

North Renfrew
Family Health Team

THE ZINGER

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

September 2020



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MANDATORY EDUCATION—DUE SEPTEMBER 30, 2020

Education for the month of September has been assigned as below, with a due date of **September 30, 2020**:

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All Staff

Resident Bill of Rights

Clinical Staff, Dietary & Medical Records

Patient Identification

RN, RPNs, PSWs, Physiotherapy & Rec. Therapy

Minimizing Restraints

RNs & RPNs

Transfusion Medicine (excluding FSL dedicated RPNs)

There will be in person education on order transcription this month – more to follow

LTC RPNs, PSWs, Dietary, Rec. Therapy & LTC Housekeeping

Kitchen Safety

Safe Eating and Hydration: A Presentation by Surge Learning (good for LTC staff as well)

Please let Tabitha Kearney know if you have any questions.

RESIDENTS' BILL OF RIGHTS

To be treated with DIGNITY and RESPECT

Participate in MAKING DECISIONS about your CARE

- Medication: YES/NO
- Case Conference: YES/NO

Know WHO will HELP you

INFORMATION

- Rules
- Speak Out

NO ABUSE

- Physical
- Mental Abuse

PRIVACY

Because this is YOUR HOME

Ontario, Surging Learning, APRA/ABA

NEW ECG MACHINES ARE HERE!



NEW EQUIPMENT

Thanks to funds provided through the DRDH Foundation, the organization has been able to replace our electrocardiogram (ECG) 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.



eCTAS—COMING SOON!

Coming to an Emergency Department near you in February 2021- eCTAS!

Deep River and District Hospital is excited to be included in the next launch of the provincial eCTAS system!

First launched in 2016, eCTAS is now used by 118 hospitals in Ontario, with over 85 percent of all patients in Ontario emergency departments triaged with this innovative electronic tool. Deep River and District Hospital will be joining in this journey to standardize, update and use innovation to improve the safety and consistency of triage in our own emergency department, and across the province.

eCTAS is an electronic version of the Canadian Triage Acuity Scale (CTAS) developed as a triage support tool to standardize triage assessments and ensure patients receive safe and consistent care in emergency departments all across Ontario.

eCTAS supports care providers with immediate, up to date knowledge through live updates at point of care, and assessments based on evidenced based frameworks. Through eCTAS, Emergency departments receive real-time updates about infection risks from around the world that can be applied immediately to support quality patient care and safety in the emergency care setting.

Since its launch, eCTAS has been proven to improve patient safety in emergency departments across Ontario through standardizing the triage process and enhancing the availability of knowledge to frontline care providers.

Other provinces are now looking at eCTAS and exploring how they can emulate the success the program has had in Ontario to improve the safety and consistency of triage across Canada.



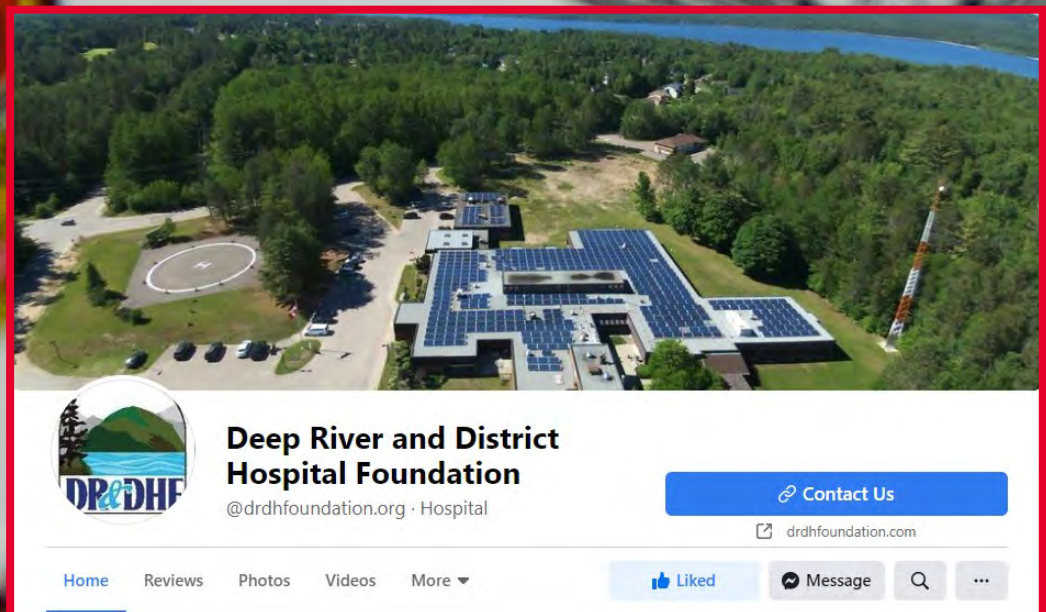
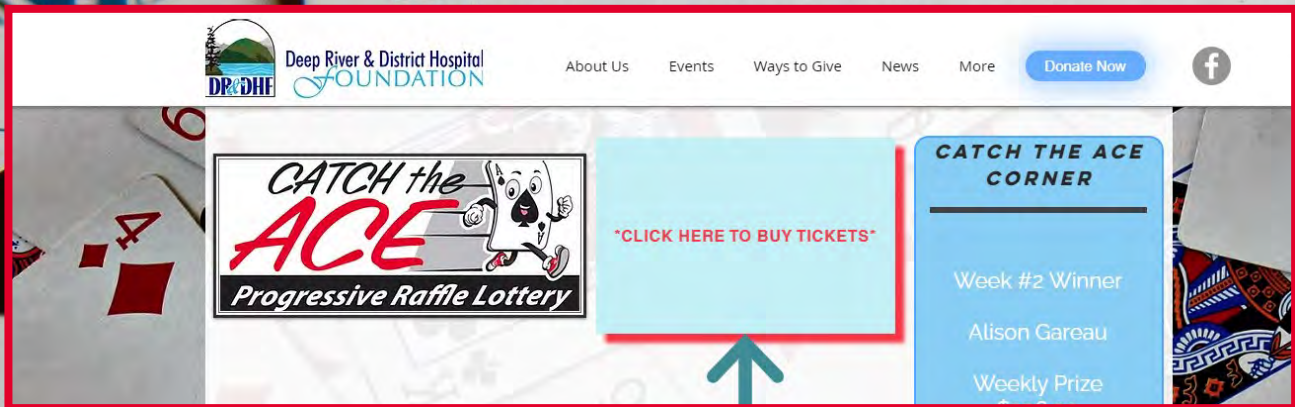
FOUNDATION NEWS: CATCH THE ACE IS BACK!

The Deep River and District Hospital Foundation has chosen to re-launch Catch the Ace as an online lottery so we can continue to raise the funds needed for our hospital and keep volunteers safe from possible spread of the COVID-19 virus.

The Foundation is so very thankful for everyone that has become so involved and supportive of Catch the Ace in the previous lotteries. We hope you enjoy the revamped lottery! Head to the Foundation webpage by clicking on the photo below to purchase your tickets.

Also, make sure to check out the Foundation on Facebook by clicking on the photo below, because the draws are posted live every Thursday at 6:30 pm!

Until the \$1.75 million target is achieved, the proceeds of the Catch the Ace lottery go to the Foundation's "Focused on You" campaign that remains roughly 10% shy our fundraising goal. We continue to search for ways that we can get back out in the public and see everyone, and will do so as restrictions are lifted and safe, contactless ticket buying methods are in place. For now, we wish you the best of luck with the online lottery.



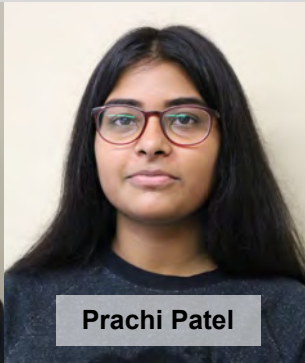
NEW HIRES & STUDENTS

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Jacob Kasaboski



Prachi Patel



Kylie Smith

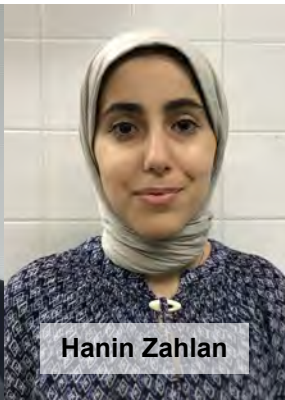


Catherine Parell

This month we are welcoming four co-op students from Mackenzie Community School. **Jacob** will be doing his co-op with the maintenance department, **Prachi** will be with medical records, and **Kylie** and **Catherine** will be with finance / administration. Catherine also works in dietary as a student. Please join us in welcoming these students as they explore careers in health care, as this co-op is sure to be a unique experience for them!



Devin Turnbull



Hanin Zahlan

Devin and **Hanin** are students who joined our team last month, and are both working in Dietary.



welcome

This month, we are also welcoming Mary Goodchild to our organization in the role of Human Resources Officer.

Mary is a Certified Human Resources Leader who brings a wealth of experience and knowledge to our organization.

Please join us in welcoming Mary to the organization!



NEW HIRES



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We are also pleased to welcome **Chantelle, Samantha** and **Sandra**, who will be working in Housekeeping. **Paige** and **Kasey** have joined our team as Screeners, and **April** (RPN) and **Serena** (RN) have joined our Nursing team. Welcome everyone!



Managing Anxiety about Wearing Masks

Acknowledge the Anxiety: Give yourself some grace to say, this is hard, it's ok that it's hard, I'm getting used to it, I'm feeling anxious.

Breathe: Practice breathing exercises using something like the Breathe2Relax app can be helpful. This is where you practice diaphragmatic breathing like in yoga. If you get more comfortable controlling your breath, you will breathe less heavily, control your breath, and be able to say, I'm safe, I'm ok. You can practice this home before work, or even at work on a break if you feel worried.

Be Mindful: Mindfulness can also be helpful and physically grounding. During an anxious moment at your desk, for example, you can say to yourself, I'm on my chair, my feet are on the floor. You can also start naming things you see around you. Some people like to use apps such as Headspace and Calm, but really this is something you can do on your own anywhere. Quick coping skills for anxious moments. It doesn't call attention to what you're doing in the office or at work. You're just making yourself feel safe in the moment.

Take Breaks: This may just be stepping outside, going to the washroom, any place where you can safely take your mask off. Some people might be fine with a mask in the office some not, they may need to go outside during breaks, go to the bathroom and be alone, a place you can go and safely take the mask off.

How does the anxiety about wearing masks manifest itself in children versus adults?

Kids may seem irritable and scared, but instead of saying that they are afraid, they might cry, act out, or run away. They may fidget and take it off more, and this can look like active rebellion. Kids are not as likely to say, 'I don't like the feeling' or 'I'm worried'.

As a parent, how can you best support your child wearing a mask?

Parents can make it fun and not a punishment because the world is scary. Finding ways to incorporate mask-wearing into a game can be helpful. Have your kid pick out their own mask. There are also a lot of cool designs for kids. You can find Star Wars-themed masks if they like Star Wars or goofy ones with faces. Letting them be creative and fun is important and letting them pick it out gives them ownership.

Another thing to consider is that kids learn a lot from emotional expressions on faces. Practice interpreting of emotions while wearing one: Am I sad, angry, happy?

Anyone can wear a mask with the right work to get there. They just need encouragement, assure them by saying, 'I know you can do this, and I'll help support you through it'.

Article adapted from our EFAP provider: <https://wellness.lifespeak.com/expertblog/3121>



THE FOUR SEASONS LODGE CELEBRATES RESIDENTS' AND FAMILY COUNCIL WEEK



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Across Ontario, long-term care homes are set to celebrate the first Resident's Council Week, which will begin on September 14, 2020. The purpose of Residents' Council week is to allow Councils to showcase who they are, what they care about, and how they make a difference in their community.

The Residents' and Family Council at the Four Seasons Lodge Long-Term Care Home provides the residents and their family members a forum to come together as neighbours and offer meaningful feedback, collaborate on ideas, and support decision-making in all aspects of the home's operations.

Among other activities planned for the week, the Council is celebrating the many accomplishments they have achieved over the past year. The Council has been very active in decision-making for the Lodge at Home project, which is an ongoing transformational project to foster a home-like environment. Residents have provided input on physical improvements to the Home, as well as feedback on the move towards a social focus for care and interactions. Residents also recently made the decision, upon careful consideration, to adopt a new member into their home. Cesar, a four-year old cat, moved into the Home in July, as the Council felt that having a pet makes the Four Seasons Lodge feel even more home-like. The Council has also continued to choose a 'meal choice of the month', as well as provide important feedback to revise the seasonal menu with resident meal favourites. Leisure and recreational activities for the Home are also identified by the Council, to align with activities residents enjoy, such as trivia and gardening.

During these unprecedented times, the functioning of every Residents' Council has been affected different by the COVID-19 pandemic. The Four Seasons Lodge Residents' and Family Council has continued to meet monthly. However, meeting structure for the Council has changed slightly to adapt to the necessary COVID-19 safety measures.

Continued on next page...

At the beginning of the pandemic, the Council structure was adapted to ensure that one-on-one meetings were held with each resident. As the Four Seasons Lodge is a small home, the residents have been able to gradually resume the usual structure of the Residents' and Family Council, meeting in a small group with physical distancing measures in place. During these past few months, family members have been encouraged to continue to participate in the meetings by telephone or virtually.

Residents' Council plays an important role in shaping life at the Four Seasons Lodge and in creating a place they can be proud to call home. On behalf of the entire Four Seasons Lodge Residents' and Family Council, we want to wish all long-term care homes across Ontario a very happy first Resident's Council Week!

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UPDATES FROM RESIDENTS' AND FAMILY COUNCIL

At the last meeting of the Residents' and Family Council, the Terms of Reference was circulated for the annual review. The current structure and schedule of the Council continues to work well, and members decided that keeping a combined Resident and Family Council works well for our small group. Preference is for a late afternoon Council meeting, just before supper.

Staff supports of the Recreation Worker were reapproved, and a standing invite for the Director of Care and the Administrator to attend were reapproved. No updates were suggested to the Terms of Reference, and the Council was in consensus to approve the Terms for another year.

Mr. Russell Barber volunteered to act as the Residents' and Family Council President. The members of the Council were in agreement, and no other volunteers were identified that wished to be President. As the first Residents' and Family Council President at the Four Seasons Lodge, Mr. Barber will work with the Council support person to identify topics of discussion for the Council, assist with coordinating meetings and activities and act as a spokesperson for the

Council. Mr. Barber will serve a term of one year as Council President, and then when the Council structure is reviewed, the Council will re-vote on a President for the next year.

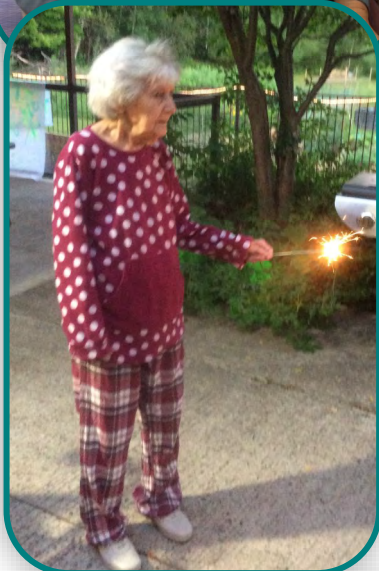
Thank you to Mr. Barber for volunteering his time and service to support the Residents' and Family Council!



FOUR SEASONS LODGE—BIRTHDAY CELEBRATIONS



It's been a busy few weeks in the Four Seasons Lodge with many residents celebrating birthdays, and many others joining in the fun!



Symptomatic Household Contact Swabbing & Asymptomatic Employees as Close Contacts

With increasing numbers of COVID-19 in our community and provincially, the organization is adapting to ensure that our workforce is able to continue to provide ongoing care and services for our patients, residents and community during the COVID-19 pandemic.

Two additional measures came into effect as of September 23, 2020:

COVID-19 swabbing for symptomatic, household contacts of organizational employees/physicians

Working isolation protocol for asymptomatic healthcare workers with symptomatic household contacts

HOUSEHOLD COVID-19 SWABBING

As part of our occupational health program to support our employees having safe and timely identification of COVID-19 risk in family members, the organization will offer COVID-19 swabbing to symptomatic, household contacts of organizational employees/physicians.

Symptomatic household contact swabbing will be available as of Wednesday, September 23rd, 2020

Staff must identify via the Staff Call in Line (613-633-1957) that a family member/immediate household contact is experiencing COVID-19 compatible symptoms (between the hours of 6am-10pm).

Staff are still asked to call in no more than 1.5 hours the morning of a day shift if they are unable to report to work.

Household contacts may access testing via the Renfrew County Virtual Triage and Assessment Centre (RC VTAC) or through the Occupational Health Program. Staff are asked to identify if they wish to have testing completed through the organization when calling into the Sick Line to notify of family member illness.

If requesting through the organization's Occupational Health Program, an appointment will be made for the close contact to be COVID-19 swabbed onsite. Further direction and details will be provided directly at that time.

COVID-19 swabbing remains available via the RC VTAC, at rotating drive through testing centres. The goal of offering testing for employee/physician family members is to ensure early identification of COVID-19 risk in immediate contacts.



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WORK SELF-ISOLATION

In alignment with the Champlain Region, and to assist in ensuring we have adequate numbers of health care workers (HCWs) to deliver essential services while minimizing COVID-19 institutional risk, processes to support asymptomatic HCWs identified as household contacts came into effect in late September. These processes will reduce work schedule interruptions as the COVID-19 situation continues to evolve.

Asymptomatic HCWs who are a household contact of someone with COVID-19 compatible symptoms will be able to continue to work under “work self-isolation” pending the receipt of the results of testing of the household contact. This may be modified if community transmission increases significantly as the COVID-19 risk/benefit ratio to an institution would change. Any modification to this will be done in collaboration with Renfrew County Public Health and Champlain Region.

The following procedure for Asymptomatic Employees in contact with High Risk Household Members came into effect on Wednesday, September 23rd:

Staff must identify via the Staff Call in Line (613-633-1957) if a family member/immediate contact is experiencing COVID-19 compatible symptoms or has been identified as a close contact of a positive case of COVID-19.

Based on review of operational needs, staff may be directed to follow “Work Self-Isolation” procedures.

What you need to know if you are in “**Work Self-Isolation**”:

While at work, Employees will,

Take Temperature 2x per day

Travel directly to/from work in a private vehicle or wear procedure mask in a ride-share scenario

Adhere to universal masking recommendations wearing a procedure mask at all times on the property, maintain physical distancing (6ft/2m) except when providing direct care, and perform meticulous hand hygiene

Do not eat meals or take breaks in shared spaces with other health care workers

The Employee on work self-isolation will not work in multiple locations

Outside of work, the Employee will be in self-isolation

These measures at work are required to continue until non-test-based clearance (or test-based clearance by occupational health is received)

If anyone in “work self-isolation” becomes symptomatic, they are to immediately notify the Sick Call-in Line.



A COVID-19- Asymptomatic Healthcare Worker Working Self-Isolation policy is now available outlining procedures for work self-isolation. Thank you to everyone for diligently following masking protocols, physical distancing and meticulous hand hygiene practices. Your hard work to keep yourself, your family and co-workers safe and healthy helps all us to continue to provide care to our community.

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SPOTLIGHT ON OCCUPATIONAL HEALTH

**327 =****number of COVID-19
swabs completed by
Occupational Health
since June 8, 2020**

The past few months have been very busy for our one-man Occupational Health Department. James Elliott has been working tirelessly to protect our staff from the COVID-19 virus. We are pleased to announce that Alana Hawley, RN, has recently started in a temporary part-time role to support Occupational Health and IPAC across the organization.

With the routine swabbing of all Long-Term Care staff every 2 weeks, as directed by the province, as well as the swabbing of symptomatic staff and household contacts, we have completed 327 swabs to date. In even better news—all of the 327 swabs have been negative for COVID-19!

So, if the time comes for you or your family member to get swabbed — don't worry, James has had lots of practice!

WAITING FOR COVID-19 TEST RESULTS?

Lois Didyk, social worker at Michael Garron Hospital, shares her tips on how to deal with anxiety as you wait for your COVID-19 test results, and how you can incorporate these coping tools into today's new normal.

3 “DS” FOR GETTING THROUGH THE ANXIETY THAT COMES WITH WAITING FOR TEST RESULTS.

DISTANCE: I don't mean distance from people (we already know that!), but distance from stuff. You know, the microwave handle, the toothpaste, the kettle, the hand towel... all the things at home that might be shared with family and/or roommates. The best approach for me was to set up my own food and bathroom areas, and to restrict myself to one part of the home. This gave me focus and a sense of control.

DISCONNECT: I had to disconnect from COVID-19 news and social media. And, more importantly, I had to disconnect from my thoughts and worries. Distractions are super useful for interrupting anticipatory anxiety. This can be any activity that consumes your mind, and puts you in the flow of things. For me, that was working on a knitting project and trying a new online yoga class. For my family, I see them learning to juggle and watch golf tutorials (not my thing, but you have to choose what works for you!).

DEVELOP A BUDDY SYSTEM: I found a couple of people outside of my family household (one friend and one colleague) and started doing daily check-ins—a buddy system of sorts. This really helped keep anxiety down, and I noticed it was also mutually beneficial. I didn't want to spend a lot of time talking about my concerns, so we did short daily texts. But that was enough, and I sure got comfort from knowing that someone had my back.

WORDS OF ADVICE FROM DR. CUSHMAN...

As the number of COVID cases in Renfrew County continues to increase, and an outbreak necessitated the temporary closure of Fellowes High School in Pembroke, Dr. Cushman, Acting Medical Officer of Health, RCDHU shared some key messages:

“The harsh lesson learned from this outbreak is that we need to remind ourselves how each and every one of us should conduct ourselves in the time of COVID-19.” Dr. Cushman also advises residents to *“limit your social activities and keep your bubble small”* as we have seen all too well, what gyms, barbeques, bars, and parties can do. We need to constantly practice handwashing, physical distancing, masking, and use the COVID Alert App. Be sure to:

- **Clean your hands frequently with soap and water or an alcohol-based hand rub.**
- **Cover your mouth and nose with a tissue when you cough or sneeze, then clean your hands.**
- **If you don't have a tissue, sneeze or cough into your sleeve and then clean your hands.**
- **Avoid touching your eyes, nose or mouth, unless you have just cleaned your hands.**
- **If you are ill, stay home.**
- **Avoid contact with people who are sick.**
- **Get your flu shot.**

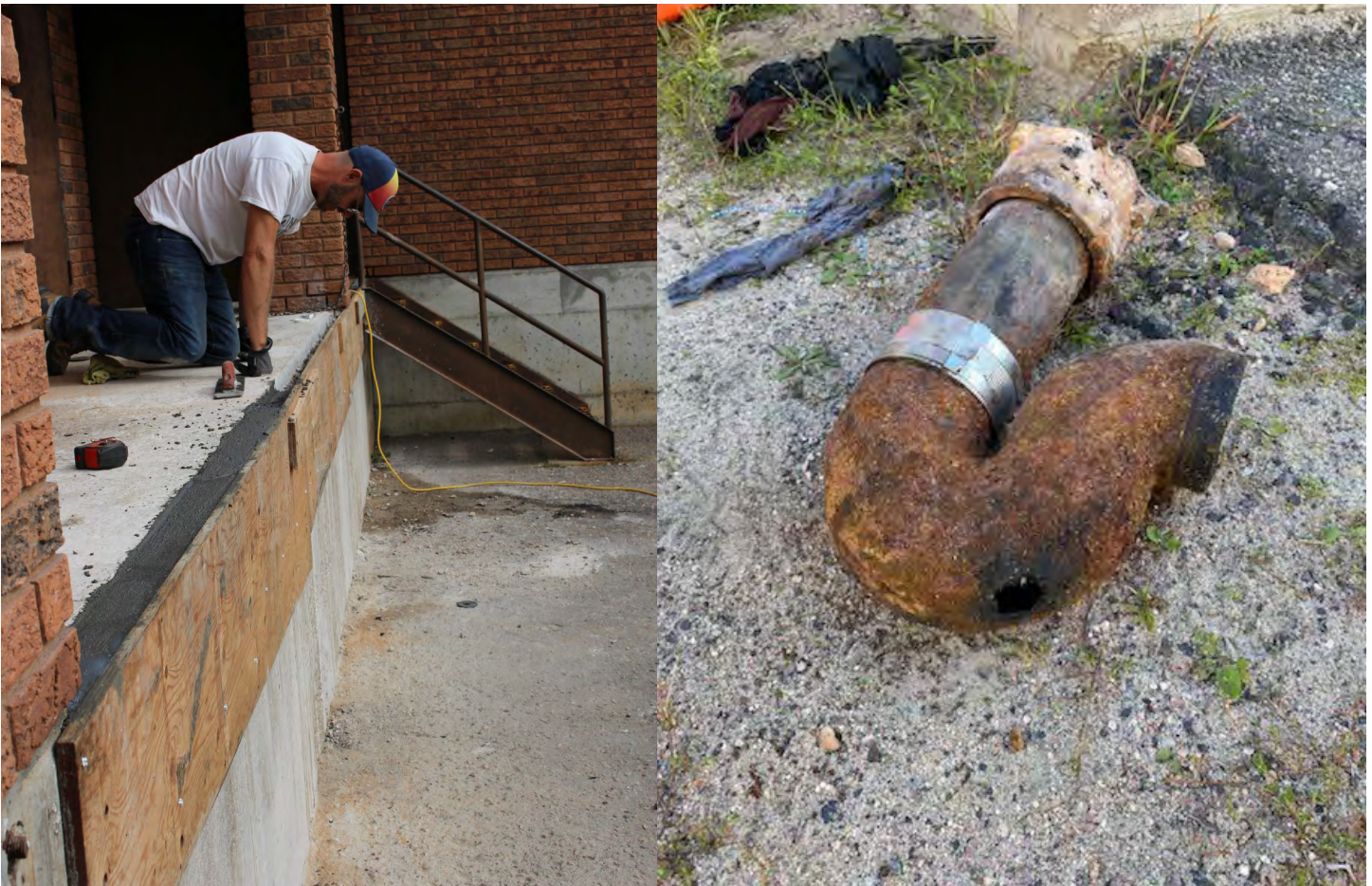
Dr. Cushman states, *“We all have COVID-19 fatigue, but this is a marathon and we are in a key phase with new challenges. If we want schools to stay open and the economy to progress, we must recognize that individual vigilance and strict observance of public health measures are imperative. This is not the time to let down our guard but rather just the opposite.”*

BUILDING UPDATES & UPGRADES



Old carpet was replaced with new vinyl flooring in the out-patient clinic rooms, which ensures the spaces can be cleaned thoroughly. Flooring upgrades will also be taking place in a few additional locations in the coming months, including the Occupational Health and Privacy Officer offices, as well as the Emergency Department consult room. Thanks to the maintenance department for doing a great job, it looks fantastic!

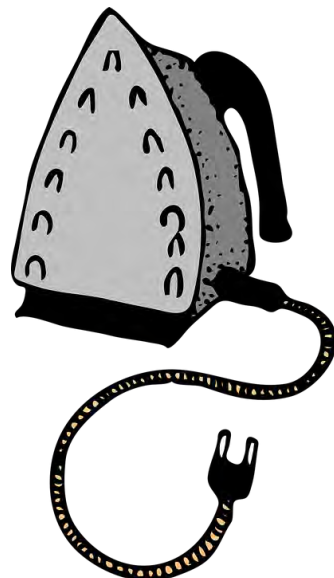
Work is also underway to repair the loading dock, and replace a drain in the kitchen (pictured below).



GOOD-BYE IRONER



On September 16, we said good-bye to our ironer from the laundry department. The ironer had reached it's end of life after serving our organization for many, many years. Since we do not have a need to iron laundry for our own organization (it was only used for external contract work), the ironer is not being replaced at this time.



HAPPY ENVIRONMENTAL SERVICES MONTH!

This has been a year like no other, and it has helped to highlight how vital our environmental services staff are! This month is Environmental Services Month, which is the perfect time to thank our dedicated housekeeping, laundry, and maintenance workers, who play such a critical role in the functioning of our organization. Pictured below are some of our fantastic environmental services staff members in action, as well as the pizza from our socially distanced celebratory lunch on September 24, 2020.

thank you



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.

These 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.