellent, compassionate care experience, every time.

Thank you so much to all of our DRDH volunteers! We appreciate everything you do.



FAMILY HEALTH TEAM NEWS

Prediabetes Information Class



Rebecca Poirier, RD

If your blood sugars are high, or if you have been told by your doctor that you have prediabetes. then attend this class to learn what you can do to reduce your risk of developing Type 2 Diabetes.

Our 90 minute session will cover the following:

- Risk factors for developing prediabetes and diabetes
- The best food choices. portions, and timing to keep your blood sugars and energy stable through the day
- What type and how much activity to include every week



PREDIABETES INFORMATION **CLASS**

Did you know that diet and lifestyle changes can reduce your risk of developing diabetes by up to 60%?

LEARN HOW TO SET GOALS FOR HEALTHIER LIVING!

Wednesday, May 28, 2025 6:00 PM - 7:30 PM

OPEN TO ALL ADULTS IN THE COMMUNITY

613-584-1037

SOCIAL COMMITTEE NEWS



The DRDH Social Committee is hosting a spring PAINT NIGHT!

Join us on Thursday, May 15, 2025, at 6:30 PM at the Deep River Legion for an evening of creativity & great times. All are welcome to attend—please feel free to share this invitation as all are welcome (coworkers, friends or family)!

Payment for DRDH team members can be arranged through payroll deduction if preferable.

Email Amber to register—the deadline to register is Thursday, May 8, 2025.

Embracing Hope and Healing During a Fertility Journey: Managing Anxiety and Stress with Compassion

The desire to have children is deeply personal, shaped by culture, family expectations, personal values and life experiences. While some people choose



not to have children, others face unexpected fertility challenges. The path to parenthood can be unpredictable and is one of the most emotional experiences a person can face. Whether you are just beginning or already started on this journey, you need support and guidance to be sure you are taking good care of your emotional health.

Identifying pressure points – common sources of stress and anxiety

The emotional and psychological burden that fertility challenges introduce can be difficult to navigate, making the journey feel like an endless emotional rollercoaster. Each new treatment cycle brings excitement and hope, fear and anxiety as progress is monitored, disappointment and grief after failed cycles, and frustration and exhaustion as the process is repeated.

Coping mechanisms to manage stress

Mindfulness practices and stress reduction techniques can be beneficial when trying to improve your emotional resilience. You can try:

- Breathing exercises
- Completing a body scan where you focus on progressive muscle relaxation
- Journaling
- Engaging in hobbies and creative outlets like planting a garden, painting, or enjoying music

It can also be "cathartic" to write letters to your hoped-for baby to express emotions and process grief. Understanding that fertility treatments don't always work on the first attempt and setting realistic expectations and boundaries before treatment begins can be an excellent way to manage and cope. One patient recommended acknowledging that hope and fear can exist on the same plane. She stated that she was "hopeful this cycle will work" while at the same time being afraid that it will not. It was comforting to realize that "both are true, and [she could] carry them together."

While embarking on a fertility journey can be challenging, taking care of your mental well-being is just as important as the medical and physical process. When you have the proper support and are realistic about the challenges, you



can apply coping strategies and self-compassion. Growing with strength and hope, no matter the outcome, can help you realize that your well-being matters.

Click here to access the full article by Homewood Health.

FOUR SEASONS LODGE NEWS Crafting with the Cubs











On the evening of April 9, the Lodge was filled with laughter, creativity, and springtime fun! The Cubs returned for another welcomed visit - this time to make spring crafts and assemble adorable Easter fruit skewers (complete with Peeps, of course!) alongside our residents.

These intergenerational moments bring so much joy to everyone involved. Thank you to the Cubs and leaders for another memorable evening!



THE ZINGER

FOUR SEASONS LODGE NEWS

Easter Dinner and Election Day









On Friday, April 25, a joyful Easter dinner was shared with good food, great company, and plenty of smiles in the Lodge!









Our residents proudly cast their votes on Election Day - participating, engaging, and making their voices heard!

Thanks to the Elections Canada team for coming and setting up a polling station within our home. FOUR SEASONS LODGE NEWS

Spring has Sprung!





It was feeling like spring may have finally sprung on April 29, 2025!

Residents and family took the opportunity to enjoy some time basking in the sun on the patio!



FOOD AND RECREATION COMMITTEE



The Food and Recreation Committee held a meeting on April 24, where they were able to review the new dishware sets that recently arrived. The new plates and bowls are blue and black in colour, while the dessert bowls have a sleek glass-like look. The residents were happy with their choices and would like to move forward with putting these into circulation in the coming weeks. New cutlery is also being purchased to launch at the same time as the dishware. The forks, spoons, and knives will have a more solid handle as decided by the residents.

The Seasonal Menu is now complete, and is under review by our Dietitian. The menu was reviewed while residents enjoyed a sample of the new potato skins with bacon, cheese and chives as well as home -made ice cream sandwiches. Some of the spring and summer choices are set to include cabbage roll soup, Salisbury steak with gravy and fried onions, pulled pork casserole, onion and potato frittata, roast beef sliders, chicken kabobs, fresh green salads, fresh fruit and so much more.

With the warmer weather arriving, the residents requested more BBQ meals. It was decided a regular BBQ lunch will be scheduled for Thursdays with the new menu. With this change, special breakfast days will now be Tuesday.

It was decided that May's featured drink for the bar cart will be a refreshing white wine sangria.

In May, we will also be celebrating Mother's Day with a brunch on Friday, May 9th at 11:00 am.

We will also be welcoming the cubs back in early May for a night of crafting and will continue with live music from the Monday Niters band.



FOUNDATION NEWS

WCCT SUPPORTS DRDH

On April 4, 2025, WCCT presented the DRDH Foundation with a cheque for **\$5,000** as a result of our successful bonspiel held in March.

Weesoe Community Communication Technologies (WCCT) has been a major supporter of Deep River and District Health since its inception and we are so grateful for the continued support.

In other news, the WCCT has also generously agreed to be the event sponsor for Run For Home 2025, and will match total donations up to \$5,000!



REGISTER NOW - RUN FOR HOME

Registration is NOW OPEN for Run For Home 2025!

Join us for an inspiring day of community, fun, and fitness as we raise money to support the Closer *To Home* campaign at Deep River & District Health.

Our goal this year is to raise \$45,000—so clean off those running shoes, register, and start collecting pledges!

Date: Saturday, June 28, 2025

Location: Deep River Arena

REGISTER NOW:

https://drdhfoundation.com/ RunForHome





Volume 16 Issue 4

THE ZINGER

E-STORE FLASH SALE—COMING SOON!

Get ready for our DRDH E-Store flash sale taking place next month from May 12—18 as part of our celebrations for Nursing Week.

All our DRDH branded merchandise will be 20% off — no coupons or codes needed!





WSIB DAY OF MOURNING



April 28 marks the National Day of Mourning in Canada, which is a time to honour all the people who have died, been injured, or suffered illness at work.

Be Bear Aware: Stay Safe This Spring

With the spring season upon us, please remember to **be bear** aware.

Bears are smart, curious, powerful and potentially dangerous. Exercise extra caution and be alert at this time of year while you are in the parking lot or when you are out on a walk. Bears do not like surprises, so

alert them to your presence so they can avoid you.

BEAR FACT:

Cubs typically stay with their mother bear for 1.5 years. If you see a cub or small bear, there is a good chance that the mother is nearby. Take caution.



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.