

North Renfrew
Family Health Team

THE ZINGER

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

June and July 2021



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MANDATORY EDUCATION — JUNE AND JULY

Below is the education for the month of **June**, which was due to be completed by June 30, 2021.

All Staff:

- Residents Bill of Rights
- Customer Service: Module Two. Person Centered Care
- Code Grey – Infrastructure Failure
- Disclosure Done Well – Early Disclosure: Unsure if Care is Reasonable

Dietary and Clinical Staff

- Safe Eating and Hydration

RN and RPN:

- A+ IV Pump Education
- Hospira 360 IV Pump Education
- Nasopharyngeal Swab for COVID-19

Below is the education for the month of **July**, which was due to be completed by July 31, 2021.

All Staff:

- Infection Control – “Break the Chain” video
- Code Orange – External Disaster
- Patient, Resident and Family Feedback (Compliments and Concerns)
- Indigenous Cultural Competence – Part 1
- Ethics and Decision Making Framework
- COVID19 Vaccination – Making an Informed Decision

Housekeeping

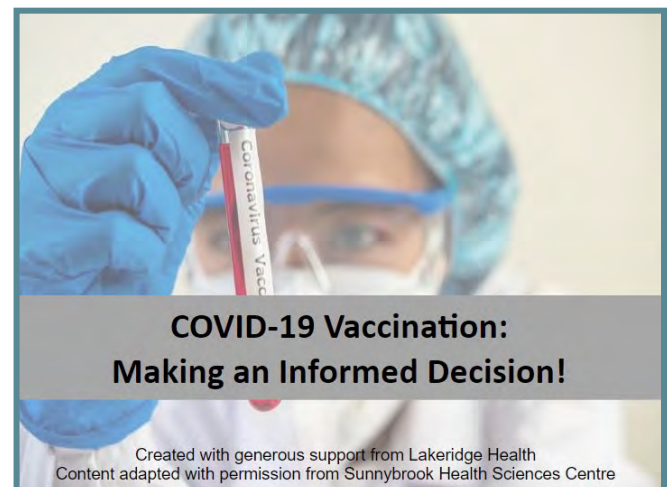
- Environmental Cleaning Best Practice – Room Cleaning Contact Precautions Room

Admin-On-Call and Clinical Staff

- CNO Video - Consent

Family Health Team

- Test Result Management



ENTRANCE MOVING DUE TO CONSTRUCTION

Due to construction taking place in the Emergency Department, **the entrance and screening station has now moved to the Main Entrance (by the Gift Shop).**

A single entry, at the Emergency Department doors, has been in place since the early stages of the COVID-19 pandemic. Having a single point of entry has allowed for active COVID-19 screening for all persons entering the organization. At this time, COVID-19 screening will continue to take place at the Main Entrance.

With the screening station moved to the Main Entrance, **the Emergency Department entrance is now closed, and only the Main Entrance may be used.** Any hospital patients, including those seeking emergency care, as well as visitors and Long-Term Care Essential Caregivers, will now enter and exit the building through the Main Entrance and screening station.

Family Health Team patients may access the building using the entrance at the far end of the Family Health Team area, closest to Banting Drive.

Only paramedics will continue to use the Emergency Department entrance for emergency purposes.

In the Emergency Department, exciting renovations are underway to install a negative pressure system. Once installed, the new negative pressure system will increase safety for all staff and physicians who care for patients with suspected airborne illnesses, or illnesses that may generate airborne particles during certain procedures. It is expected that construction and installation of the negative pressure system will be complete in the fall.

The organization would like to thank everyone for their cooperation as we continue to adjust our operations in order to continue providing an excellent, compassionate health care experience in the safest way possible.



THANK YOU TO OUR COVID-19 SWABBING CLINIC TEAM

well done



With continued downward trends in COVID-19 case counts, decreasing testing requirements in Long-Term Care, and growing numbers of fully vaccinated individuals in our community, the Swabbing Clinic Team completed their last on-site community COVID-19 swabbing clinic on July 21!

Community based swabbing continues to remain available throughout the county.

Thank you to all the members of our Swabbing Clinic Team, and all those that supported this critical work in monitoring COVID-19 and in keeping our community safe. Well done!



THANK YOU TO OUR COVID-19 VACCINE CLINIC TEAM

At the time this photo was taken, our Vaccine Clinic Team had provided 9,859 doses of COVID-19 vaccine. Since then, we have well surpassed the 10,000 mark!

After the final clinic at the Chalk River Lion's Hall that was held on July 28, we are now transitioning to offering smaller clinics, hosted onsite at the hospital in what was the previous COVID-19 testing trailer.

Let's hear it for our amazing Vaccine Clinic Team and all their hard work vaccinating our community against COVID-19!

We are extending a huge thank you to all of our exceptional staff members, just a few of whom are pictured here, for all of their hard work and dedication to ensuring these clinics ran successfully since they began in February.




RENFREW COUNTY COVID-19 VACCINE COMMUNICATIONS COMMITTEE

Our organization continues to participate on the Renfrew County and District COVID-19 Vaccine Communications Committee to share information with residents in our County about the vaccine roll-out in our area. In addition to regular media releases to keep everyone up to date, the Committee also shares information weekly through a “News Brief” as well as an infographic. Click on any of the images below to visit the Renfrew County and District Health Unit’s webpage for the most up to date versions of the News Brief and infographic (*scroll down to the accordion folder titled: COVID-19 vaccine news briefs, media releases, and infographics*):

Renfrew County and District (RCD) COVID-19 Vaccine Rollout at a Glance

Updated: July 28, 2021



Key Messages

- Over 70% of eligible Renfrew County and District residents (12 years of age or older), including Canadian Armed Forces (CAF) members, are now fully vaccinated, or have both doses of the COVID-19 vaccine.
- Designated pop-up and walk-in clinics are available for first and second dose appointments. Check the pop-up on RCDHU's homepage, the COVID-19 Vaccine Rollout webpage or RCDHU's social media for further details.
- Remember, all previously scheduled appointments after July 18th were cancelled. You need to make a new appointment or attend a walk-in or pop-up clinic, as there will be a reduction in the amount of mass community clinics taking place.

Local Snapshot

Total doses administered to date*	135,371
Percentage of population (aged 12+) with at least 1 dose**	80.9%
Percentage of population (aged 12+) with 2 doses**	71.3%

Eligible people who can book first dose and early second dose appointments:

- Anyone who is 12 years of age or older who has had an mRNA vaccine (Pfizer or Moderna) at least 28 days ago,

Local Snapshot

Total doses administered to date*	135,371
Percentage of population (aged 12+) with at least 1 dose**	80.9%
Percentage of population (aged 12+) with 2 doses**	71.3%

Renfrew County and District COVID-19 Vaccine Communications Committee

COVID-19 VACCINE NEWS BRIEF

JULY 28, 2021 | EDITION 22



Clinic staff members at the Ho-to-way Centre in Renfrew.

Providing Proof of Vaccination

If you received your first dose outside of Ontario and are due to receive your second dose locally, we ask that residents please submit their proof of first dose to us at least three business days prior to attending your second dose appointment.

Residents can submit proof of vaccination by contacting Renfrew County and District Health Unit (RCDHU) at 613-732-3629 ext. 200. Please leave one message with a name and phone number, and someone will return the call as soon as possible.

Residents will also be asked to provide a physical copy of vaccination documentation by either bringing it to the health unit in-person or sending it via email.

! There are MANY COVID-19 vaccination appointments currently open!

Receiving two doses of the vaccine is the best way to protect yourself from COVID-19 and variants of concern. **It is important to be fully vaccinated as quickly as possible.**

REMINDER: Residents are encouraged to take advantage of COVID-19 vaccine appointments as soon as possible, as mass immunization clinics will be decreasing in number and frequency over the next month.

COVID-19 Vaccine Weekly Walk In Clinic Update

- Residents can access weekly walk-in clinics for first and second dose appointments.
- Visit RCDHU's COVID-19 Vaccine Rollout webpage or RCDHU's social media for further details regarding dates and times.

Pop Up Clinic Update

- Pop up clinics will be open to all residents 12 years of age and over for first or second doses of the COVID-19 vaccine. No appointment necessary.
- Continue to monitor www.rcdhu.com and RCDHU's Facebook and Twitter for clinic announcements.

PAGE 1 OF 3

STAFF VACCINATION RATES



North Renfrew
Family Health Team

100%
of the Four Seasons Lodge Residents
are now fully vaccinated!

As of June 2021
87%
of staff have received
a COVID-19
vaccination!

80% of staff are fully
vaccinated &
7% are awaiting their
second dose

That is 137 of our 158
eligible staff!



Vaccination appointments continue to be available for those eligible to receive the vaccine.

As a friendly reminder to staff, please submit your proof of immunization to Occupational Health.

LONG-TERM CARE VACCINATION RATES ACROSS RENFREW COUNTY (mid July)

	Fully Immunized Residents	Partially Immunized Residents	Residents Not Immunized	Fully Immunized Employees	Partially Immunized Employees	Employees Not Immunized
LONG TERM CARE	98%	0%	2%	80%	8%	14%

STAFF VACCINATION CELEBRATION

To celebrate our outstanding vaccination numbers, and to say 'thank you' to all staff for their ongoing dedication, a celebratory BBQ was held on June 24. Everyone also had the chance to "smash the virus" physically in piñata form, as well as the smashing they did by receiving the COVID-19 vaccine. Thank you so much to Amber Cox for crafting this amazing creation for us to smash to smithereens!



THE VACCINE CLINIC TEAM SMASHES COVID-19



There is no group of staff more deserving of a swing at the coronavirus piñata than our Vaccine Clinic Team!

The piñata made it's way to the Chalk River Lion's Hall for the last clinic that was held there on July 28.



we are going to smash this virus!

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NEW HIRES



We are pleased to have welcomed fourteen new members to our team over the last few months. **Hannah** and **Kaitlyn** were both Administrative Assistants who supported our vaccine clinics. **Erin** and **Thomas** are both Registered Practical Nurses (RPNs) who also supported our vaccine clinics, and will now be working in the hospital. **Taylor**, **Emma**, and **Cassandra** are all Registered Nurses (RNs), and **Brynda**, **Trinity**, **Josie**, **Sarah**, **Emeli**, and **Paige** are all Registered Practical Nurses (RPNs), and **Fiona** is a student who will be working in Dietary.

Sheeza Toor and **Taryn Aranyosi** have also transitioned from supporting the vaccine clinics to working as screeners.

Please join us in welcoming these new team members to the organization, or to their new roles!

FOOD AND NUTRITION SUPERVISOR



We are pleased to announce that Ann Kelly has accepted the role as Food and Nutrition Supervisor for the facility.

Ann has worked with the organization since June of 2007 in a variety of roles. A red seal chef by trade, Ann has a vast knowledge and experience of all aspects of Food Service – public and private sector. During her time with the organization Ann has displayed her leadership abilities and dedication to providing high quality service and care to our patients and residents.

Please join us in wishing a warm congratulations to Ann! We look forward to a successful transition into her new role.

AUXILIARY NEWS—EMERGENCY DEPARTMENT DONATION



On June 7, 2021 members of the Deep River and District Hospital Auxiliary provided the Deep River and District Hospital with an incredibly generous donation of **\$50,000**. The funds will be used to refresh the Nursing Station and Triage Desk in the Hospital's Emergency Department. The Auxiliary has also pledged to provide an additional donation of \$30,000 next year towards this project!

The Deep River and District Hospital is beyond grateful for the efforts of our Auxiliary, and for the tremendous support they continue to provide our organization. Despite the obstacles posed by the pandemic over this last year and half, the Auxiliary has demonstrated remarkable resilience and dedication by continuing to fundraise and provide much-needed funds for our local Hospital.

Pictured here, from left to right, presenting the donation are Auxiliary Members Annabell Harvey and Judith Cloutier, along with Deep River and District Hospital Chief Executive Officer Janna Hotson, Chief Nursing Executive Tabitha Kearney, and Auxiliary President Eileen Burke.

AUXILIARY NEWS—GIFT SHOP



Monday—Thursday
10:00 am—4:00 pm

Tuesday evenings
6:30 pm —8:00 pm

Friday
10:00 am—1:00 pm

For the first time since the beginning of the pandemic...the Gift Shop is open to the public once again! Please remember that there are two parking spaces designated across from the Gift Shop which allow customers 20 minutes of free parking. Welcome back!

NEW MENTAL HEALTH PROGRAM FOR YOUTH

The Kids Come First Health Team officially launched 1Call1Click.ca, a unique service in Canada that makes it easier for children, youth and families of Eastern Ontario to find the care they need for mental health and addiction.

The 1Call1Click.ca initiative coordinates more than 20 organizations offering mental health and addiction care for children, youth and their families — addressing a need that families and Kids Come First Health Team partners across the region have often highlighted.



“The last thing that parents and youth need to hear when they are already stressed and seeking help is, ‘Sorry you live in the wrong city,’ or ‘Sorry, you are too old or too young for our services,’” said Deena Shorkey, Director of Community Child and Youth Mental Health Services at Cornwall Hospital. “1Call1Click.ca will make it as easy as possible for those seeking help to find the right service, right away; to hear, ‘Yes, you have called the right place. We’re here to help.’”

Now, all that anyone has to do is call **613-260-2360** or **1-877-377-7775** (toll free for Eastern Ontario), or fill out an online form — even primary care providers looking for the right care for their patients.

Click here to read the full news release: <https://www.cheo.on.ca/en/news/1call1click-ca-finding-the-right-mental-health-care-for-kids-and-youth-just-got-a-lot-easier.aspx>

LONG-TERM CARE ADMINISTRATOR LEADERSHIP PROGRAM

In June, both William Willard—Chief Financial Officer, and Janna Hotson—Administrator, participated in the AdvantageOntario Administrator Leadership Program as speakers.



LEADERSHIP DEVELOPMENT INSTITUTE

Leadership Development Institutes are designed to provide leaders the tools and training needed to achieve the goals of the organization. On June 21, the first quarterly *Leadership Development Institute* session was held, where our management team came together to enhance leadership skills and build capacity amongst our team to support all of the incredibly exciting things our organization has in the works.

As part of the session, a “True Colors” personality assessment was completed, which allows people to understand themselves and each other better. The assessment identifies various personality styles and labels them with a colour. Each color has particular strengths and each analyzes, conceptualizes, understands, interacts and learns differently!

Understanding our own colors and the colors of our colleagues and those around us can help us make our working environments better in a variety of ways. Here are few take-aways from the exercise:

When working with GOLD personalities (like Amy and Ian): do what you say you are going to do, be on time, say “thank you” and give them time to plan.

When working with GREEN personalities (like Janna, Jenny, Scott and Owen): give logical explanations, acknowledge their intelligence, present data to support ideas, get to the point quickly.

When working with BLUE personalities (like Cara, Amber, Tabitha, and Mary): tell them what your feelings are about topics, be honest and sincere, allow them to express their feelings, accept their individuality.

When working with ORANGE personalities (like William): be upbeat around them, appreciate their jokes, be flexible, respect their need to stay busy doing things, and understand their ability to do many things at one time.



Twelve Ways to Improve Communication with Your Partner

Communication is the cornerstone of any human relationship and one of the best indicators of a couple's longevity. Communication between two partners, however, can often be problematic! It's no wonder that it's the most frequent reason for couples to seek out therapy.



HERE ARE THE TWELVE CRUCIAL POINTS TO WORK ON IF YOU WANT TO COMMUNICATE BETTER IN A RELATIONSHIP:

1. Know Yourself Well

To communicate effectively, we must first know ourselves and be able to distinguish our various emotions, needs, and what gives us a sense of fulfillment. This is a real challenge for some people.

Some have learned to be there for others from an early age, but haven't learned to pay close attention to what they themselves are feeling inside. As a result, these people know very little about themselves and may feel guilty about expressing their needs or embarrassed to show their emotions. So don't be too hard on yourself and learn to be patient: Knowing yourself and opening up to others is a lifetime's work. You might want to seek outside help from a professional.

2. Identify Communication Barriers

If you want to clear the obstacles to better communicate, you must first be aware of them. Are you finding it difficult to open up to your partner? If so, ask yourself why. You probably have biases that get in the way of expressing your emotions. For example, some individuals believe they'll become violent if they express their anger, while others assume that they'll be perceived as weak if they express sadness.

You may also have fears about revealing yourself. Are you afraid of being dismissed or judged? Afraid of upsetting your partner? That they won't take you seriously? Or worse, that they'll use what you tell them as leverage?

Usually, you can ease these fears by sharing them with the other person in a calm and respectful way. Your partner should also become more attentive in the future to encourage you to open up.

3. Know Your Communication Style

We all have our own way of communicating, and styles differ from one person to another. Some people are more impulsive and act as if they have no filters. They may appear scattered or even confused. Others are analytical and take time to weigh each word.

There are also those who express themselves more intensely, while others are more reserved. Whatever your style is, the important thing is to be aware of it and not to judge yourself. Each style has its strengths and weaknesses. An open-minded attitude will help you accept the other person's style.

Click on the link below to read the remaining 9 ways to improve communication with your partner:

<https://lifespeak.com/blog/twelve-ways-to-improve-communication-with-your-partner/>

FOUNDATION NEWS—THE ACE IS CAUGHT

Week 41 of Catch The Ace Lottery #5 ended with the capture of the Ace of Spades! The online software picked out a ticket bought by **Cathy Sutherland**. Cathy chose the right envelope for when it was “opened” by the computer software, out popped the Ace of Spades. As Chris Doucette, the Executive Director of the Deep River and District Hospital remarked, “Third time is the charm”, as Cathy Sutherland was the previous weekly winner in Week 1 and Week 23. With her third try at guessing where the Ace of Spades was hidden, she was spot on! Congratulations Cathy for your terrific win!



Cathy receives **\$41,369** of which **\$1,784** was for having her ticket drawn and **\$39,585** for picking the right envelope and securing the progressive jackpot!

The Foundation appreciates the ongoing support for the fundraiser from all those who participated. **Lottery #5 raised just slightly more than \$50,000** to assist the Deep River and District Hospital to purchase capital equipment to sustain the excellent healthcare provided by dedicated staff.

FOUNDATION NEWS—CATCH THE ACE IS BACK!

CATCH the ACE
Progressive Raffle Lottery

Estimated Winnings
Week 3
Draw Thursday, August 05

\$1,100

Estimated Odds of Winning*

	For Weekly Prize	For Everything
\$10 transaction/3 tickets	1/163	1/8150
\$20 transaction/10 tickets	1/50	1/2450
\$50 transaction/75 tickets	1/7	1/326
\$100 transaction/200 tickets	1/3	1/130

*Based on number of Week 2 tickets sold

www.drdfoundation.com/catch-the-ace

Support your local hospital



After the ace was caught by Cathy Sutherland in lottery #5, pictured above, the lottery is now back up and running!

Click here to buy tickets for your chance to be the lucky winner this week:

www.drdfoundation.com/catch-the-ace



CATCH the ACE



Progressive Raffle Lottery

Congratulations to Dr. Kipp, who was recognized as a Healthcare Hero! Dr. Kipp was Chief of Staff over the past two years, providing clinical leadership to our organization as we responded to the COVID-19 pandemic.

“Thank you for your leadership during such a difficult and challenging time!”



Congratulations to Amy Joyce, who was recognized as a Healthcare Hero! Amy works as Executive Assistant and Communications Coordinator – managing the administrative operations of the Executive Office and the Board of Directors, as well as coordinates communications across the organization.

“Thank you for being the glue that holds our health care organization together!”

Congratulations to Dr. Noulty, who was recognized as a Healthcare Hero! Dr. Noulty was recognized by a patient in her primary care practice. In addition to her primary care practice, Dr. Noulty is also the Medical Director of our Four Seasons Lodge Long-Term Care Home.

“Dr. Noulty took care of me countless times since I was a baby and now also takes care of my babies. She’s always there for us with advice, a smile and goes above and beyond to make sure all of us are healthy.

Thank you!”



THANK YOU

LILY MUNGHAM

HEALTHCARE HERO


 A photograph of Lily Mungham, a Registered Nurse, wearing full personal protective equipment (PPE) including a yellow gown, a white face shield, and a white surgical mask. She is giving a thumbs-up gesture.

Congratulations to Lily Mungham, who was recognized as a Healthcare Hero! Lily is a Registered Nurse and a invaluable part of our Emergency Department Team.

“While I spent time in the emergency department, Lily made a huge difference for me on many levels. Her warmth, compassion, knowledge, and wonderful professionalism were such a blessing. I felt like I

was being treated as a whole person, rather than just my illness. Thank you Lily.”


Congratulations to April Marechal, who was recognized as a Healthcare Hero! April is a Registered Practical Nurse who has dedicated herself to both our COVID-19 testing and COVID-19 vaccine clinics throughout the pandemic.

“April’s contribution, leadership, and flexibility at the COVID vaccine clinics has helped make the clinics run smoothly no matter what comes her way; April - thank you for all you do!”

THANK YOU

APRIL MARECHAL

HEALTHCARE HERO


 A photograph of April Marechal, a Registered Practical Nurse, wearing full personal protective equipment (PPE) including a yellow gown, a white face shield, and a white surgical mask. She is sitting at a desk with a laptop.

THANK YOU

GARRETT WILSON

HEALTHCARE HERO


 A photograph of Garrett Wilson, a screener, wearing a yellow long-sleeved shirt and glasses. He is standing behind a screening desk with various supplies.

Congratulations to Garrett Wilson, who was recognized as a Healthcare Hero! Garrett is a ‘screener’ at the Deep River and District Hospital, and is often the first friendly face to greet our patients and visitors.

“Garrett Wilson at the screening desk is most helpful in supporting patients coming to DRDH for treatment. He has remained

dedicated to the screening desk, he is pleasant and kind. Lab staff have been champs to try to accommodate patient’s needs, and FHT appreciates all you do for DRDH. They are working as a team and are efficient. Thanks - you are some of our health heroes!! We could not do what we do without you all!”



Congratulations to Dr. Terry and Lauren McVey, who were recognized as Healthcare Heroes! Dr. Terry and Lauren McVey were recognized by a patient for the care provided to multiple generations of their family across the full spectrum of care.

"Our family's health care hero is Dr. Terry McVey. Dr. McVey has been our

family doctor since he and his wife, Lauren, and their family moved to Deep River. He has treated members of our family many times over the years in his family practice and the Emergency Department, and was an absolute gift when my elderly father came to live with us in the final 8 months of his life. In those 8 months, dad was in and out of the hospital – both in the Emergency Department and admitted as a patient. He had such wonderful care by all the physicians, nurses, kitchen staff, janitorial staff – the list just goes on. We thank Dr. McVey and Lauren for caring for us, our children, our grandchildren, and our elderly parents. We wish them both all the best in their retirement from their family practice."

Congratulations to all members of our Laboratory Team, who have been recognized as Healthcare Heroes! The Laboratory Team, along with Aislinn Shortt who has provided tremendous support for patient scheduling, were recognized by a patient for the kind and personal care provided to them.

"Thank you to Aislinn at the screening desk for her kind and personal attention to my lab scheduling needs."



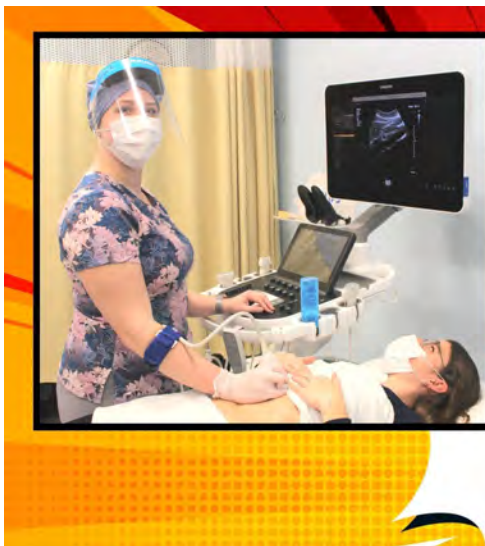
"Thank you to staff in the lab, especially those I was personally involved with (Kim, Sue, Mike), for so kindly dealing with my treatment needs. It's been very encouraging to have the 'with me' on my cancer journey!"

CONGRATULATIONS!

Congratulations to Melissa Tucker, who was recognized as a Healthcare Hero! Melissa is a Registered Nurse and a invaluable part of our Emergency Department Team.

“As we all know these have been extraordinary times and Nurse Melissa Tucker moved into a new hospital with new procedures and policies with grace and adaptability.

Melissa has taken on the new challenges of working in the Emergency Room. She strives to provide that essential care to her patients while being willing to assist her co-workers in any way she can. Melissa Tucker you are our Healthcare Hero!”



Congratulations to Bianca Robinson, who was recognized as a Healthcare Hero! Bianca is a Diagnostic Medical Sonographer and a crucial part of the Diagnostic Imaging team at the Deep River and District Hospital.

“Bianca is a fantastic sonographer, her kind and caring nature is very comforting to her patients.”



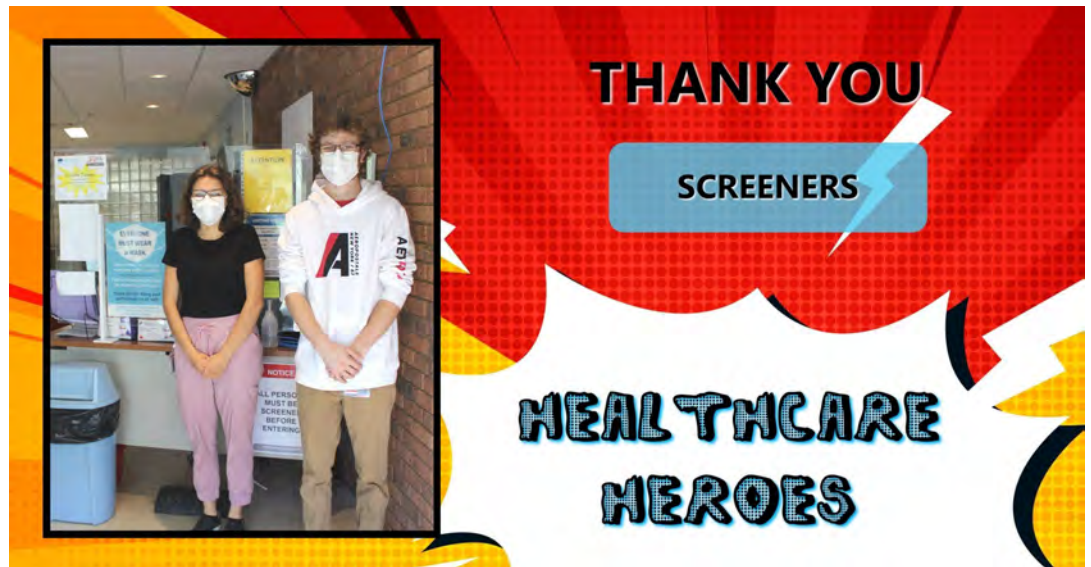


Congratulations to Phillip Keyes, who is a Network and Systems Administrator and a integral part of our Information Technology (IT) Team. In true Healthcare Hero fashion, Phillip really did save the day recently!

“Phillip is an unsung superhero! He is one of the IT team members that keeps the entire

organization working seamlessly behind the scenes. Everyone depends on him to have the tools to provide care and services. During a recent system outage where internet and phone were out, Phillip worked tirelessly to get the entire organization up and running again. He truly did saved the day. Thank you Phillip - for being our hero!”

Congratulations to our Screeners, who were recognized as Healthcare Heroes! Our Screening Team work diligently to ensure that everyone entering the organization is screened for COVID-19, and they are the first friendly faces to greet our visitors and patients. Our screeners prove time and time again just how adaptable they can be - such as with the recent entry move to the Main Entrance.



“Entering the hospital can be stressful. The screeners help to ensure the safety of patients, visitors and staff. They continue to guide us through the changing protocols and entry locations. Way to go and thanks for your friendly greeting.”

CONGRATULATIONS!

EPIC UPDATE

Since our virtual “kick-off” meeting was held back in May to officially begin our organization’s transition to the EPIC Hospital Information System, things have been getting busy! Below are a few highlights of what is going on behind the scenes:

Pharmacy

Regular meetings are occurring, and a formulary review is planned for over the summer. Our Pharmacy Team will be working hard to align our practices and ensure our pharmacy is prepared for transition.

Preschool Speech Language

Preschool Speech Language (PSL) service providers across Renfrew County and Ottawa met to explore opportunities for service design, delivery and electronic integration.

Leadership from DRDH joined providers across Ottawa and Renfrew County to explore integration opportunities for Preschool Speech Language services with the use of Epic. A move to modernization and streamlining of services will see services PSL across the region, including the hosted PSL program in Deep River, move to one electronic record in Epic.

This Epic integration will see result in one, integrated patient record for all children in receiving Preschool Speech Language services across the region. This integration will supporting care providers and specialists at CHEO, The Ottawa Hospital, and across the region to have access to therapy records for children to further enhance coordination of pediatric care.

Coming Soon:

Workflow Walkthroughs & Epic Demonstrations!



SOME GOOD NEWS TO SHARE



**Zero active COVID-19 cases
admitted at The Ottawa Hospital**

On July 8, The Ottawa Hospital shared some great news on their social media channels. The Ottawa Hospital had **0** active COVID-19 cases admitted!

The Hospital shared that, “*as community transmission of COVID-19 remains low, it is not yet at zero. So, there may be days in the coming weeks where we have COVID-19 cases in hospital again. And of course, we continue to care for patients dealing with the effects of COVID-19.*”

SAFETY AND ACCESSIBILITY UPGRADES



This summer, some safety and accessibility upgrades were made to the sidewalks outside of the organization. The sidewalk outside of the Family Health Team entrance, at the far end of the building, was replaced with a wider and more wheelchair friendly sidewalk (top picture). Repairs were also completed to some sections of sidewalk at the front of the building that were in disrepair, and the sidewalk was ramped down to the parking lot, increasing both safety and accessibility (pictured above). A large number of cracks were also filled across the entire parking lot (pictured below)!



COMMUNITY EMERGENCY MEDICINE OUTREACH EDUCATION



On June 7, a team from the University of Ottawa's Community Emergency Medicine Outreach program came onsite to provide an education session for our nursing staff and physicians.

Thank you to the CEMO team for a great day of learning!



UPGRADES WORKSTATIONS ON WHEELS (WOWs)

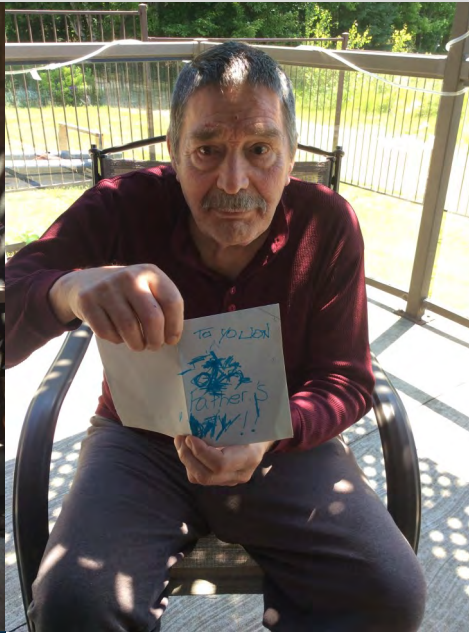
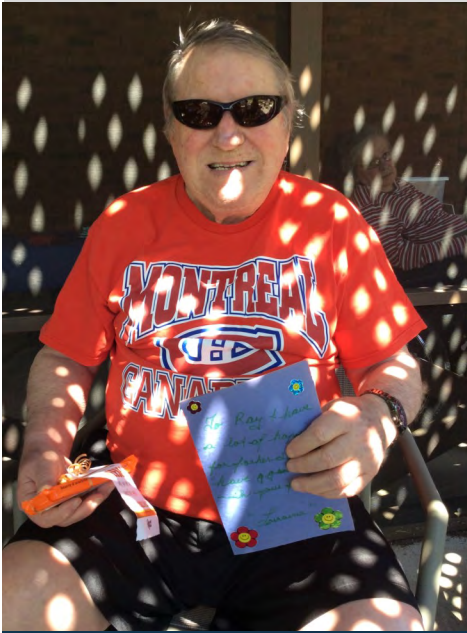
We are delighted to announce the roll out of our new Workstations on Wheels (WOW)! The new workstations allow for upgraded monitors that are required for EPIC implementation.

A few Key points to note:

- You require a new pin to access the storage bins, your new pin will be emailed to you (please contact Tabitha Kearney if you do not receive your pin)
- To access the storage bins enter your pin and select enter - both rows will unlock.
- The bins will automatically lock after 1 minute
- The WOW stations can be used when sitting or standing (better for ergonomic positioning).
- The WOW stations can be unplugged and moved to assist with patient care.



FATHER'S DAY IN THE FOUR SEASONS LODGE



Happy
Father's
Day

For Father's Day this year, the residents enjoyed a BBQ lunch outdoors and received some lovely homemade cards. Happy Father's Day!

HAPPY ONE YEAR WITH US CESAR!



Happy "Gotcha Day" to our cat Cesar, who has been living his best life in the Four Seasons Lodge for a whole year already!

FOUR SEASONS LODGE NEWS



In July, the glass barriers came down in the Four Seasons Lodge dining room, allowing Residents to dine happily together once again. Pictured here is Loraine, pushing out the last of the dividers, and happy to see it go!

Pictured below are new chairs in the Chapel in the Four Seasons Lodge. A fresh coat of paint is to follow soon!



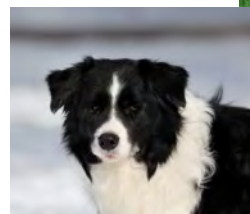
REST IN PEACE JOE

It is with great sadness that we learned of the passing of Joe, the service dog who frequently visited us in the Four Seasons Lodge.

Joe was such a good boy, and we were lucky to have him brighten our days during his many visits over the last few years.

We would also like to extend a huge thank you to Joe's dad, Kelly Brown, for all the hard work he put in to enable Joe to visit.

We hope you're getting all the cookies and scratches you could ask for up in puppy heaven Joe!



MEMOS

Reinstatement of Requirement to Work at Least 1 Shift Every 90 Days

Effective July 1st, 2021, the Deep River and District Hospital has reinstated the requirement that all casual employees must work a minimum of one 7.5 hour shift every 90 days in order to maintain their casual position within the organization, as outlined in the contract that was signed at the beginning of your employment. This requirement was put on hold due to COVID-19 and the restriction that was issued limiting long term care workers to one organization only (if employed at more than one organization).

As per the Ministry of Long Term Care, the one employer restriction is no longer in place for fully vaccinated personnel. Failure to maintain the minimum hours within a 90-day period will result in the end of that casual position with the Deep River and District Hospital.

As an employee of the Deep River and District Hospital, there is an ongoing requirement to complete the monthly assigned education through the Surge Learning Portal, regardless of whether you are scheduled to work when they are issued. These modules form part of the mandatory ongoing training on policies, procedures and legislation, and information about various resources and benefits available. You may log in remotely to the Surge Learning Portal to complete the modules online by:

- Going to the website for Surge Learning (<https://www1.surgelearning.ca/login.php?redirect=index.php>)
- Type drdh.firstname.lastname (e.g drdh.mary.goodchild)
- Enter your password (it is the same as what you use to access your email).

If it has been some time since you have logged in, your password may have expired. If you need assistance with changing your password call our IT department at 613-584-3333 ext. 7888.

Additionally, if you have not worked with us in some time re-orientation shifts will be required. Please contact Mary Goodchild in order to set these up with your department manager or if you have questions.

Centralized Call in Procedure

In March 2020 a centralized call in process and dedicated call in number was developed to ensure the organization's leadership was able to ensure appropriate COVID-19 screening for staff who developed symptoms and to ensure staffing was maintained across the organization.

As restrictions continue to lift and screening requirements are updated, the call in process will also be updated.

Effective 0800 on Tuesday July 27th, the centralized call in phone number (613-633-1957) will no longer be operational.

As of 0800 July 27th, if you are unable to present for your scheduled shift, please call the organization directly at 613-584-3333 ext. 7402 so that the Ward Clerk/Charge Nurse may backfill the shift as required. The Occupational Health Nurse will round with the Charge Nurse and follow up with staff to organize swabbing as appropriate.

MEMOS

Long Term Care COVID-19 Segregation & Safety Measures Update

As the province continues to ease restrictions put in place during the COVID-19 pandemic, The Four Seasons Lodge will have staffing and operational adjustments occurring during the summer months to align with the updated directions from the Ministry of Long Term Care.

In June, Long-Term Care staff provided feedback on the processes that have been in place on The Four Seasons Lodge during the pandemic to help guide the re-opening of our Long-Term Care home.

Direction now allows for Long-Term Care staff who are fully vaccinated (those having received both doses and are 2 weeks since the 2nd dose) to work in more than one healthcare setting. As our organization has surpassed an outstanding 85% of all staff fully vaccinated, the process of returning to an integrated organization is being undertaken. As part of this reintegration of Hospital and Long-Term Care operations, cross training and re-orientation of staff to the Hospital and Four Seasons Lodge departments will be undertaken over the coming months. This process will ensure that available shifts can be offered to all eligible staff in the organization. Staff will be contacted, beginning this week, to schedule reorientation shifts based on fully vaccinated status, seniority and availability.

In August, restructuring of the Housekeeping and RPN schedules will take place to align with the feedback provided by staff and the updated restrictions in Long-Term Care. This restructuring will aim to allow more fluid staffing patterns to meet the needs of the entire organization while also balancing consistent care for our residents.

More information will follow on the redeveloped schedules to the Nursing, Housekeeping and Dietary departments.

Please do not hesitate to contact Tabitha Kearney if you have any questions.

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 —> 2021-2022.

*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.*