



THE ZINGER

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

February 2020



*February Haiku:
Love is in the air,
But so is influenza.
Wash your filthy hands.*

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MANDATORY EDUCATION—DUE FEBRUARY 29

Education has been assigned for February as below. If you have any issues please let Tabitha or your supervisor know.

All Staff

Mission, Vision and Values & Standards of Behaviour

Respectful Workplace

Scent free Environment

RN & RPN

Medication Administration & Safety

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**Deep River and District Hospital
Four Seasons Lodge
North Renfrew Family Health Team**

Our Vision
An excellent, compassionate health care experience, every time.

Our Mission
Caring for every person like a loved one,
within an integrated health system.

PEOPLE
*Continue to provide excellent compassionate services.
We will continuously enhance physician and staff
recruitment, retention, engagement and opportunities
for growth.*

SUSTAINABILITY
*Ensure sustainability of services into the future.
We will balance financial stewardship with the delivery
of positive outcomes through the provision of
organizational objectives.*

INTEGRATION
*Develop and expand internal and external
partnerships and collaboration.
We will create an integrated organization with a single
identity (including Mission, Vision & Values).*

SENIORS
*Strengthen services for Seniors.
We will seek opportunities to support our aging
population as it grows over the coming years.*

Caring Excellence Safety Integrity Partnering Innovation



THE FOUR SEASONS LODGE CELEBRATES ROBBIE BURNS DAY



On January 22, the Four Seasons Lodge celebrated Robbie Burns' Day. In keeping with the Scottish tradition, the haggis was welcomed in with bagpipe music and 'addressed' before being stabbed by a resident!

DI RENOVATIONS ARE WELL UNDERWAY!



Renovations in the Diagnostic Imaging Department are in full swing! It is planned that the renovations will be entirely complete by Easter.

The Department remains open to both in-patients and out-patients during renovations, through use of a temporary DI suite (pictured bottom right).

Ultrasound services will be temporarily relocated at the beginning of March to the office across from the Sunroom to accommodate work being done.



DRDH CELEBRATES STAFF SERVICE AND PRESENTS PEER RECOGNITION AWARD

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Kerry Sinikivi (middle) was presented with the 2020 Essential Pieces Award at the North Renfrew Health Campus's annual Employee Recognition Event. Pictured here, from left to right, is Four Seasons Lodge Administrator – Janna Hotson, award winner – Kerry Sinikivi, and Four Seasons Lodge Director of Care – Allison Lepack.

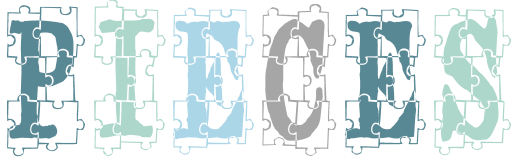
On February 7, 2020, the Deep River and District Hospital, the Four Seasons Lodge and the North Renfrew Family Health Team hosted the annual Employee Recognition Event where the staff service and peer recognition awards are presented.

Richard Bedard, President & CEO, expressed his thanks to staff for their ongoing support and was pleased to honour the “outstanding actions that contribute to an overall exceptional experience for our patients and residents”. Bedard highlighted that, “the increase in nominations for the peer recognition award this year shows just how dedicated [the staff] are to ensuring our patients and residents have an excellent compassionate health care experience”.

Dick Rabishaw, Board Chair, expressed his thanks to staff for making the organization a place we can all be proud of. Rabishaw noted that, “this past year, we were Accredited with Exemplary Standing, which is a tremendous accomplishment that would not have been possible without the contributions made by each individual staff member”.

Continued on next page...

THE ESSENTIAL



PEER RECOGNITION AWARD

Excellence	Safety
Caring	Innovation
Integrity	Partnering



The new Essential Pieces Award, formerly known as the Ernie Mielke Award, is presented to an employee who has been nominated by their peers in recognition of their demonstration of the Mission, Vision and Values of the organization.

This year, the award was presented to Kerry Sinikivi, a Registered Practical Nurse who goes above and beyond to care for our patients and residents. Janna Hotson, Administrator for the Four Seasons Lodge, expressed that, “Kerry exemplifies the criteria outlined for the Essential Pieces Award, as she has demonstrated professionalism and excellence in delivering service, and above all, has demonstrated compassion and caring in her practice”. Kerry first joined the organization as a nursing student, and has since worked as a Personal Support Worker and a Registered Practical Nurse on both the Medical Floor and in the Four Seasons Lodge. Acting in various rolls, Kerry has consistently demonstrated what it means to be an essential piece of the care team. Kerry has taken a lead in the change efforts in the Four Seasons Lodge, championing the move to a person-centered care

approach by volunteering her time as a Lodge at Home Project Advisor to improve the resident and family experience.

The organization would like to extend congratulations to everyone who was nominated for the Essential Pieces Award. This year, nominations almost doubled compared to last year. Nominees work across the organization in various departments, from dietary, housekeeping, administration and nursing. Each of the nominees embody the organizational values of partnering and caring, among others.

This year, the organization awarded 5-year pins to seven employees, 10-year pins to seven employees, a 15-year pin to one employee, and recognized two retirees who had dedicated more than 20 years to the organization.

The organization would like to recognize and say thank all those who celebrated the service milestones at the Employee Recognition Event this year.

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EMPLOYEE RECOGNITION EVENT

Congratulations to the following staff on their service milestones:

5 YEARS



Julia Fraser-Okum



Melanie Grant



Amy Joyce

Not pictured:

Debra Avery Crain

Evelyn Brunette

Gina Corrigan

Megan Durant

10 YEARS



Terry Firlotte



Morris Graham



Pam Milbury

Not pictured:

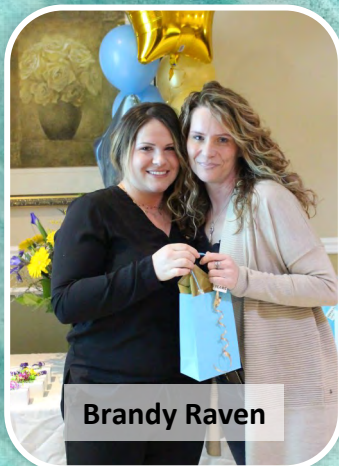
Michelle Lesaux

Morgan Loos

Erica Van Drunen

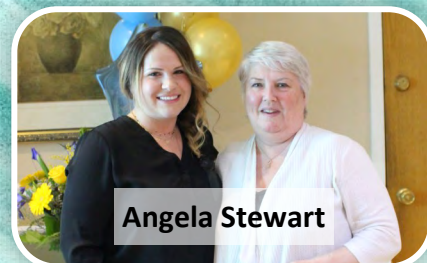


Heather Perry



Brandy Raven

Retirees with
20+ YEARS



Angela Stewart

Not pictured: Diane Soike

EMPLOYEE RECOGNITION EVENT

Congratulations to the following staff on their Essential Pieces Award Nominations:

- Lori Lafreniere
- James Chartrand
- James Elliott
- Tracy Govereau
- Amber Cox
- Sue Elliot



Thank you for your service

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STAFFING UPDATES



Shayla Mantifel

Amanda Marchand

Will Steer

We are pleased to welcome three new staff to the team this month. Shayla and Amanda are both Registered Practical Nurses (RPNs) and Will is a student who will be working in Reception.

welcome

ACCREDITATION CERTIFICATE IS HUNG!



In addition to the new banner to showcase our status of Accredited with Exemplary Standing, the new certificate is also now hanging proudly inside the main entrance.



DOOR SIGNS

You may have noticed that new door signs are currently being installed around the organization.

These signs will assist with wayfinding, and they also correspond with the fire zones / fire panel.



Relationships: Friends Keep You Healthy

Most people know that proper nutrition, exercise, and health checks promote good health, but did you know that friendship is just as important? Statistics show that people who enjoy healthy relationships suffer fewer incidences of stroke, heart disease, and circulatory disorders. They also live longer. There are skills and strategies that will improve the quality of your relationships, just as proper exercise and balanced nutrition improve the quality of your physical health.



YOUR SUPPORT NETWORK

The people you are close to make up your social support network. Different people in your network satisfy different needs in one of four categories:

1. advice or information
2. material help
3. emotional support
4. companionship

When you build and maintain a social support network, look for people who share, or at least do not contradict, your values. Although opinions can vary, positive, nurturing groups have norms that promote and support: caring, communication, and stress management. A caring group shows concern for someone when they are upset. A group with strong communication norms will let its members know how much they are appreciated. And a group with good stress-management norms sets priorities focuses their efforts and handles stress in a relaxed and constructive way.

BUILDING A SUPPORT NETWORK

If you've just moved or gone through a major life change like starting a new job, you may find yourself without a support network. Here are some suggestions for reaching out and finding people.

Give the gift of time and attention. Everyone appreciates a friendly ear.

Plan special meals. Invite neighbors or colleagues who live alone to join you.

Get a pet. Walking a pet is a great way to get out in your local area and meet people.

Join a club or group. Become connected with individuals with common interests.

Become a volunteer for an organization in need. You'll meet new people with shared interests and contribute valuable service to society.

FINDING COMFORT IN FAMILY AND FRIENDS

Your family can be a great support group if you share a positive relationship, but often we fail to communicate effectively with our loved ones. At the same time, friends can be incredibly important because they are the people you choose to surround yourself with. Like anything else, establishing healthy relationships requires work. It also calls for decided action. Even with the best of intentions, it's sometimes tempting just to let things run their course. The key to successful relationships lies in taking action.

Article from our EFAP Provider:

<https://www.lifeworks.com/ca/newsletter-content/relationships-friends-keep-you-healthy/>

DRDH PARTNERS WITH DEEP RIVER POLICE FOR TRAINING EXERCISE



On February 26, 2020 the Deep River and District Hospital (DRDH) and the Deep River Police Department, with help from students from Algonquin College's Police Foundations Program, carried out a training exercise related to violence in the workplace.

The exercise was intended to practice both staff and police response to a "Code White" situation. A Code White is an emergency procedure that provides an immediate response to assist with a situation when there is violence, or a threat of violence to self or others, where the available resources are not sufficient to manage the situation safely. In the mock exercise, two patients became very verbally aggressive towards nursing staff, who then called the Deep River Police for support.

Studies indicate that nurses are at a higher risk of violence in the workplace than other health care providers and other workers. Sustained exposure to violence in the workplace, including aggression, bullying, verbal and physical abuse, can have serious physical and psychological consequences that affect the ability to provide quality care. In addition, the Registered Nurses Association of Ontario has identified aggression in the workplace as a factor contributing to attrition from the nursing profession.

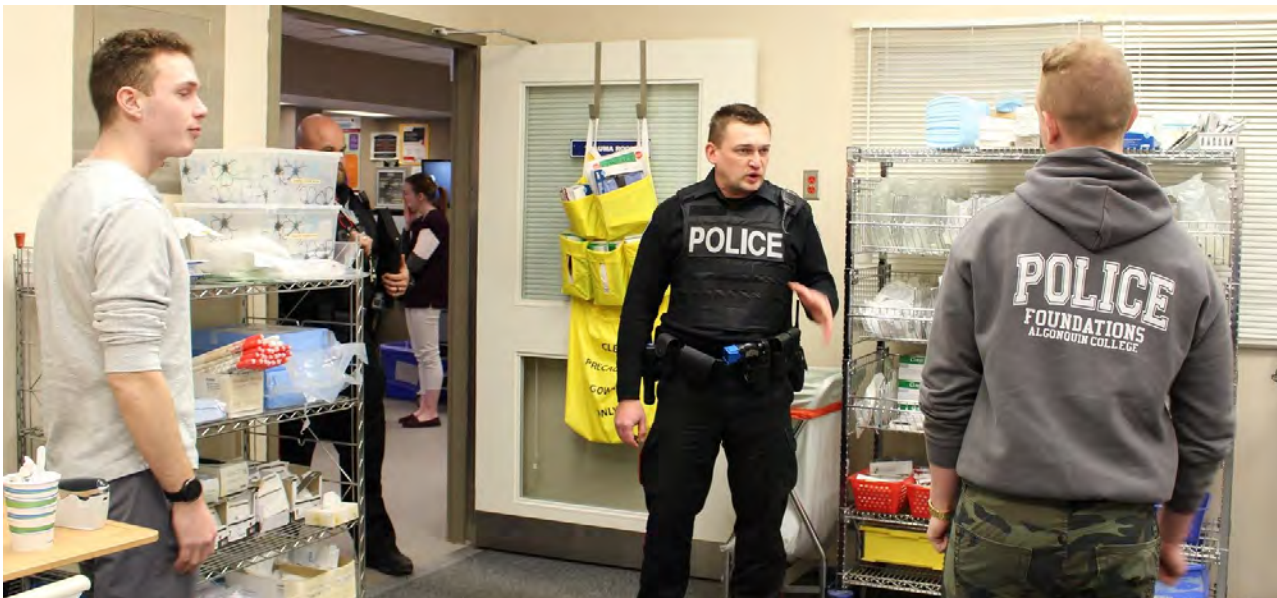
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The Deep River and District Hospital, Four Seasons Lodge, and North Renfrew Family Health Team work to ensure that all staff, patients, residents, volunteers, and visitors have a safe environment. The organization tracks all incidents of workplace violence, including incidents involving patient or resident to staff violence, as well as violence between patients or residents with the goal of decreasing the number of incidents that occur. Decreasing incidents of violence in the workplace has been a priority for the organization in recent years. Over the last year, the organization has provided training and education to staff to build knowledge on how to avoid or minimize incidents of workplace violence. In addition, emergency response procedures, such as Code White, are practiced on a regular basis to foster the response capabilities of the organization.

DRDH would like to extend a special thanks to our partners at the Deep River Police Department. Specifically, the organization would like to thank Constable Barker for coordinating the exercise with staff, and Constable Brela for his response and de-escalation of the violent individuals to ensure safety of our staff and patients. The organization is also grateful to Police Foundations students Tanner Barnes and Peter McDonald for their participation in the exercise, and their realistic portrayal of the violence often experienced in a health care setting.

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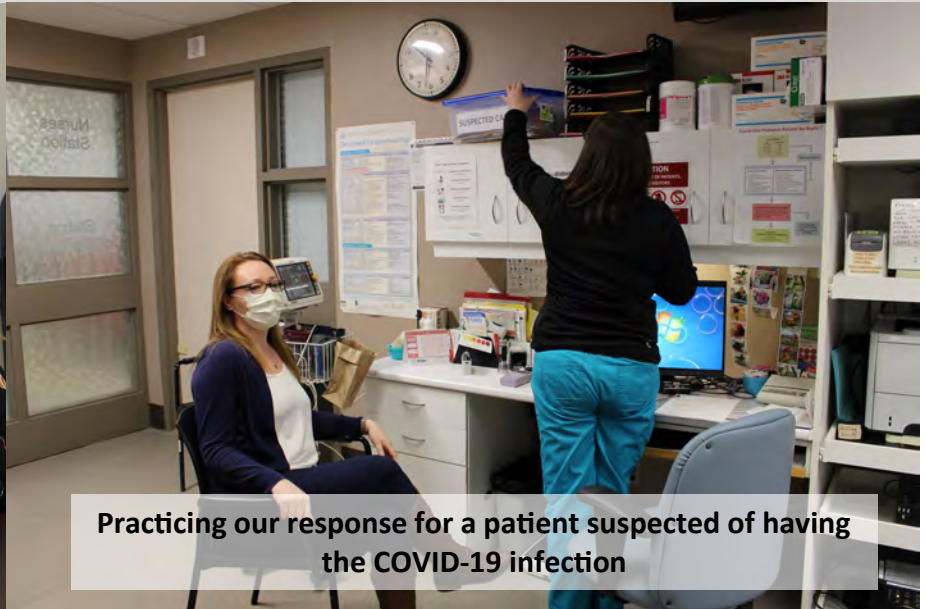
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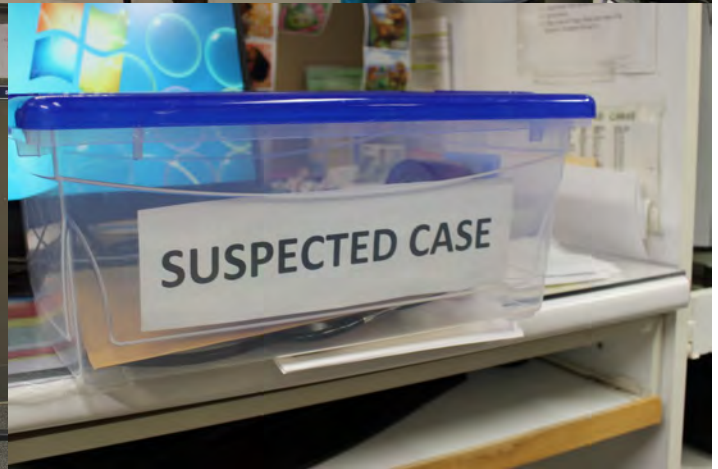
NOVEL CORONAVIRUS (COVID-19) PRECAUTIONS AND PREPAREDNESS



N95 Mask Fit Testing Clinic



Practicing our response for a patient suspected of having the COVID-19 infection



Coronaviruses are viruses that usually cause symptoms of the common cold, but can also be much more serious in some people. The novel coronavirus (COVID-19) is a new virus in the family of coronaviruses. As of February 26, there have been 81,260 cases confirmed worldwide (12 in Canada), but the risk to the general public in Canada continues to be low. The case definition has been updated to include travel from all of mainland China or Iran. Our screening documents and signage have been updated to reflect this new information.

We are coordinating with public health and other hospitals in the region, including The Ottawa Hospital in preparation to respond to suspected cases of COVID-19. Both Ottawa and Renfrew Public Health report that there are currently no confirmed cases of COVID-19 in the Ottawa and eastern Ontario area.

The organization has put in place procedures to respond to a suspected case of COVID-19. A suspected case box with supplies and directions to take if a positive screening occurs is located in the Emergency Department. Mocks are also being conducted to practice response to any suspected cases, as pictured above. Airborne, droplet, and contact precautions would be required when treating someone who may have the COVID-19 infection, before they can be sent elsewhere for testing. As such, it is important that staff have completed N95 respirator fit testing in the last two years. If you missed the clinics in February, another one will be held on March 16 (details to follow).

Please visit [Ottawa Public Health](https://www.ottawapublichealth.ca/) for the latest information on COVID-19.

HAND HYGIENE—By Department

Deep River and District Hospital, Four Seasons Lodge, North Renfrew Family Health Team and Deep River Physiotherapy Center Hand Hygiene Report – January 2020					
	Goal	January	December	November	October
Clinical Nutrition	>92%	100%	100%	60%	100%
Diagnostic Imaging	>92%	100%	100%	50%	100%
Emergency Department	>92%	100%	64%	53%	50%
Family Health Team	>92%	73%	68%	80%	75%
Four Season’s Lodge	>92%	50%	97%	61%	92%
Laboratory	>92%	100%	100%	100%	50%
Medical Unit (RNs, RPNs, MDs)	>92%	100%	76%	64%	87%
Pharmacy	>92%	100%	100%	100%	100%
Physiotherapy	>92%	66%	100%	100%	100%
Support Services (Hsk, Food Service)	>92%	78%	64%	63%	63%

HAND HYGIENE—Organizationally

Deep River and District Hospital, Four Seasons Lodge, North Renfrew Family Health Team and Deep River Physiotherapy Center Hand Hygiene Report		
	Goal	January 2020
Organizational Hand Hygiene Compliance	>92%	86%



DRDH PROUDLY SHOWCASES EXEMPLARY STANDING STATUS



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The Deep River and District Hospital has been Accredited with Exemplary Standing by Accreditation Canada. Accreditation Canada is an independent, not-for-profit organization that sets standards for quality and safety in health care and assesses organizations across the country and around the world. Staff and Board Members at the organization were proud to hang the Accreditation banner outside the front entrance on an unseasonably warm and sunny February afternoon.

Exemplary Standing is the highest rating possible and is awarded to organizations that go above and beyond the requirements and demonstrate excellence in care provision and quality improvement.

As part of the Accreditation survey, the Deep River and District Hospital, Four Seasons Lodge Long-Term Care, and North Renfrew Family Health Team underwent a rigorous evaluation process in November of 2019. Nearly 1,800 criteria were assessed across all three sectors of the organization and compared against Accreditation Canada's national standards for quality and safety. The number of standards assessed this year was increased, recognizing that the scope of services offered has expanded over the years that the organization has been participating in Accreditation Canada's survey process.

Since the results were shared in December 2019, staff have been celebrating the remarkable success of this accreditation journey. Although Exemplary Standing is the highest level of performance attainable, the survey process highlighted areas where the organization can improve on its continuous quality improvement journey.

Surveyors shared a number of positive comments about the organization in their final report, including the fact that, "the community is supportive of the health campus and strong community partnerships are in place". Surveyors went on to note that, "patients, residents, and families have positive comments about their care and service. They note that communication is open and transparent, and they truly feel part of the decision-making process and listened to".

The full Accreditation Report can now be found online at www.drdh.org/accreditation.

NEW LABORATORY SYSTEM GOES LIVE AT DRDH



Pictured here are staff from The Ottawa Hospital, the Eastern Ontario Regional Laboratory Association, and the Deep River and District Hospital on February 23, 2020, when Deep River's Laboratory Information System was transitioned from Omnitech to Cerner.

As shared in September of 2019, the Deep River and District Hospital, in conjunction with The Ottawa Hospital (TOH), began the transition to a new laboratory information system. The previous Omnitech system has now been replaced with a Regional Cerner Millennium solution.

With staff from TOH and the Eastern Ontario Regional Laboratory Association (EORLA) on-site, the switch to the Cerner system took place on February 23, 2020. Although this new system is a significant change for laboratory staff, service will not be affected from the patient perspective.

Dr. Christopher McCudden, Director of Laboratory Services for the EORLA Deep River site, expressed his excitement for the new system and indicated that, "we are looking forward to growing our relationship with The Ottawa Hospital and updating our IT infrastructure to ensure laboratory staff are able to continue providing test results that are essential for patient care".

This new system will allow for greater integration with other health care service providers, and is the organization's first step in a larger transition to the digital Epic Hospital Information System. Moving to Epic, along with the Ottawa Hospital and other organizations in the region, will allow for integration of health care information for providers in our rural setting.

OUTBREAK DEBRIEF

A staff forum was held on February 25 to conduct a debrief from the gastric illness outbreaks that took place throughout January and February.

FIRST OUTBREAK

Medical Floor Outbreak January 17 – 21 (5 days)

- 3 patients ill
- 7 staff ill

SECOND OUTBREAK

Organizational Outbreak Jan 29 – Feb 13 (16 days)

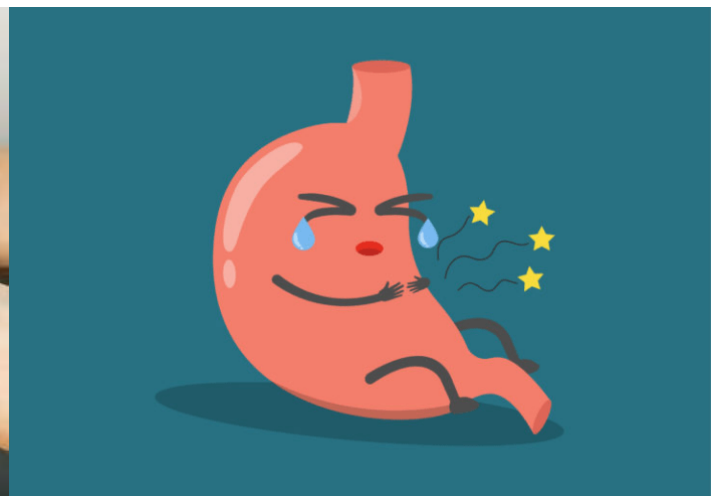
- January 29—Gastric Outbreak Declared on Medical
- January 30—Gastric Outbreak spread to Four Seasons Lodge residents
- 5 patients ill
- 9 residents ill
- 22 staff ill

Lessons learned from the outbreak were shared to ensure the organization is better prepared for any future outbreaks. For example, a number of changes were made relating to food service, such as the use of disposable items, to limit the spread of infection.

Among all the lessons shared, hand hygiene is still the single most effective way to prevent illness and outbreaks. As an organization, our hand hygiene compliance for 2019 averaged 71%. This compliance rate leaves room for vast improvements in 2020!

Thank you to all the staff who worked diligently during these outbreaks to help contain the spread of the illness and protect our patients and residents.

The full presentation from the forum is available on PolicyMedical (*Communications and Memos* → *Staff Forum*).



**CHECK OUT THIS
OPPORTUNITY**

**SHARE YOUR IDEAS,
JOIN PFAC!**

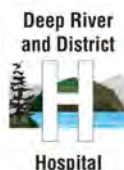


THE PATIENT & FAMILY ADVISORY COUNCIL IS INVITING NEW MEMBERS

The Patient and Family Advisory Council (PFAC) reports to the Quality, Risk, and Safety Committee of the Board and serves in an advisory capacity providing feedback and input related to the experience of patients, residents, and their families at the hospital, long-term care, and family health team.

Members are encouraged to share their ideas on how to improve experiences, advise on strategies to enhance partnerships with patients, residents, family members, and caregivers as well as provide input into the annual Quality Improvement Plan. Membership will have a three-year renewable volunteer term.

To get involved in the governance of your local health care organization, through serving as a volunteer Member of the Patient and Family Advisory Council, you are encouraged to submit your expression of interest to Amy Joyce by email at amy.joyce@drdh.org or by phone at 613-584-3333 x 7100.



JOIN THE BOARD – YOU CAN CHANGE THE FUTURE OF HEALTH CARE

For people looking to contribute to their community, serving as a member of a health care board can be an incredibly rich, rewarding, and meaningful experience. To ensure that health care organizations meet the needs of their stakeholders, they need guidance and direction from the communities they serve. The guidance and direction provided by volunteer boards is an integral part of a properly functioning healthcare system. Boards provide oversight to support management in discharging their accountabilities as well as assist in establishing strategic goals which help the organization uphold its mission, vision and values.

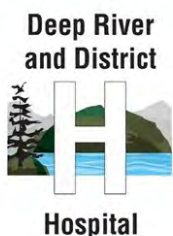
The Board which governs the Deep River and District Hospital, the North Renfrew Family Health Team, and the Four Seasons Lodge Long-Term Care is looking to appoint Board Members with complimentary skills and expertise to act on behalf of our communities and be ambassadors for the organization.

There are opportunities for individuals to join as Board Members, or as Patient / Resident Representatives on a Board Committee. The Board Committees seeking Patient / Resident Representatives are the Strategic Planning and Partnership Committee, the Resource and Audit Committee, the Quality, Risk, and Safety Committee, and the Patient and Family Advisory Council.

The Strategic Planning and Partnership Committee is responsible for ensuring a strategic plan and goals are in place with planning into the future. The Committee monitors external factors that affect health care at the local, regional, provincial and national levels as well as oversees the development of relationships and partnerships with stakeholders to address strategic directions.

Get involved! Join the Board

The Board of Directors for the Deep River and District Hospital, the North Renfrew Family Health Team and the Four Seasons Lodge Long-Term Care is Inviting New Members to Join our Team



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**North Renfrew
Family Health Team**

**Deadline for applications
is April 15, 2020
www.drhd.org**

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The Resource and Audit Committee oversees the effective use of resources of the organization (financial, capital, and Human Resources) and apprises the Board on financial issues/risks and recommends appropriate actions for maintaining financial viability of the organization.

The Quality, Risk, and Safety Committee is responsible for monitoring and reporting on quality performance of the organization to ensure that the quality of care and safety are at their highest achievable levels. The Committee also ensures appropriate risk management processes are in place to identify and mitigate risks.

The Patient and Family Advisory Council (PFAC) reports to the Quality, Risk, and Safety Committee and serves in an advisory capacity providing feedback and input related to the experience of patients, residents, and their families at the hospital, long-term care, and family health team.

All Committees of the Board meet quarterly or at the call of the Chair, and the Board typically meets monthly – except for July and August. Board Members are elected for volunteer terms of up to three years. Board Members sit on at least two Committees in addition to the Board itself. Joining the Board as a Patient / Resident Representative, which are appointed annually, can be a great way to learn about the functioning of the Board before joining as a Board Member.

Join the Board to help ensure we achieve our vision of an excellent, compassionate health care experience, every time. Those with a deep interest in health care, a passion for improving the patient / resident experience, and an openness to learn are invited to apply. Applications can be accessed on the DRDH website (www.drdh.org) or by calling 613-584-3333 x 7100. Kindly submit your application to Amy Joyce before Monday, April 15, 2020.



Please note that staff members are not eligible to join the Board of Directors.

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FOUNDATION NEWS—CIBC SUPPORTS MAJOR CAMPAIGN



The Deep River and District Hospital Foundation is the grateful recipient of a \$10,000 grant from the Canadian Imperial Bank of Canada (CIBC). CIBC is committed to making a significant and lasting contribution to the well-being of our communities in Canada. On Friday, February 21, 2020 members of the Foundation and CIBC got together to view the new portable X-ray unit and present the Foundation with a check in front of the DRDH Foundation's "Tree of Caring". The grant has been used to aid in the continuing efforts to raise \$1.75 million for the Focused on You Diagnostic Imaging Campaign. The Foundation would like to thank CIBC for its commitment to exceptional health care in our area. We would also like to thank our grant writing team for their hard work in preparing this successful grant application.

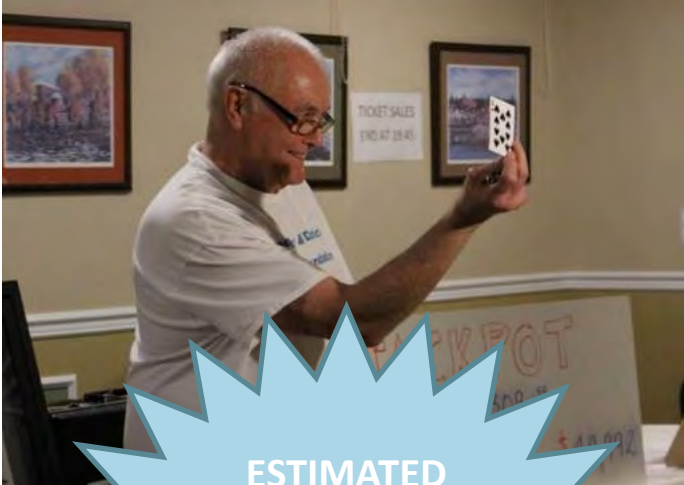
FOUNDATION NEWS—BLACK BEARS TOURNAMENT TO SUPPORT HOSPITAL

Taken from Anthony Dixon's article in the Petawawa Post:

Taking part in the ceremonial faceoff to begin the Friday night of final games at the 15th annual Black Bears Hockey Tournament is, from left, Danny Venne, tournament co-organizer, Richard Bedard, Deep River District Hospital CEO, Curtis Smith of team NRU, 2020 individual recipient of charitable funds raised by the tournament Jeff Brunette, Roger Martin, executive director of the Pembroke Regional Hospital Foundation, Mike Burton, senior director CNL, and Brian Smith of team Fire 2. Of the \$50,000 raised, Brunette will receive \$10,000 to help with accessibility upgrades at his home, with the remainder of the funds being split between the two hospitals.



FOUNDATION NEWS—CATCH THE ACE IS BACK AGAIN!



ESTIMATED
WINNINGS FOR
WEEK 9 =
\$53,000

The DRDH Foundation’s progressive lottery is back in full swing, in order to raise even more funds for the *Focused on You* Diagnostic Imaging Campaign.

Head to reception or the Foundation office to grab a \$5 ticket for your chance to be the lucky winner this week!

RESIDENTS ENJOY THE RIVER BOYS’ MUSIC



Thanks to the “River Boys” for providing some musical entertainment for residents in the Four Seasons Lodge on February 24.



DEEP RIVER FOOD BANK—ANNUAL REPORT FOR 2019



DEEP RIVER AND AREA FOOD BANK INC.
ANNUAL REPORT FOR 2019

DRAFB Chair: Patrick Wilson. Phone: 613-584-3333 ext. 7910
P.O. Box 1015, Deep River, ON, K0J 1P0

CLIENTS AND USAGE	2019	2018	NOTES
<ul style="list-style-type: none"> Total number of clients Number of new (left) clients Number of client-visits Clients with children Number of children helped Number of adults helped Average visits per client % of clients with 1-4, 5-8 and 9 plus visits 	<p>182</p> <p>31 (31)</p> <p>1,062*</p> <p>66 (35%)</p> <p>157</p> <p>292</p> <p>5.3</p> <p>50% / 25% / 25%</p>	<p>182</p> <p>31 (31)</p> <p>1,037</p> <p>73 (40%)</p> <p>162</p> <p>314</p> <p>5.7</p> <p>52% / 27% / 20%</p>	<p>Total Client-visits each Year</p> <p>Food Bank usage increased slightly in 2019. *From weekly reports</p>
<ul style="list-style-type: none"> Clients from Deep River East of Deep River West of Deep River 	<p>105 (55%)</p> <p>49 (26%)</p> <p>38 (20%)</p>	<p>97 (53%)</p> <p>54 (30%)</p> <p>35 (17%)</p>	
FOOD DISTRIBUTIONS			
<p>Boxes of Food Provided:</p> <ul style="list-style-type: none"> Grocery Reclamations Donated Food Purchases with Cash 	<p>3,186</p> <p>928 (29%)</p> <p>789 (25%)</p> <p>1,469 (46%)</p>	<p>3,111</p> <p>1,011 (32%)</p> <p>749 (24%)</p> <p>1,361 (44%)</p>	<p>From 2016 to 2019: Food purchases with cash have been trending upwards. (\$36K, \$47K, \$55K, \$62K). Reclamations have been trending downwards.</p>
FINANCIALS			
<p>OPERATING INCOME</p> <ul style="list-style-type: none"> Individuals & gift cards Churches Organizations & Clubs Businesses Commemorations 	<p>\$67,157</p> <p>\$34,160</p> <p>\$4,918</p> <p>\$20,504</p> <p>\$6,678</p> <p>\$895</p>	<p>\$68,718</p> <p>\$42,805</p> <p>\$7,910</p> <p>\$10,040</p> <p>\$6,254</p> <p>\$0</p>	<p>Donations to our food bank remain very strong from all sectors, and it is clear that we have an exceptionally generous community. Inflation is expected to be 2 % in 2020.</p> <p>THANK YOU TO ALL OF OUR SUPPORTERS!</p>
<p>OPERATING EXPENSES</p> <ul style="list-style-type: none"> Food Purchases Facility Rent Administration, Phone & Insurance Cash spent per Client-Visit 	<p>\$67,200</p> <p>\$62,096</p> <p>\$2,000</p> <p>\$3,104</p> <p>\$63.28</p>	<p>\$61,541</p> <p>\$55,237</p> <p>\$2,000</p> <p>\$3,167</p> <p>\$59.35</p>	
VOLUNTEERS			
<ul style="list-style-type: none"> Number of volunteers Estimated hours 	<p>22</p> <p>2,350</p>	<p>21</p> <p>2,300</p>	<p>We are very blessed to have a group of volunteers who work hard, enjoy each other, and who take responsibility to make sure that we do what is needed for our community.</p>

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.

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The opinions expressed in this publication do not necessarily represent the views of the Champlain Local Health Integration Network.