



THE ZINGER

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

July 2020



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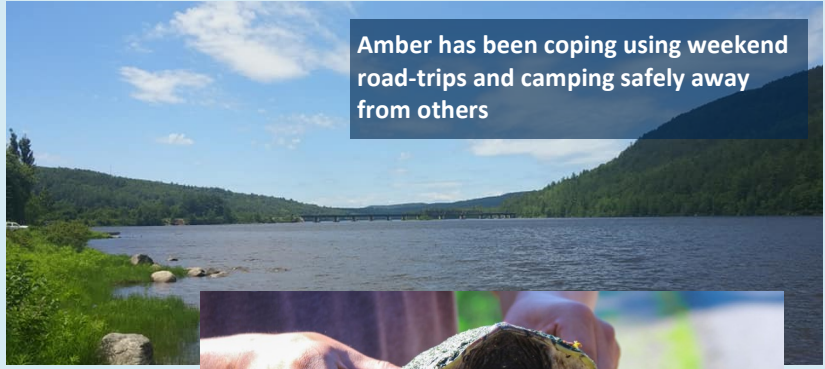
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- The *Art of Coping* Initiative -

Below are a few photos that depict how our team has been navigating the ups and downs that we have all been experiencing. By sharing these ideas, we hope we can inspire each other and be more mindful of the simple moments that are getting us through.



Richard has been coping by jumping on his bike to enjoy nature and get in a little exercise



Amber has been coping using weekend road-trips and camping safely away from others



Jeremy has been coping by working to turn his backyard into a little at home oasis



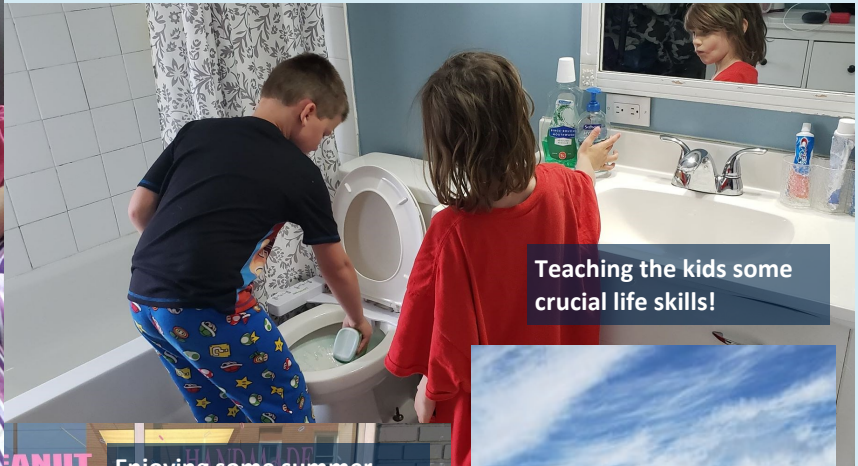
Amber has also been working on her green thumb, and even built a greenhouse in her yard!



- The *Art of Coping* Initiative -



Tabitha has been coping by soaking up all the family time



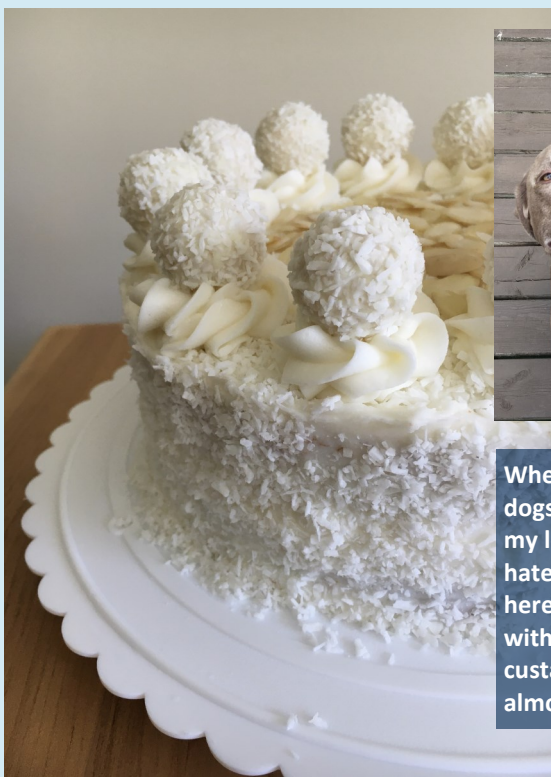
Teaching the kids some crucial life skills!



Enjoying some summer snacks with their "bubble"



And hanging out at the beach, distant from others



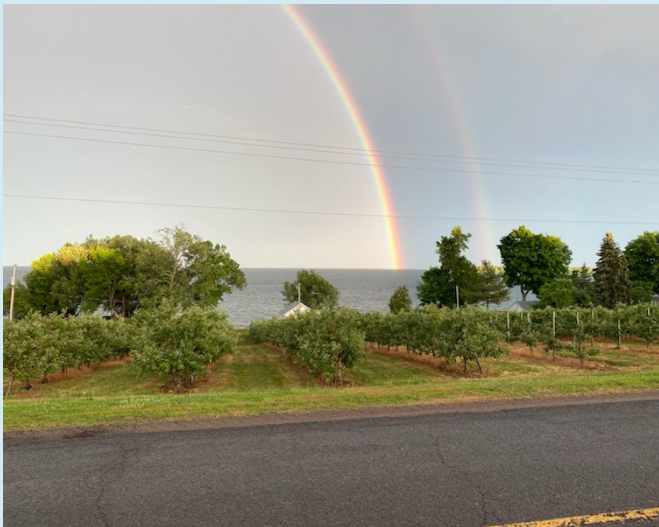
When I'm not chasing after the dogs, I've been coping by revisiting my love for baking. Coconut haters—keep scrolling! Pictured here is a "Raffaello" inspired cake with almond layers, coconut custard, and creamy coconut-almond buttercream.

Also, who says indoor forts are just for kids?



- The *Art of Coping* Initiative -

When she's not leading our organizational COVID-19 response, Janna and her family have been coping with the addition of new feathery friends!



Ian has been coping by chasing that pot of gold while camping with his family!

If you have any photos of how you have been coping during this challenging time, please share them by email to amy.joyce@drdh.org. Lets continue to inspire each other with the simple moments that are getting us through!

NEW ULTRASOUND EQUIPMENT IS HERE!



Thanks to funds provided through the DRDH Foundation, the organization has been able to replace our ultrasound equipment as part of the *Focused on You* Diagnostic Imaging campaign. The campaign is getting closer to reaching the goal of raising \$1.75 million to support changes including a new x-ray machine, portable x-ray machine, and ultrasound equipment, as well as upgrades to the supporting infrastructure. The organization is also upgrading our ECG equipment over the coming weeks.



2020: THE SUMMER OF LOVE MASKS

Summer 2020 Tan Lines:

Expectation

Reality



No Masks



One Mask

Two Masks

@supportnurse

phone, wallet, keys... oh shit my mask



@yeolo.sg

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NEW HIRES



Mark Fitton

We are pleased to welcome one new member to the team this month. Mark is a Registered Nurse who will be working in the Emergency Department and on the Medical Floor.

welcome

FAREWELL NANCY!



On July 23, we pulled off a surprise retirement celebration for Nancy Robertson, who has worked at DRDH as a Registered Nurse for just over 40 years! Staff members, both current and past, surprised Nancy outside on her last day, followed by a social distancing BBQ. Her mask hides her facial expression, but I think she was really surprised! Please join us in wishing Nancy all the best as she enters into her retirement.



MASKS REQUIRED UNDER PUBLIC HEALTH DIRECTIVE

The Renfrew County and District Health Unit (RCDHU) released a local directive requiring masks or face coverings be worn in enclosed public spaces. The directive came into effect earlier this week on Tuesday, July 14.

Anyone coming to the Deep River and District Hospital, Four Seasons Lodge, or North Renfrew Family Health Team is reminded to wear a mask. Universal masking has already been in effect across the organization since early May, and mask use is reinforced under this new Public Health directive.

Under the directive, a mask is defined as a cloth (non-medical) mask, medical mask or other face covering (e.g. a bandana, scarf, or cloth), that securely covers the nose, mouth and chin and is in contact with the surrounding face without gaping.

Individuals are encouraged to wear their own mask from home to conserve personal protective equipment for use by health care workers at higher risk. A mask will be provided to any individual who does not have one at the point of entry, or who requires a higher level of protection than the mask they arrive in. Persons entering with a face covering (i.e. bandana, face shield, etc.), rather than a mask, will be provided a mask at the screening desk as per organizational policy.

Exemptions include people who cannot wear a mask for medical reasons, children under two years old, or those who are unable to remove the face covering without assistance.

As people expand their contacts with the reopening of businesses and services in our communities, there is an increased risk of a rapid rise of COVID-19. The RCDHU encourages the widespread use of masks as an additional personal practice that can help prevent infectious respiratory droplets of an unknowingly infected person from coming into contact with others. Masks provide a non-invasive way to reduce the spread of COVID-19 and serve as a visual reminder to others to remain vigilant and stay physically distant from others.

For more information about COVID-19 and masks/face coverings, visit RCDHU’s website at <https://www.rcdhu.com/novel-coronavirus-covid-19-2/> or call 613-735-8654.

Thank you for doing your part in keeping us all safe.



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NEW DOCTOR FOR DEEP RIVER AND DISTRICT HOSPITAL EMERGENCY DEPARTMENT

The Deep River and District Hospital (DRDH) is very pleased to welcome a new physician to our community.

Dr. Robert Suttie has been successfully recruited to work in the DRDH Emergency Department under the Emergency Department Recruitment Program. The program helps to increase physician staffing in emergency departments across Ontario.

The Deep River and District Hospital formed a “Medical Recruitment Team” last year, which primarily looks at physician recruitment and retention for the entire North Renfrew Health Campus - including the Hospital, Four Seasons Lodge, and Family Health Team.

The three municipalities of Laurentian Hills, Deep River, and Head, Clara & Maria recognize that recruiting and retaining physicians in North Renfrew is crucial to the physical and economic health of our communities. The four-party partnership with the North Renfrew Health Campus enables recruitment and retention activities to be supported.

Richard Bedard, DRDH President and CEO, expressed that, “Dr. Suttie will be a great addition to our care team and we look forward to him joining our medical staff”.

“We are excited to have Dr. Suttie in a full-time position in the Emergency Department,” said Dr. Kipp, Chief of Staff. “We welcome Dr. Suttie to our hospital and to our community”.

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Dr. Robert Suttie

Dr. Suttie began working at DRDH in early July. He resides in Ottawa, and completed his medical training through the University of Ottawa as well as Trinity College in Dublin, Ireland.

In addition to welcoming Dr. Suttie, the Medical Recruitment Team remains active with recruitment efforts underway for a role within the Family Health Team, as well as additional roles in the Emergency Department, and future planning.

welcome

Managing Emotional Eating

During stressful times such as a global pandemic, feelings of helplessness, anxiety, fear, and frustration are running high, and emotional eating can be a way to mask and avoid these uncomfortable and distressing feelings. Eating high-fat, high-sugar and high-salt foods is often a default comforting behaviour people use to cope. Unfortunately, we are not drawn to vegetables to soothe our fears. Instead, we crave foods that are higher in fats and carbohydrates because they activate the areas of the brain that sense pleasure and safety. When those areas light up, we temporarily feel better. However, if emotional eating continues over time, this pattern can become addictive.



ACKNOWLEDGE YOUR THOUGHTS AND FEELINGS

It is important to recognize your patterns so you can change them. Take some deep breaths if possible, and state clearly in your mind, or better out loud, what your feelings are. “I am really scared right now about what is going to happen”, “I feel so anxious and I can’t stay calm”. When you are triggered, asking yourself questions about your behavior can help: Will I feel better after I eat this? Are there other things that could help right now with my anxiety? Coming up with one or two ideas to practice repeatedly when you are emotionally triggered to eat can help.

REDUCE EXPOSURE TO YOUR TRIGGERS

Constant news, images, and social media updates are overwhelming and many people are watching significantly more hours than ever before. Limit your consumption of this if it is a trigger for you. Plan to check-in (preferably not at mealtimes!) but focus on things in your life that you can control to reduce exposure to triggers.

KEEP A SCHEDULE

To avoid eating emotionally, create a daily schedule that includes eating at regular intervals and stick to it. This is helpful because it allows you to recognize when you are hungry and eating for the physiological reasons versus emotional ones.

FORMALIZE YOUR EATING TIMES

When you are eating out of packages, in your pajamas on the couch, you can easily lose sensation of your body and behavior. Always use bowls or plates, even for treat foods, and sit down in a structured area, as it creates a ritual around the process that may increase your mindfulness while you eat.

KEEP HIGH-FIBER FOODS ON HAND

Fiber keeps you fuller longer than many diet components. With the uncertainty of the grocery supply chain during the pandemic, it may be tempting to avoid buying perishable food. There are, however, many perishable choices that are hearty and have longevity; foods such as apples, pears, citrus fruits, broccoli, cauliflower, cabbage, carrots, and sweet potatoes will last a few weeks before they begin to spoil.

PLAN TO HAVE TREAT FOODS IN YOUR DAY

It is important to not feel trapped or deprived in how you eat daily as this can increase your desire to binge and eat emotionally. Plan a treat daily and create a ritual around when you have it. When you know you will be able to enjoy something, you are less likely to binge on the portion of that food. However, if you find it hard to control having foods you emotionally eat in the house, buy individual portions or the smallest package available, then divide it up and put it into separate containers for daily portions.

Click here to read the full article from LifeSpeak: <https://bcqeustaff.lifespeak.com/expertblog/2083>

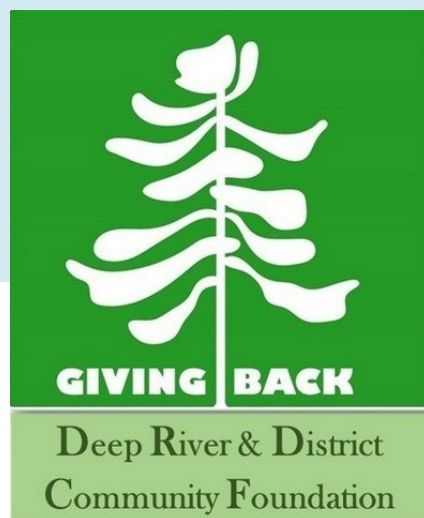
SOME (REALLY) GOOD NEWS

DRDCF Grants \$20K of ECSF Funding to Deep River and District Hospital

Deep River and District Community Foundation (DRDCF) is distributing up to \$40,000 to local charities and qualified donees who are supporting populations in our area experiencing heightened vulnerability during this pandemic crisis. The funds are being provided in partnership with Community Foundations of Canada and the Government of Canada's Emergency Community Support Fund (ECSF).

The DRDCF is pleased to announce the ECSF support for a grant of **\$20,000** to the Deep River and District Hospital. These funds will be used to support the organization's COVID-19 response to safeguard the health and safety of the patients, residents, staff, and the community. These funds will help to ensure that the Hospital, Four Seasons Lodge, and North Renfrew Family Health Team can continue to provide an excellent, compassionate health care experience in the safest way possible. Health care organizations have seen a significant increase in costs associated with personal protective equipment (PPE) used to reduce the risks of transmission of COVID-19. In addition to PPE supply costs, funds are also needed for equipment and supplies to ensure the safety of the physical environment for patients, residents, physicians, and staff.

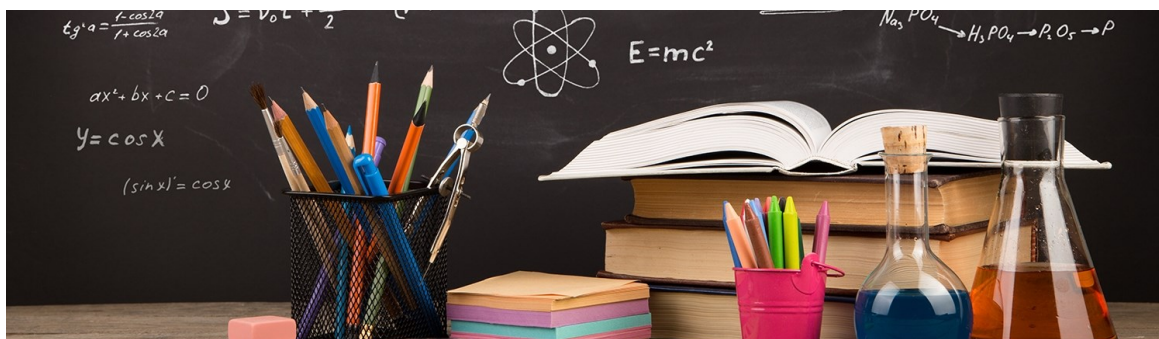
We are thrilled to be receiving this financial support! Our organization would like to sincerely thank our local Deep River & District Community Foundation, as well as the Government of Canada's Emergency Community Support Fund and Community Foundation of Canada.



MANDATORY EDUCATION RESUMING SOON

As we continue working towards the resumption of services, we have begun looking at requirements that have been put on hold as a result of COVID-19. One of those requirements is Monthly Mandatory Education. Starting in August, we will resume assigning monthly mandatory education. All employees are responsible to stay up to date and complete all required education as assigned, on or before the due date. If you think you are not able to complete assigned education during your scheduled shifts by the due date, speak to your leader for assistance.

Notice regarding August's Monthly Mandatory Education assignment will be sent soon.



THE FOUR SEASONS LODGE ADOPTS A NEW RESIDENT

The Four Seasons Lodge is thrilled to announce the arrival of their newest resident – Cesar, the cat.

At a recent meeting of the Four Seasons Lodge Residents’ and Family Council, the exciting idea of adopting a cat was brought forward by the group of residents in attendance. The residents felt that the Four Seasons Lodge would be a great place for a cat to call its “fur-ever” home.

Many Long-Term Care homes have chosen to foster or adopt an animal, as individuals can benefit greatly from the companionship of a pet. Adopting a cat can improve an individual’s overall physical, emotional and social well-being. The presence of an animal has been proven to alleviate feelings of loneliness and isolation, as well as act as a calming aid and stress reliever. The residents will be able to establish a bond with the cat and develop a true connection, should they wish. In addition to these benefits, providing care to a cat can give an individual a sense of purpose and meaning by taking on a new responsibility.

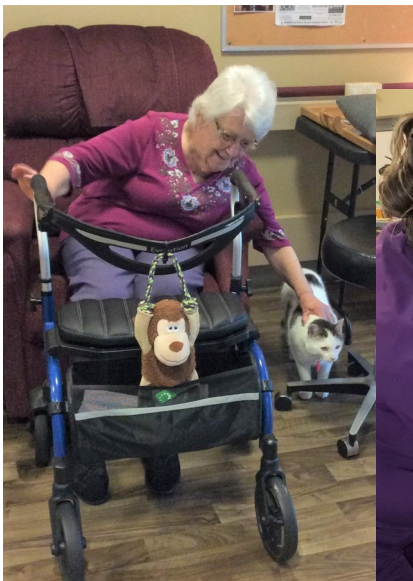
Careful considerations were made regarding Cesar’s age, breed, temperament, and history, prior to his adoption to ensure that he is an appropriate match for the residents and the environment.

Both residents and staff have been smitten with Cesar since his arrival earlier in the week and have welcomed him with open arms. After taking some time to get used to his new surroundings, Cesar is now happily settling into his new home at the Four Seasons Lodge.



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CATCH THE ACE NEWS



Deep River & District Hospital FOUNDATION

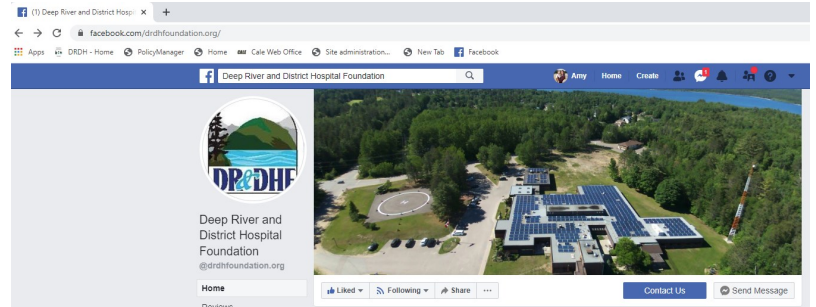
CATCH THE ACE

The Deep River and District Hospital Foundation will be concluding its fourth raffle lottery with the Week 11 draw, on August 6, 2020. Week 11 will be the last draw using cash only paper tickets. Tickets will be drawn until the Ace is found.

The lottery has helped the Foundation reach 90% of its major campaign goal to raise 1.75 million for diagnostic imaging upgrades!

More information on ticket sales and locations will be released soon.

Make sure you have "liked" the Deep River and District Hospital Foundation's Facebook page for all the latest information about Catch the Ace!



WHEN LIFE GIVES YOU LEMONS...



When life gives you lemons, you make lemonade...and donate the money raised to your local hospital Foundation. These two little leaders, Madi and Owen Nelson, raised \$400 for the Deep River and District Hospital Foundation by selling lemonade and Freezies on some of the hottest days of the year. As you can see, they followed all the guidelines set out for safe selling and wore their masks with big smiles behind them!

NEW MENTAL HEALTH PORTAL

The Government of Canada has launched a new portal dedicated to mental wellness, **Wellness Together Canada: Mental Health and Substance Use Support**. This portal provides free online resources and connects Canadians to peer support workers, social workers, psychologists and other trained professionals for confidential chat sessions or phone calls, in both official languages. Resources include modules for addressing low mood, worry, substance use, social isolation, and relationship issues. Click on the image below to check out their website and “take the first step” with the self-assessment.

WELLNESS TOGETHER
Canada

Mental Health and
Substance Use Support

FOUR SEASONS LODGE VISITORS



We are so pleased to see residents reuniting in-person with their loved ones, through socially distant visits in the new outdoor visiting area!



VISITATION EXPANDING FOR HOSPITAL AND LONG-TERM CARE

In compliance with provincial directives, a gradual, phased resumption of visitation is being continued at the Deep River and District Hospital and Four Seasons Lodge Long-Term Care. Visitors play an important role in the health and well-being of patients and residents, and the organization looks forward to expanding visitation, while maintaining health and safety.

Starting on Wednesday, July 22, the Four Seasons Lodge will allow for an increase in visitors permitted for outdoor visits to up to two visitors per resident. The previous guidelines for outdoor visits remain in place, which include requirements for COVID-19 screening, social distancing, masking, and more.

At this time, the addition of indoor visits may be also be coordinated, with up to two visitors per resident. Visits are still required to be scheduled to ensure appropriate physical distancing, staff support, and adequate time for disinfection of the visiting area. Those looking to arrange a visit at the Four Seasons Lodge, either outdoors or indoors, are asked to contact 613-584-3333 x 7305 or assistance@drdh.org and full visitor requirements will be provided.

In alignment with these changes in Long-Term Care, visitation is also being gradually opened for hospital in-patients. Starting on Wednesday, July 22, one indoor visit per patient per day may be coordinated. These visits are in addition to those for ALC patients and 'care partners', which were welcomed back at the end of June.

Rules for Visiting

- All visitors must complete COVID-19 screening upon entry, and visitors who 'fail' the screening will be turned away.
- All visitors must follow direction provided by the screening desk and staff.
- All visitors must wear a mask that covers the nose, mouth, and chin for the full time of the visit, as well as additional PPE if required. Since masks will be worn for the full time of the visit, no eating or drinking is permitted.
- All visitors wishing to drop-off food or beverages must bring them in sealed containers that can be disinfected at the screening desk.
- All visitors must remain in the designated visiting area (i.e. patient or resident room) and are not permitted to use the patient / resident washroom.
- All visitors must perform hand hygiene when entering and leaving the building, as well as entering and leaving the visiting area.
- All visitors must maintain physical distance of 2 meters from others, including the patient / resident they are visiting (excluding 'care partner' visits).

Continued on next page...

Masks

- Universal masking is in place at the organization.
- Individuals are encouraged to wear their own mask from home that securely covers the nose, mouth, and chin and is in contact with the surrounding face without gaping.
- Masks must be worn for the full time of the visit.

Visiting Hours

Deep River and District Hospital

- Outdoor visits may take place between 1:30 – 2:00 pm or 4:00 – 4:30 pm. Outdoor visits at the Hospital must be scheduled by contacting 613-584-3333 x 7204 or assistance@drdh.org.
- Indoor visits may take place between 10:00 – 11:30 am or 5:30 – 7:00 pm. Scheduling is not required for indoor visits, but each patient may only have one visitor per day.

Four Seasons Lodge

- Indoor and outdoor visits may take place between 1:30 – 2:00 pm or 4:00 – 4:30 pm. Visits at the Four Seasons Lodge must be scheduled by contacting 613-584-3333 x 7305 or assistance@drdh.org.

Parking / Entrance

- Any visitors coming to visit a patient are to enter through the Emergency Department entrance and screening station.
- Any visitors coming to visit a resident are to enter through the Four Seasons Lodge entrance and screening station.
- Paid parking is in effect, and individuals are to enter their licence plate number to pay for parking when they arrive at the parking kiosk located just inside the Emergency Department entrance.

We will continue to monitor the COVID-19 situation in our community and may adjust visiting policies as necessary to keep the safety of patients, residents, and staff at the forefront. At this time, 'general' visitation for Emergency Department patients or accompaniment for outpatient appointments remains restricted at the Deep River and District Hospital.

The organization would like to thank everyone for adhering to the strict public health and other safety precautions so that we may continue to support our patients and residents to be connected in-person with their loved ones during this challenging time.



#MASKUPCANADA

Using a Cloth Mask When Visiting a Public Space



1 Clean your hands before touching your mask.



2 Pull your mask on using the ear loops or ties.



3 While wearing your mask, complete your task.



4 When ready to remove your mask, clean your hands.



5 Remove mask and place it in an empty storage bag until you get home. Do not store in your pocket or purse.



6 Clean hands immediately after. Wash mask in hot water and regular detergent.

USING NON-MEDICAL MASKS

Improper use of face masks can put you at risk. Make sure you know how to safely use a non-medical mask!

THE DO'S



- ✓ Clean your hands **before and after** touching your mask
- ✓ Remove mask by grasping the **ear ties only**
- ✓ Once removed, put mask directly into the washing machine, or place in a plastic bag until you get home
- ✓ Ensure the mask fits snugly, with **no gaps** at the cheeks, chin, or top of the nose.
- ✓ Continue to practice **physical distancing and hand hygiene** while using your mask

THE DON'TS



- ✗ Don't touch the **front of your mask** when wearing or removing
- ✗ Don't **slide your mask** to your forehead, chin or neck while wearing it
- ✗ Don't put your mask in your pocket or purse **after using**
- ✗ Don't use your mask when it is **damp or dirty**
- ✗ Don't dispose of your mask in a shopping cart or on the ground



Renfrew County and District Health Unit
"Optimal Health for All in Renfrew County and District"



Renfrew County and District Health Unit
"Optimal Health for All in Renfrew County and District"
Visit www.rcdhu.com



KEEP CHECKING THE COVID-19 UPDATES!

Please continue to refer to COVID Update emails from Janna Hotson, or other memos, for the latest information, updates, and direction related to COVID-19. With the situation evolving so rapidly, any COVID-19 related information in this Zinger may be incomplete or out of date.

These daily update emails are being saved on PolicyMedical for staff under Communications and Memos —> All Staff Memos —> 2020-2021.

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.