

North Renfrew
Family Health Team

THE ZINGER

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

March 2019



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MANDATORY EDUCATION—DUE MARCH 31

This month the organization will focus on two topics for **required** education: Suicide Prevention and Emergency Codes.

SUICIDE PREVENTION

Suicide prevention has been identified as a priority in healthcare. Many of our patients, residents and families are experiencing stressful situations when we come into contact with them. As employees of a healthcare facility we are often in a place of trust with patients, residents and their families. As trusted individuals, any one of us may receive a disclosure of intent to harm. A Suicide Screening and Prevention Program has been launched to promote patient, resident and family safety through identification, prevention and reduction of risks related to suicide.

The following modules have been assigned to familiarize everyone with the policy and program:

- ⇒ **Suicide Prevention Policy**
- ⇒ **LTC Suicide Prevention Policy**

For those that would like an additional resource, the CMHA Suicide Prevention YouTube Video on Surge is recommended.

EMERGENCY CODES

The following Emergency Code policies have been created, and modules have been assigned for employees to complete a review:

- ⇒ **Code Green – Evacuation**
- ⇒ **Code Purple – Hostage Taking**
- ⇒ **Code Silver – Person with a Weapon**

Completion of the above education is required for all employees by **March 31, 2019**.

Thank you for your dedication to the organization and for ensuring compliance with all requirements.



LIONS CLUB SHOW THEIR SUPPORT FOR OUR RESIDENTS



On February 22, 2019 the Chalk River and Area Lions Club made a generous \$500 donation to the Four Seasons Lodge Long-Term Care Home for improvements to the living space. Funds for the donation were raised through the sale of carnival buttons at the Chalk River and Area Lions Club’s annual Winter Carnival. Pictured here from left to right, accepting the cheque on behalf of the Four Seasons Lodge are Allison Lepack – Director of Care and Janna Hotson – Administrator, along with Vandaline Lance and Darlene Cook – Lion’s Club Members. The Four Seasons Lodge would like to thank the Lions Club for their contribution to creating a more home-life environment for the Long-Term Care Residents.



INTERGENERATIONAL DAY AT THE FOUR SEASONS LODGE



On February 27, 2019, students from St. Mary’s Catholic School visited the Four Seasons Lodge to celebrate Intergenerational Day!



Intergenerational Day is meant to remind us all of the importance of respectful connections between generations to help break through social isolation, build resiliency, promote community safety and a greater understanding across age groups.

EMPLOYEE RECOGNITION NIGHT



SAVE THE DATE for the

Employee Recognition Night

Deep River & District Hospital - Four Seasons Lodge - North Renfrew Family Health Team

2018 Service Awards
Ernie Mielke Award

The Bear's Den

3177 Highway 17, Deep River
Friday, April 12, 2019

Cocktails (cash bar): 6:00pm Dinner: 6:30pm

This year, the Employee Recognition Night will be held on Friday, April 12 starting at 6:00 pm at The Bear's Den. At the event, we will be recognizing those who celebrated a service milestone as of December 31, 2018 as well as presenting the Ernie Mielke Award.

Employees, even those who are not receiving a service award, are welcome to attend free of charge, and may bring a guest for \$30.

Thank you to everyone who has RSVP's—we look forward to seeing you on April 12!

thank you for your service


FINANCIAL POSITION

Financial Position Based on Agreement with the LHIN as of January 31, 2019 :

surplus of \$ 2,164

IMPORTANT IT UPDATES

As we prepare for and transition to a shared electronic health record, there will be a number of changes in technology. Transformational funding projects are well underway. Highlights of work underway include:

<p>Air conditioning for IT room</p> <ul style="list-style-type: none"> • Installed and operational 	<p>Microsoft Licensing</p> <ul style="list-style-type: none"> • Audit completed and licensing updated.
<p>Managed Print Services</p> <ul style="list-style-type: none"> • We will be installing all in one units (printer, scanner, fax, copier) and transitioning away from using personal printers • We will be implementing tap technology whereby print jobs will stand in queue until one “taps in”. This will ensure privacy and confidentiality are maintained • Details on this deployment will be shared before units are put into use 	<p>Wireless Network</p> <ul style="list-style-type: none"> • Currently, our wireless network is shared with the public. • We will be creating two wireless networks (one for organizational use and one for the public) • Once complete, we should see improved performance
<p>Infrastructure updates</p> <ul style="list-style-type: none"> • Work is underway to update our firewall, routers, security system, and hardware updates 	<p>Password Policy</p> <ul style="list-style-type: none"> • A regional password policy will be implemented in spring/summer this year
<p>Security Upgrades</p> <ul style="list-style-type: none"> • Upgrades being implemented to security system, single sign on and door swipe technology 	

WANT TO WIN A TIM CARD?

TRUE OR FALSE?

In Code Silver (person with a weapon) and Code Purple (hostage taking) situations, Medical Emergency Codes will be called immediately for victims of the assailant, before the incident site is secured by Police.

Email the correct answer to Amy at amy.joyce@drdh.org before **April 19** to be entered in a draw to win a Tim Card!



STAFFING UPDATES

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Melissa Jinks



Bianca Robinson

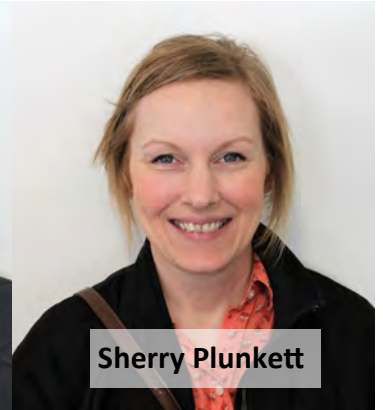
We are pleased to welcome four new members to our team this month.

Melissa is an RPN and **Bianca** is a Diagnostic Medical Sonographer.

Ashley and **Sherry** are both PSWs who will be working in the Four Seasons Lodge.



Ashley Morrison

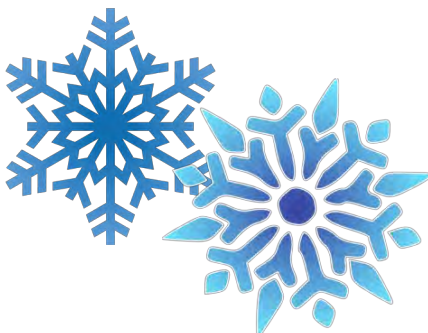


Sherry Plunkett

welcome



On Sunday, March 3, Lesley Buckingham and her son Connor froze their paws for a good cause and did the Polar Plunge to raise money for the Renfrew County SPCA!



MAKING NUTRITION WORK FOR ANY WORK SCENARIO

Do you feel a twinge of guilt when you sneak off to the local fast food joint for a cheap and fast lunch? You know the extra fat and calories aren't the best choices you can make, but who has time to make a healthy lunch before work? Though making nutrition work at work does require a conscious effort, making healthier choices is both beneficial and easier than you may think.



SKIPPING LUNCH IS NOT AN OPTION

Many workers find it a challenge to take time during the workday to recharge. Almost one third of workers reported taking less than half an hour for lunch. Another 16 per cent said they work through their lunch break while 10 per cent said that they never take a lunch break at all. Another 18 per cent eat their lunches at their desks or workspaces five days a week. Though skipping lunch is common, it shouldn't be an option. Skipping lunch may make you feel as though you're being productive, but it's more likely to be counterproductive. Not only should you eat a healthy lunch for your physical well-being, you should take your full lunch break – away from your workspace – for your mental health. This is your time to refuel your body and re-energize your spirit. Try taking your full lunch break and eating healthy foods instead of junk for a full week and you'll likely find that you're more productive and happier as a result. By de-stressing at lunch, you'll be in a better position to give work your full attention when you're back on the clock.

MAKING HEALTHY LUNCHES WORK

In order to make nutrition work, identify the root cause behind your less healthy choices. If you work on a construction site, for example, there may not be a refrigerator or microwave available. If the lunchroom at your office is too cramped or you find the environment too work focused, you may think of a fast food run as a getaway.

Once you understand the reason for your choices, find alternatives. For example, you may need to buy insulated lunch containers or pack fresh foods that don't need to be refrigerated or heated. If you go out to lunch because it's a "getaway," find a nearby park, courtyard or other attractive public space and have a picnic lunch there. This will satisfy your urge to get out of the office while giving you the opportunity to take a healthy, relaxing break. If you often return to work early because you're a fast eater, change your lunch routine by adding a short walk around the block.

Finally, pack your own lunches and fill them with healthy items such as veggie sandwiches on whole grain bread, fruits, nuts, and lean protein. If you're typically pressed for time in the morning, try packing your lunch the night before or getting up 10 minutes earlier.

While convenience foods are convenient, they're not the best choice. You can make nutrition work, and you'll feel much better as a result.

<https://www.workhealthlife.com/Article/Read/making-nutrition-work-for-any-work-scenario>

SPOTLIGHT ON OUR LAB

Deep River and District Hospital (DRDH) is located in Renfrew county, just west of Chalk River. The town of Deep River was originally designed to house employees of the Chalk River Nuclear Research Labs as part of the Manhattan Project back in the 1940s. DRDH serves its community of ~4100 residents as well as the surrounding area, including CFB Petawawa. DRDH is a health hub, referred to the “North Renfrew Health Campus”, which includes the 16 bed hospital, Food Bank, the Four Seasons Lodge (Long Term Care), a family health team, and a physiotherapy center.



Suzette Fletcher

Sue Ripley

Lab staff include a 0.5 phlebotomist (Steph/Morgan), and 5 MLTs (Sue, Morgan, Suzette, Wendy, Mike), with Mike serving as Charge Technologist. The DRDH Regional manager is Rachelle O’Keefe, the newest member of the team is site manager Chetan Jariwala, who also serves as manager at Pembroke Regional Hospital. Dr. Padmore serves as the Hematology/TM consultant, Dr. Jessamine is the Microbiology consultant, and Dr. McCudden is the Clinical Biochemist Laboratory Director.

DRDH has a small on-site analytical menu, with VITROS 350 Chemistry analyzer, Sysmex XT-1000i CBC analyzer, Sysmex CA660 Coag analyzer, transfusion medicine program, and collection/package/shipping of samples for microbiology, cytology, and anatomical pathology.

There is a small on site point-of-care program serving the inpatient ward, emergency, and family health team with glucose meters, urinalysis, & pregnancy tests.

EORLA engages with hospital leadership through a committee called the Lab Liaison. This structure includes hospital senior leadership (CEO, CNE, Chief of Staff), EORLA management, med/sci consultants, and Lab Director. This committee meets quarterly and the agendas serves to address all lab-related issues and strategies at a high level. The structure is unique to DRDH and has been very effective at aligning the goals and values of both hospital and EORLA. The DRDH CEO, Richard Bedard, is a medical technologist by background and an EORLA Board Member, enriching interactions with the lab through his understanding of how EORLA operates.

DRDH has many positive elements. The location itself is beautiful and a paradise for outdoor activities. Out of the lab’s front window, a luxury itself, is a view of the hummingbird feeder and a garden. The small structure of DRDH makes it easy to implement changes and get everyone together. The hospital and lab staff are tight knit and very team oriented, who are highly

engaged in the work they do and the surrounding community. The patients are often highly very educated and engaged patients and there are typically very high patient satisfaction scores.

Continued on next page...



This spotlight on our was written by Dr. McCudden to highlight DRDH in an recent EORLA newsletter

SPOTLIGHT ON OUR LAB...CONTINUED

One unique program in DRDH is EORLA phlebotomy collections, which are sent to Dynacare for non-hospital outpatients through an agreement between hospital, Dynacare, and EORLA. This arrangement serves the patient population and places costs appropriately in the context of separation of public/private lab systems in Ontario. The DRDH lab benefits from use of Omnitech for automated environmental monitoring and inventory management. The hospital also makes effective use of Policy Medical, a document management program, which facilitates remote access and control.

Challenges in DRDH include the rural location, which can make employee recruitment and retention difficult. There has been a high turnover of managers and it can be difficult to achieve efficiency in a small volume hospital that is open 24/7. Scheduling such a small group can also be challenging, and it is common for staff to work alone in the lab with the responsibility for sample collection, testing, and distribution of blood products. Also, visitors need to beware of bears.

One recent interesting hospital initiative, in which the laboratory actively participated, was a collaborative disaster response exercise with Garrison Petawawa. The exercise focused on response to a simulated passenger aircraft crash, complete with setup of a field hospital, simulated patients. The exercise was very positive with many lessons. Those staff involved in managing patients after the recent bus crash in Ottawa will appreciate the benefits of such exercises for operating effectively during a disaster.



Stephanie Holt

AUXILIARY NEWS—UPCOMING SALE!

MARK THE DATE—THE "COLOUR AND COMFORT"
Benefit Sale Is Coming!

Plans are falling into place and moving ahead for this special benefit sale.

When: Saturday, May 18th

Where: Deep River Library Program Room

Time: 10.00 a.m. - 4.00 p.m.

The plan is to raise funds to enhance the living space for the residents of the Four Seasons Lodge, by introducing more colour and comfort into their lives. Lively wall decor and inviting, soft furnishings are a dream to be realized. Consultation between the residents, their families and the staff have resulted in many great ideas. Suggestions for items to display and sell in order to fund the improvements range from wooden items, stained glass, silverware, handmade quilts, pottery, silk scarves, artisan and art works, blown and crystal glass as well as specialty and one-off items.

To this end we are asking Deep River and area residents for help to make the event a success by donating to this worthy cause. The fund raising arm of the Deep River Hospital Auxiliary (Whistle Stop) will be hosting the above mentioned cause. For further information, please feel free to contact Aliya Ebrahim at 613-584-2525 or Joan Hallett at 613-584-3564.

S A L E

The picture here shows a small sample of the glassware that will be on sale.



POLICY UPDATES

The following new or updated policies can now be found on PolicyMedical:

Code Purple

Code Silver

ACCREDITATION 2019 COUNTDOWN



8 MONTHS TO GO!



ACCREDITATION CANADA

WHAT HAS BEEN ACCOMPLISHED SO FAR:

- Suicide Screening and Prevention Program launched March 1st
- Review of Code Green Policy and Program in March
- Updates to feedback section on website
- Patient information brochure launched on Four Seasons Lodge and in Emergency Department

WHAT IS ACCREDITATION?

Accreditation is an ongoing process of assessing health services organizations against standards of excellence to identify what is being done well and what needs to be improved

It allows you to understand how to make better use of your resources, increase efficiency, enhance quality

WHAT IS COMING UP IN APRIL:

- Leadership Council
- Departmental dashboards for 2019-2020
- Mock Code Green evacuation April 8



OUR MISSION: Caring of every person like a loved one, within an integrated health system.

OUR VISION: An excellent, compassionate health care experience, every time.

OUR VALUES: Caring | Excellence | Safety | Integrity | Partnering | Innovation



North Renfrew
Family Health Team

Medication Management



ACCREDITATION CANADA

WHAT IS ACCREDITATION?

Accreditation is an ongoing process of assessing health services organizations against standards of excellence to identify what is being done well and what needs to be improved

It allows you to understand how to make better use of your resources, increase efficiency, enhance quality and safety, and reduce risk.

OUR MISSION: Caring of every person like a loved one, within an integrated health system.

OUR VISION: An excellent, compassionate health care experience, every time.

OUR VALUES: Caring | Excellence | Safety | Integrity | Partnering | Innovation

WHAT'S NEW?:

In March you may have noticed when removing medications from the Acudose that some items have a yellow, **HIGH ALERT** sticker on them, or that some medications are indicated as **HIGH ALERT** on the MAR with a yellow sticker.

This is a visual cue that this medication poses a higher risk for an adverse event. Many **HIGH ALERT** medication require an independent double check (IDC).

A complete list of **HIGH ALERT** medications and ones that require an IDC can be found in at the nurses station and on Policy Medical at:

Policies & Forms —> **Pharmacy** —>
High-Alert Medication Management Policy —> **Appendix A**

WHAT DOES THAT MEAN?:

HIGH ALERT Medication

A medication that carries a heightened risk of causing significant harm if it is used in error. It can also be medications that have a narrow therapeutic index.

Independent Double Check (IDC)

A procedure in which two clinicians separately check (alone and apart from each other, then compare results) each component of prescribing, dispensing, and verifying the high-alert medication before administering it to the patient.

PATIENT FEEDBACK

The following messages were received from patients and/or family members regarding their experience here at the Hospital:

“I entered DR emergency with chest pains, and ended up staying in the hospital for a week. I am writing this letter to let everyone know what competent and exceptional care I received from the moment I walked through the hospital doors, starting with

Dr. Greenfield, who took charge of my care in the ER and subsequent stay in the hospital. The nurses in the ER and on the hospital floor, plus all the hospital staff that I came into contact with, provided nothing but the most professional, compassionate and excellent care to me. We are very fortunate to have such an outstanding hospital in our community, and first-rate health care providers. Thank you.”

“Our father was in an out of your hospital prior to his death...we just want to express our gratitude for the care and compassion your staff showed for our dad. The nurses and staff were amazing—they were gracious, friendly, professional and helpful. They treated dad like he was their own dad or grandfather. We wish to thank Dr. McVey and all the doctors, nurses and entire staff who took excellent care of our father during his stay.”



EMERGENCY BACK-UP POWER



Work is underway to add additional areas to our emergency back-up generator.

These areas include:

- Kitchen fridges, freezer, and exhaust fan
- Diagnostic Imaging suite
- Medical inpatient rooms/bathrooms
- Sump pump
- Food Bank fridges



McEACHEN FAMILY CATCH THE ACE



Pictured here, with plenty to smile about, are all six lucky members of the McEachen family, accepting their Catch the Ace prize winnings of \$574,584.

From from left to right is Richard Bedard – President and CEO, Jim Gibson – Foundation Board Member, son Ryan McEachen, Mark McEachen – lottery winner, daughters Sophie, Morgan, and Kate McEachen, wife Channa McEachen, Ashley Pardy – Foundation Executive Director, Leo Buckley – Foundation Board Chair and Cathy Fisher – Foundation Board Member.

On Thursday, February 21, on week 50 of the Deep River and District Hospital Foundation's Catch the Ace lottery, the elusive Ace of Spades was finally caught by Mark McEachen—who has taken home \$574,584. The real winner, however, is the DRDH Foundation, who raised around \$785,000 to support the purchase of Diagnostic Imaging equipment for our Hospital through this lottery!

In front of a very full house at The Bear's Den in Deep River, volunteer Marlene Gibson drew the winning ticket, belonging to Mark McEachen of Douglas. Mark chose envelope 47, one of only three remaining envelopes, and it contained the elusive Ace of Spades. In addition to the weekly prize of over \$65,000 (*\$1 for every ticket sold that week*), Mark also received the progressive jackpot that with the week 50 contribution (*\$1.50 for every ticket sold*) which amounted to almost \$509,000.

The McEachen's say they aren't going to rush and spend the money too quickly. Although a family vacation or two may be in order, Channa McEachen indicated that, "for now, the money has just given us peace of mind".

Continued on next page...

The total net revenues received by the Foundation through this amazing lottery are around \$785,000, which is almost half of the *Focused on You* campaign goal to raise \$1.75 million for the replacement of Diagnostic Imaging equipment for our Hospital.

Leo Buckley, Board Chair for the DRDH Foundation highlighted that, “the support and participation by so many volunteers made this fundraising journey a delightful, entertaining event.” The Foundation and the Hospital are ever thankful to everyone who gave their time, energy and enthusiasm to this lottery, as well as to everyone who participated and bought tickets. The lottery has awakened in our communities the importance of our Hospital and the crucial issue of fundraising for capital equipment. A special thank you is owed to all the volunteers, as without them, the success of this lottery would not have been possible. In particular, the efforts of Leo and Kathy Buckley, as well as Jim and Marlene Gibson, have been extremely commendable over the course of the lottery.

For those of you who want to play again, the Foundation plans on starting up another round of the Catch the Ace lottery in about a month’s time. It is hoped that our communities will continue to buy tickets in support of our local Hospital, and help the Foundation reach the *Focused on You* campaign goal.

NEWS RELEASE



ST. PATRICK'S DAY SCAVENGER HUNT

Thanks to everyone who participated in the wee competition for St. Patrick's Day. The answers to the online scavenger hunt on the Accreditation Canada website (www.accreditation.ca) can be found below:

About Us: Accreditation Canada has over 700 staff, surveyors and partners on their experienced and knowledgeable team.

Accreditation: What are the 5 stages of the accreditation cycle?:

- a. Self-assessment
- b. Measure, improve, prepare
- c. On-site survey
- d. Report
- e. Decision and Action Plan

Accreditation: Who benefits from accreditation?:

- a. Leadership
- b. Staff
- c. Clients and Families
- d. Payers, funders and government
- e. Suppliers and partners

Sectors: How many accredited seniors organizations are there?

300+

Resources: Accreditation helps us focus on quality, safety, and efficiency while saving time and money.

*There once was a town called Deep River
whose staff decided to give'er
one of the names has been drawn
to win the gold of a leprechaun ...
to Cara McGuire a pot to deliver*

*Congrats Cara and thank you all for
the great response to the Accreditation
St. Patrick Day Scavenger hunt!*



HAPPY ST. PATRICK'S DAY



Michelle Robertson

ST.
PATRICK'S
DAY



TUB ROOM RENOS

Construction to replace the tub room door on the Medical Floor is now complete. A barn style sliding door, pictured here, was installed to maximize space in this small area. In addition, the door opening was widened to allow ease of access for nursing staff to get wheelchairs or lifts into the room.

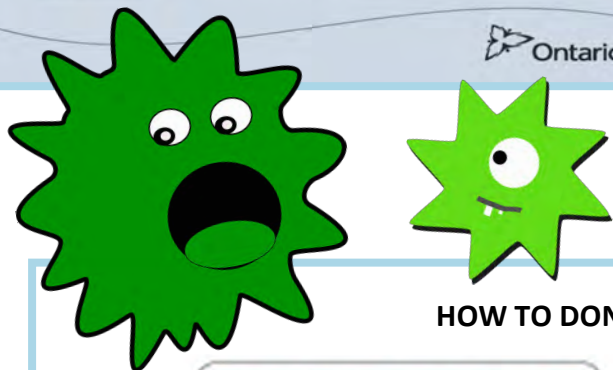


INFECTON CONTROL TIPS AND TRICKS

Your 4 Moments for Hand Hygiene

1 BEFORE initial patient / patient environment contact	WHEN? Clean your hands when entering: • before touching patient or • before touching any object or furniture in the patient's environment WHY? To protect the patient/patient environment from harmful germs carried on your hands
2 BEFORE aseptic procedure	WHEN? Clean your hands immediately before any aseptic procedure WHY? To protect the patient against harmful germs, including the patient's own germs, entering his or her body
3 AFTER body fluid exposure risk	WHEN? Clean your hands immediately after an exposure risk to body fluids (and after glove removal) WHY? To protect yourself and the health care environment from harmful patient germs
4 AFTER patient / patient environment contact	WHEN? Clean your hands when leaving: • after touching patient or • after touching any object or furniture in the patient's environment WHY? To protect yourself and the health care environment from harmful patient germs

Ontario



Question:

*What is the purpose of using an isolation gown?
Who does the gown protect (patient, HCW, both)?
How does the gown protect these individuals?*

Answer:

The purpose of an isolation gown is to protect the HCW's skin and clothing from splashes of blood and/or body fluids. The gown also serves as a barrier between the HCW and the patient or infected contaminated items or surfaces. This in turn will prevent the transfer of microorganisms to other patients who may come in direct contact with the HCW's contaminated uniform. The gown thus protects both the HCW and patients.



HOW TO DON AND DOFF YOUR PPE:

REMOVING PERSONAL PROTECTIVE EQUIPMENT

1	REMOVE GLOVES	
2	REMOVE GOWN	
3	PERFORM HAND HYGIENE	
4	REMOVE EYE PROTECTION	
5	REMOVE MASK OR N95 RESPIRATOR	
6	PERFORM HAND HYGIENE	

PUTTING ON PERSONAL PROTECTIVE EQUIPMENT

1	PERFORM HAND HYGIENE	
2	PUT ON GOWN	
3	PUT ON MASK OR N95 RESPIRATOR	
4	PUT ON EYE PROTECTION	
5	PUT ON GLOVES	

Public Health Ontario | Santé publique Ontario
 PARTNERING FOR HEALTH | PARTENARIAT POUR LA SANTÉ
 Ontario
 Ministry of Health, Long-Term Care and Accessibility
 www.publichealthontario.ca

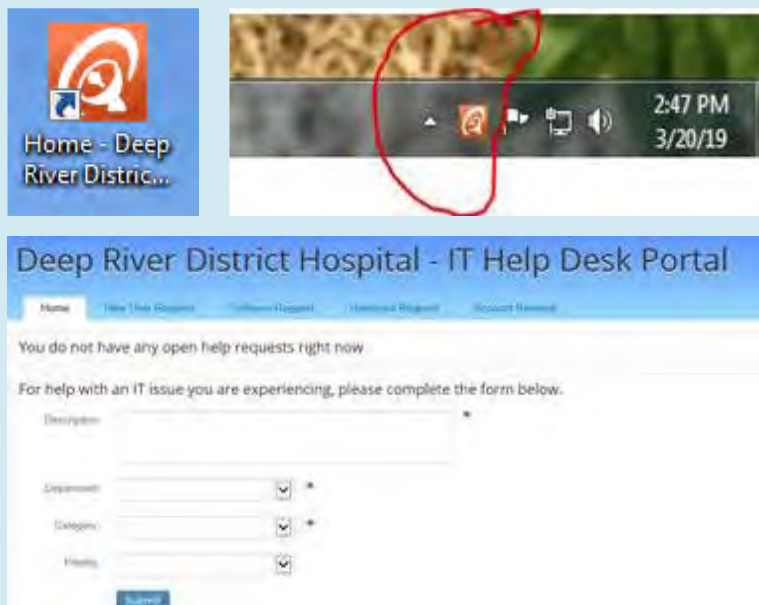
MEMOS

PRINTER CARTRIDGES

Over the coming months, the organization will be working to consolidate our print services. The purpose of this change is to provide a more secure and confidential printing environment. By moving to centralized print devices, we anticipate a reduction in costs by significantly decreasing the amount of cartridge printers in the building. Further communication to the implementation plan will be provided in the coming weeks. As we will be reducing the number of cartridge printers, **we ask that no printer cartridges be ordered.** We will be taking an inventory of the cartridges currently on site and utilizing this stock across the organization until the transition to the new units is made on **May 1, 2019.**

REMINDER TO SUBMIT IT TICKETS

Just a reminder for any IT related items or concerns, the appropriate method of contact is by logging a ticket through **SpiceWorks**. You should have an icon on your desktop that will directly open the SpiceWorks page, or in the bottom right hand corner as pictured below (or click the arrow button as circled below, if not visible, to select). By opening SpiceWorks you will enter your email, login, fill in a brief description of your IT related concern, enter the additional information including priority as required and IT will follow up with you.



MEDICAL IMAGING UPDATES

I am happy to share that our Ultrasound Department will resume full-time operations, effective Tuesday, March 26th. Service will be available from this date Monday through Friday.

Thank you sincerely to Dr. Lyons for supporting us over the past few months.

Additionally, with the electrical updates completed yesterday, I am pleased to report that our general x-ray room is now on emergency power.

MEMOS

FIRE PANEL AND NURSE CALL UPGRADES

Contractors will be upgrading our Fire Alarm and Nurse Call Systems beginning March 18, 2019.

Please note that trades will be on site next week to commence work on replacing the Fire Alarm and Nurse Call Systems. This replacement will see contractors on site periodically to complete this project.

Work will be occurring across all areas of the facility and may result in temporary closures to complete upgrades. Disruption to patient and residents will be minimized when possible, although some patient movements may need to occur.

Should you have any questions please contact William Willard or Janna Hotson.



FOLLOW-UP ON FEBRUARY MANDATORY EDUCATION

In follow up to the Ministry of Health and Long Term Care (MOHLTC) visit, our organization received an order that all staff must complete education related to a number of topics. As a result, the following mandatory education was assigned to all staff: Critical Incident & Mandatory Reporting, Whistleblower Protection and Zero Tolerance of Abuse and Neglect.

The MOHLTC order requires that staff demonstrate an understanding of the topics and that follow up is taken with staff members to address any gaps. This knowledge is important to keep patients and residents safe, as well as to meet MOHLTC reporting requirements.

Additional training will be scheduled for staff who did not receive a “pass” during the first attempt of each test. For these staff members, a one to one meeting will be scheduled for an individual review and discussion. These meetings will start on Monday, March 18.

Managers will be responsible for booking and communicating to their staff the time scheduled for follow up. Staff will be responsible for reporting to the review at the designated time during their shift and engaging in discussion on topics identified in test results as gaps. Attendance is mandatory and will be arranged by the Manager.

WORK-LIFE PULSE SURVEY FOLLOW UP

In January we shared the results of the Worklife Pulse survey that was completed in the fall. The results highlighted the top 3 areas of improvement to be: communication, recognition and engagement. In order to clearly understand what improvements everyone would like to see in the three areas, a short survey has been developed.

The survey can be found at: <https://www.surveymonkey.com/r/9SCP9F6>

The survey is open from March 18 - March 31. If you have any questions at all please contact Tabitha Kearney. Thank you for your participation!

DRDH LAUNCHES TAKE HOME NALOXONE PROGRAM TO HELP SAVE LIVES



Nursing Staff at the Deep River and District Hospital are pictured here with the Naloxone (Narcan) Kits that are now available to take home from the Emergency Department. From left to right are RN's Mary deRuiter, Melanie Grant – Narcan Distribution Program Lead, and Allison Lepack – Manager of Clinical Services.

In collaboration with the Renfrew County District Health Unit (RCDHU), the Deep River and District Hospital's Emergency Department is implementing a Narcan Distribution Program.

Narcan kits include a nasal spray form of Naloxone for the emergency treatment of a known or suspected opioid overdose. Naloxone counteracts the life-threatening effects of an opioid overdose, and although it is not a substitute for emergency medical care, it can temporarily reverse the effects of opioids. With the understanding that most accidental overdoses occur in a home setting, Narcan kits were developed for first responders, as well as family, friends, and caregivers to be able to use with simple training.

The goal of the Deep River and District Hospital's program is to identify those who are at risk for an opioid overdose, or those who may respond to an overdose, and provide them with a kit and appropriate training.

Those requesting a Narcan Kit are not required to provide identification. If requesting a kit at the Emergency Department, please keep in mind that our Nursing Staff may be busy caring for patients and you may need to wait to receive your kit. Education on responding to an overdose and the safe use of Narcan kits, as well as how to recognize the signs and symptoms of overdose, will be provided by Nursing Staff before distributing a kit.

Allison Lepack, Manager of Clinical Services at the Deep River and District Hospital, indicated that "we are amongst the first Emergency Departments in Renfrew County to partner with the RCDHU on a Naloxone Distribution Program. We hope that the program will be a beneficial asset to our communities".

For more information about the Narcan Distribution Program, please contact Allison Lepack at 613-584-3333 ext. 7401.

DRDH HOSTING POP-UP ART EXHIBITION

Travelling to six locations across Renfrew County, watch for the Pop Up Art gallery coming soon.

Pop Up Art will pop up at six venues this summer, including private businesses and public facilities.

The venues were selected based on specific criteria which included geographical location, high foot traffic, space allowance and accessibility. Presence was given to locations where people tend to linger or wait and which serve a broad cross-section of the community. Organizers also considered the element of surprise—many locations are not your typical art gallery location.

The selected six locations are: the Fifth Chute Café in Eganville, May 2 to 19 (also the official launch event); Dundonald Hall Fitness Sports and Aquatic Centre, CFB, Petawawa, May 23 to June 9; Arnprior Public Library, June 13 to 30; **Deep River and District Hospital, July 4 to 21**; Madawaska Coffee in Barry's Bay, July 25 to August 11, Renfrew Visitor Information Centre, August 15 to September 1. Mark your calendar for the location closest to you!

Karen DeLuca of the Arnprior Library noted, "The books-only, quiet libraries of yesteryear have become dynamic community hubs and to that end, we're thrilled to be partnering with Ottawa Valley Creative Arts Open Studio to bring Pop Up Art to Arnprior. Hundreds of people walk through our doors every day. We're excited to add an interactive art exhibit to a library experience."

Pop Up Art features an exhibit titled Extra-Ordinary which explores how ordinary objects can take on a larger meaning in our lives. The exhibit includes eleven artists — each has chosen an object as a source of inspiration for their developing art pieces. Objects include a tree, a pot, a piece of driftwood, a pie, a saw blade, a green glass bottle, a birchbark purse, a pitcher, a plow tip, the piano at Festival Hall and a honey-bee comb. The objects are representative of a story surrounding the artists' experiences living in Renfrew County.

Some of the stories include how a veteran uses art to heal and live with post-traumatic stress disorder; moving to an old farm in the Valley and discovering remnants from the past; connecting to music in the Valley; looking at the forestry industry today and a hundred years ago; how moose meat pie ties a community together. Eight different types of media are represented in the art pieces, including found objects, film, ceramic, painting, mosaic, blacksmithing, glass and textiles.

The official launch for Pop Up Art is taking place at the Fifth Chute Café in Eganville on Thursday May 2, from 7 to 9pm. Everyone is welcome for this grand opening celebration.

Ottawa Valley Creative Arts Open Studio (OV-COAS) received funding from the Ontario Trillium Foundation to construct and deploy this mobile art gallery, Pop Up Art. To learn more, visit www.ov-caos.org or email anya@ov-caos.org.

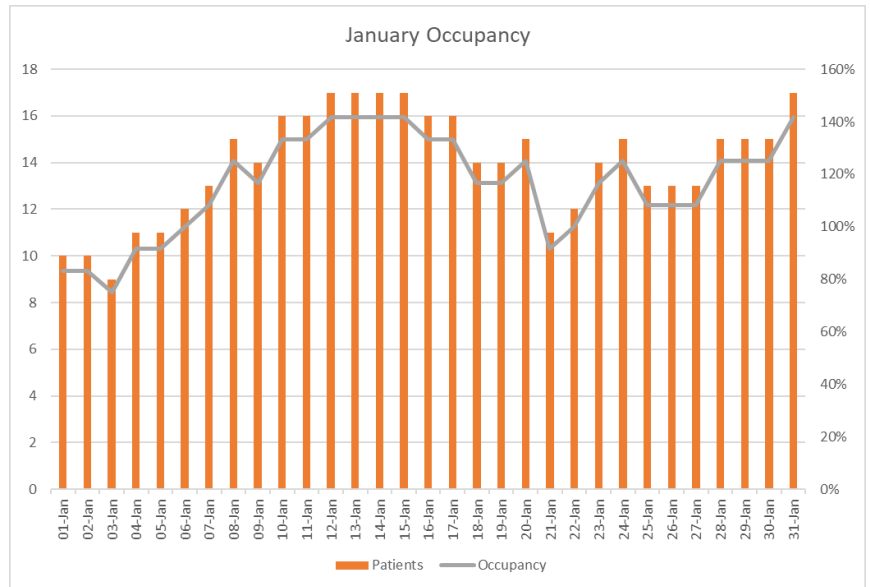
Pop Up Artists Group Photo

*Back Row: Anya Gansterer, Mike Desrochers, Sylvia Tennesco, Pat Thurston, Eva Kaczowski, Paula LaPierre and Derrick Nearing
Front Row: Eva Gallagher, Cameron Montgomery, Kathryn Bossy and Bridget Haworth Missing: Tanya Lyons*

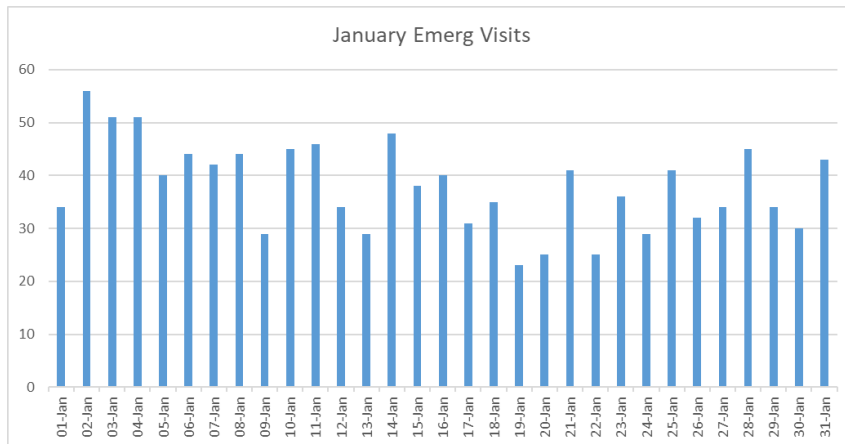


THANK YOU FROM OUR BOARD OF DIRECTORS

During the month of January, the inpatient and emergency departments experienced a surge in patient need and volume, that resulted in many hours of hard work and overtime for all our care team members. The many long, busy hours worked by the care teams to not only meet patient needs, but also to truly care for those patients and families that depend on our support is deeply appreciated by the Board and Leadership of the organization. On behalf of the Board of Directors, we wish to offer our deepest thanks to all of you, for the amazing work you do every day to provide remarkable care for our communities.



Caring for people in need can be exhilarating and inspiring, but it can also be exhausting. Each day, you choose to provide the best quality, compassionate and tender care for our patients, residents and families. We recognize this is sometimes, but not always, a thankless job that can be overlooked. I am writing to you today to let you know that we see what you're doing — and we, your colleagues and the patients you serve, value and cherish you.



You are vitally important to our organization’s mission to care for every person like a loved one. During this challenging time of surge and demand, you not only cared for our patients and families but also each other. Know that we fulfil our mission only through your ability, talent and special gifts you bring on a daily basis to our organization.

We are grateful for all of our nurses', physicians' and the entire care team's extraordinary commitment to our

patients. You are the heroes at the front lines of care, providing tireless service that plays an incredible role in the outcomes and experiences of every patient. Thank you for your amazing work during this time of high demand, and for going above and beyond to provide excellent, compassionate healthcare experience for our patients, residents, families and each other.

Sincerely,

Dick Rabishaw, Acting Chair, on behalf of the entire Board of Directors

thank you

FOUNDATION NEWS



The Daddy Daughter Ball was truly successful again this year! It was a sellout event raising \$10,000 as 180 dads and daughters dressed up and danced the night away at the Petawawa Golf Club on February 9, 2019.

TIM CARD WINNER

Congratulations to Anne Blackstock for correctly answering the question in the February Zinger and winning a Tim Card!



Anne correctly answered that if a Resident is missing for less than three hours and returns to the home with no injury or adverse change in condition, the incident must be reported to the Ministry of Health and Long Term Care **WITHIN 1 BUSINESS DAY.**



For your chance to win this month, see **page 5!**

*Is there something you would like to see appear in the next issue of the Zinger?
Please submit photos and information to amy.joyce@drdh.org.*

*The Deep River and District Hospital receives funding from the Champlain Local Health Integration Network (LHIN).
The opinions expressed in this publication do not necessarily represent the views of the Champlain Local Health Integration Network.*