

North Renfrew  
Family Health Team

# THE ZINGER

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

*October 2021*



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## MANDATORY EDUCATION (now past-due)

Please see the assigned education for the month of October. This was due to be completed by October 31, 2021, so make sure you are all caught up! If you have any issues kindly let Mary Goodchild know.

**All Staff:**

- Code Red
- Hand Hygiene – “I Wanna Wash My Hands”
- Indigenous Cultural Competence – Part 4

**RN/RPN/PSW**

- Continance Care

**Housekeeping**

- RICN Best Practices for Environmental Cleaning Module 2 – Routine Practices

**RN, RPN**

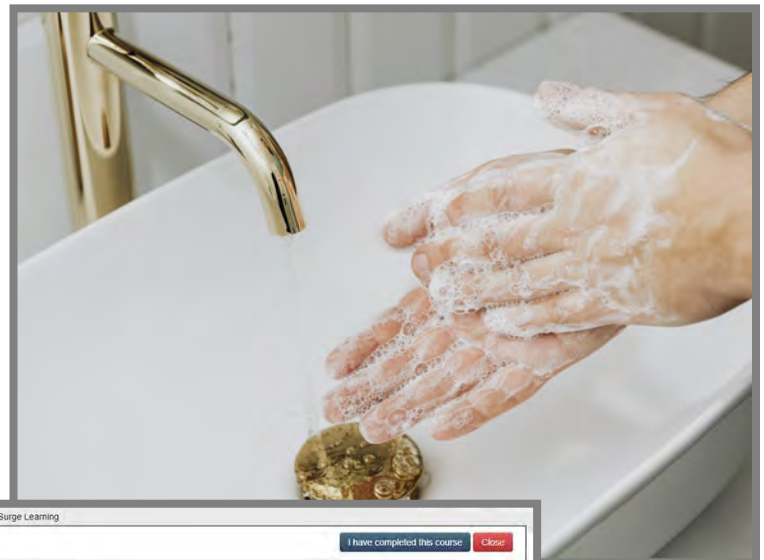
- Glucometer Review and Quiz

**Maintenance, LTC Staff**

- Bed Safety Management Policy

**Admin-On-Call, RN, Maintenance**

- Fire Watch Policy



Cultural Competence Part 4: Indigenous Cultural Safety in Health Care (Social Determinants and Culturally Safe Care) by Surge Learning

FullScreen I have completed this course [Close](#)

**Menu**

1. CULTURAL COMPETENCE - Par...
2. PRELIMINARY REMARKS 1
3. PRELIMINARY REMARKS 2
4. CONSIDERATIONS
5. WHAT YOU WILL LEARN...
6. SOCIAL DETERMINANTS
7. SOCIETY AND COLONIZATION 1
8. SOCIETY AND COLONIZATION
9. INTERGENERATIONAL POST T...
10. HEALTH CARE RESOURCES
11. INDIGENOUS HEALTH CARE 1
12. INDIGENOUS HEALTH CARE
13. CULTURAL AWARENESS
14. CULTURAL COMPETENCE 1
15. CULTURAL COMPETENCE
16. CULTURALLY SAFE
17. APPLICATION CASE STUDY: T...
18. REFLECTION ON CASE STUDY...
19. REFLECTION CASE STUDY...

Indigenous Cultural Safety Part Four October 2017 (00:03 / 11:29)

**Cultural Competence**  
- Part Four of Four -

**Indigenous Cultural Safety in Health Care**  
**Social Determinants and**  
**Culturally Safe Care**

**A module for all staff**

Resources

◀ PREV    NEXT ▶

## *Deep River and District Hospital 100% Vaccinated!*

**The Deep River and District Hospital, Four Seasons Lodge Long-Term Care Home, and the North Renfrew Family Health Team are proud to announce that all of our employees and physicians have been vaccinated against COVID-19.**

This milestone was achieved well in advance of the vaccine mandate for healthcare workers released by Ontario's Chief Medical Officer of Health.

"The Deep River and District Hospital believes that having a fully vaccinated workforce is an important part of our duty to protect the health and safety of our staff, patients, residents, and the communities we serve," said Janna Hotson, President and Chief Executive Officer.

"I want to thank all DRDH team members for recognizing the importance of the COVID-19 vaccines, and for leading by example for our community," CEO Janna Hotson added.

"Getting vaccinated remains the most effective way to keep each other safe during the pandemic, and the fact that 100% of our staff and physicians have been vaccinated demonstrates just how committed they are to their patients, residents, and colleagues," said Tabitha Kearney, Vice President of Clinical Services and Chief Nursing Executive.

"In a healthcare environment where we care for many immune-compromised individuals, being vaccinated and continuing to follow public health measures are key factors that reduce the risk of transmission of the virus," said Kearney.

DRDH would like to reassure residents that regardless of vaccination status, no one will be denied care or service. However, as of October 15, all contractors, students, volunteers, visitors, essential caregivers, and care partners will be required to show proof of vaccination along with our staff and physicians in order to enter the hospital, with limited exemptions. Proof of vaccination is not currently required for essential caregivers and visitors in long-term care homes.

The Deep River and District Hospital would like to extend their thanks to our community for keeping each other safe throughout the ongoing pandemic.

We look forward to continuing to provide excellent, compassionate healthcare in the safest manner possible.



REMINDER: VISITOR VACCINATION POLICY NOW IN EFFECT

**Mandatory Vaccination Policy For Hospital Visitors, Essential Caregivers / Care Partners Now In Effect**

Proof of vaccination requirements for visitors and essential caregivers / care partners came into effect across our region on October 15. These requirements do not apply to patients seeking care, and there are exemptions including parents of a child seeking care, for example. Proof of vaccination is not currently required for visitors to Long-Term Care homes at this time.

COVID-19 VACCINES REMAIN AVAILABLE LOCALLY

**COVID-19 VACCINE CLINIC SCHEDULE**  
**Renfrew County and District (RCD)**  
**November 01 - November 05**

Anyone born in 2009 or earlier can attend COVID-19 vaccination clinics to get their COVID-19 vaccine, subject to vaccine availability.

November 02	Mo-te-way Park 1 Ma Te Way Park Dr, Renfrew 1:00 p.m. - 5:00 p.m.	By appointment only
November 04	North Renfrew Family Health Team 177 Baring Dr, Deep River 4:00 p.m. - 6:30 p.m.	By appointment only
November 04	St. Francis Memorial Hospital* 7 St Francis Memorial Dr, Barry's Bay 2:00 p.m. - 6:00 p.m.	Walk-in

\*Call St. Francis Memorial Hospital at (855) 377-4318 before arriving to confirm vaccine availability.  
 For COVID-19 vaccine information visit [www.cdhu.ca](http://www.cdhu.ca)

**COVID-19 Vaccines Remain Available through Family Health Team Clinics**

The North Renfrew Family Health Team continues to run COVID-19 vaccine clinics every other Thursday evening. Keep an eye out for the Renfrew County and District Health Unit’s weekly COVID-19 Vaccine Clinic Schedule for details about clinics across the County.

COVID-19 TESTING RESUMED

As of October 27, a collaborative community COVID swabbing clinic has resumed in Deep River. **Swabbing will be held weekly at the Paramedic Base, on alternating Wednesdays and Thursdays between 2:00 and 3:00 pm.**

The clinic will be supported in collaboration with DRDH and EMS working jointly to ensure swabbing remains accessible locally for our community.

**Booking for members of the public in need of symptomatic swabbing will be coordinated through RCVTAC.**

Swabbing of symptomatic household contacts for DRDH staff and physicians, as well as for symptomatic staff and physicians at DRDH continues to be offered through Occupational Health ([alana.hawley@drdh.org](mailto:alana.hawley@drdh.org)). Please reach out to Alana if you require symptomatic swabbing for yourself, or a household member.



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 regularly 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: October 28, 2021

### Key Messages

- The benefits of getting vaccinated to prevent potential complications in pregnancy far outweigh the risks. Not only will the vaccine protect you from COVID-19 infection, it will reduce the risk of severe illness and complications related to COVID-19 infections in pregnancy. For more details, visit <https://www.ontario.ca/page/covid-19-vaccines-pregnancy>.
- To see the latest clinic schedules, visit <https://www.rcdhu.com/naoal-coronavirus-covid-19-vaccine-rollout/> or stay tuned to RCDHU's social media. You can also check with your primary care provider or a local participating pharmacy.
- To obtain proof of your COVID-19 vaccination(s), please visit the following link: <https://covid19.ontariohealth.ca/>. Ensure you have your health card with you.

### Local Snapshot

As of 8:00 a.m. October 25, 2021

Total doses administered to date*	<b>156,007</b>
Percentage of population (12+) with at least 1 dose**	<b>88.2%</b>
Percentage of population (12+) with 2 or 3 doses**	<b>84.3%</b>

It is advised that **all residents in the general population born in 2009 or earlier (including those who are, or plan to become, pregnant)** receive their COVID-19 vaccine. It is important to be fully vaccinated as quickly as possible, as

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\*Does not include Garrison  
\*\*Includes Garrison

## COVID-19 VACCINE NEWS BRIEF

OCTOBER 20, 2021 | EDITION 28



### Provincewide Proof of COVID-19 Vaccination

As of October 15, 2021, individuals have the choice to download the enhanced vaccine certificate scannable QR code from the COVID-19 vaccination portal.

To save your vaccine certificate with a QR code to your phone, log-in to the COVID-19 vaccination portal using your Apple or Android phone.

- Select "Get your vaccine receipt"
- Scroll to bottom of page under "To download your proof of vaccination or book an appointment" and check off the "Terms of Use" box
- Click "continue"
- Fill out the following form using your date of birth, health card info, and postal code. Click "continue"
- Next, you'll get two options: 1) booking a vaccination appointment and 2) access vaccine receipts. Click "continue" on yellow box that says "Proof of Vaccination"
- Click "Download proof of vaccination" to save on your phone.

For more information visit: [Using your Enhanced Vaccine Certificate: Frequently Asked Questions](#)

### COVID-19 Proof of Vaccination Differs for Canadian Armed Forces Members

Renfrew County and District Health Unit (RCDHU) is notifying businesses and facilities that proof of vaccination looks different for military members. While non-CAF members must show government documentation accompanied by picture identification (ID), military members are required to show their CAF-issued vaccination booklet along with their military ID. Please note that proof of vaccination for CAF members can be in the form of an entry in a vaccination booklet, a sheet of paper or a card.

The authenticity of these documents can be confirmed by verifying that the name and service number on the document matches those on the individual's military identification card.

### Pop Up Clinic Update

Pop up clinics will be open to all residents born in 2009 or earlier for first or second doses of the COVID-19 vaccine. Third doses will also be available for those who are eligible. No appointment necessary.

Continue to monitor [www.rcdhu.com](http://www.rcdhu.com) and RCDHU's Facebook and Twitter for clinic announcements.

**CLICK HERE FOR:**

**COVID-19 HOLIDAY SAFETY GUIDANCE INFORMATION**



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NEW HIRES

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Tara Hartwick



Alyssa Loverock



Paige Sapeta



Shelby Williamson



Torri Luchyshyn



Amanda MacInnis



Mercedes Roberts

This month we are pleased to welcome nine new members to our team!

**Tara, Alyssa, and Paige** are all Registered Practical Nurses (RPNs), and **Shelby** is a Registered Nurse (RN). **Torri** is a Physiotherapist (PT), **Amanda** is a Medical Radiation Technologist (MRT), and **Mercedes** is a Personal Support Worker (PSW). We have also welcomed back **Liz** Lussier and **Emily** Duarte as PSW's this month, after they both completed their volunteer and consolidation placements at the Four Seasons Lodge as part of their schooling.

welcome

INFECTION PREVENTION AND CONTROL (IPAC) WEEK, October 18—22, 2021

### WHO IS BEHIND THE MASK?

During Infection Prevention and Control Week (IPAC) Week, a number of fun activities took place, including the “Who is Behind the Mask” guessing game pictured here.

Congratulations to Christine Howat, Amy Joyce, and Mariah Tennant for getting the highest number of guesses correct!



Other fun IPAC themed activities that took place during IPAC week included a scavenger hunt, and colouring pages for our team and kids. Congratulations to Mary Goodchild, Elizabeth Lussier, and Eileen Cochrane for being the winners of the scavenger hunt!

A pizza lunch and cake were also enjoyed by all-staff on October 20, 2021.



### GET YOUR FLU SHOT!

As part of our celebrations for Infection Prevention and Control Week, flu shots were given to members of our team. Thanks to everyone who signed up and were able to receive their flu shot already. Influenza vaccines will continue to be offered, so make sure you watch for Alana Hawley and her roving Influenza Vaccine Cart as she brings the flu shot to you, wherever you are!



# SURVIVE THRIVE

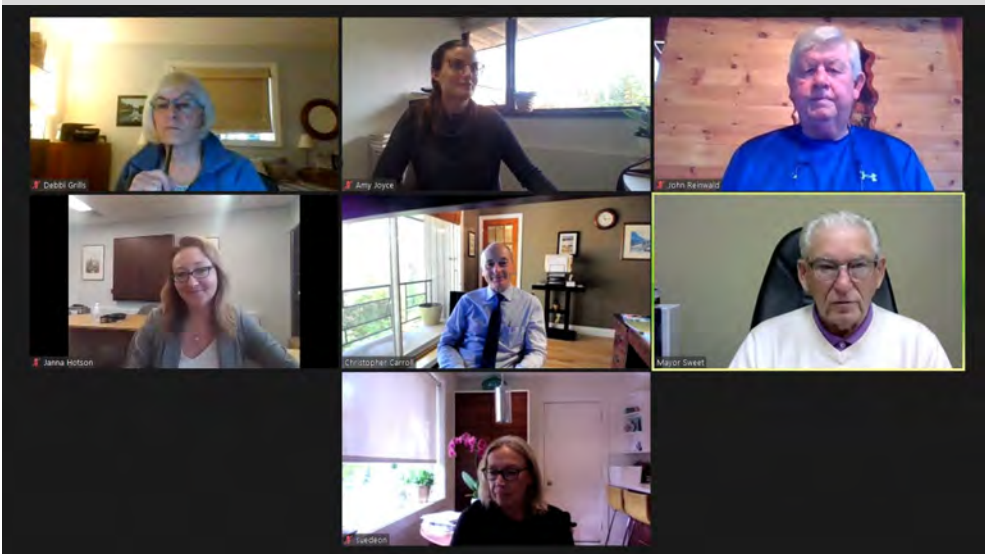


On October 15, our Leadership Team participated in a “Leadership Development Institute”, with the theme of *Thriving vs Surviving*. Recognizing that many of our team members, have and continue to experience significant amounts of stress in our daily lives, this session focused on how we shift perspective from surviving day to day to thriving with purpose as we navigate the challenges we all face. The goal of the day was to build knowledge and skills amongst our team to help recognize stress and burnout, and build capacity for all of us to help each other be successful and thrive over the coming months.

Leadership Development Institutes are sessions away from the organization that are dedicated to helping our Leadership Team enhance leadership skills and look forward to how our leaders support all of the incredibly exciting things our organization has happening. These sessions are time to invest in setting ourselves, and the organization, up for success in the long-term.



## KEEPING IN TOUCH!

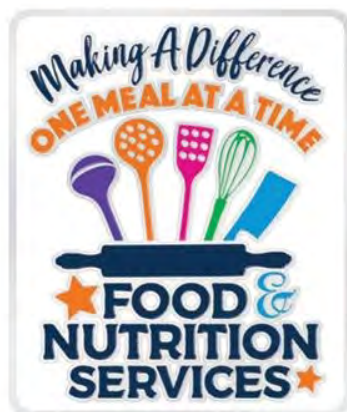


We continue to have regular meetings with the Mayors of our four surrounding municipalities (Deep River, Laurentian Hills, Head Clara and Maria, and Petawawa) in order to all stay connected and up to date.

Thank you to Mayor’s D’Eon, Reinwald, Grills, and Sweet for continuing to keep in touch with our organization.



HAPPY HEALTHCARE FOODSERVICE WORKER WEEK! October 3—9, 2021



We celebrated Healthcare Foodservice Worker Week in October, and members of the Dietary Team got together to enjoy some take-out in the sunshine.

Healthcare Foodservice Worker Week honours the professionals who help keep employees, patients, and residents well-nourished and healthy. Their work is an essential part of the healthcare system, and they play such a significant role in the day-to-day operations of our organization. Hats off to this amazing team and everything that they do behind the scenes—thank you!

## CORPORATE LEARNING POLICY

Please be advised of a new organizational **Corporate Learning Policy**. This new policy reflects recognition that ongoing education is vital to ensuring all of our staff, students, and partners remain current with respect to legislation, policies, procedures and practices.

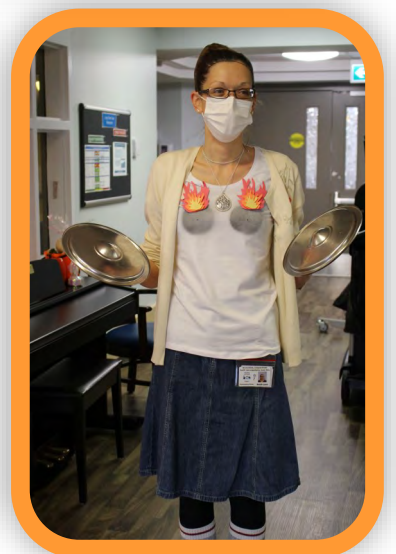
**The policy can be found on PolicyMedical, and will be in effect as of November 1, 2021.**

If you have any questions, kindly direct them to Mary Goodchild or your manager.



HAPPY HALLOWEEN

Residents and staff at the Four Seasons Lodge got together for some fun and frightening festivities on October 27 to get in the Halloween spirit. Residents had a chance to judge the staff's pumpkin carvings for a contest as well as show off some of their own!





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## GRATITUDE STRATEGIES TO KEEP YOU MENTALLY STRONG

By Kerry Wekelo

In life, there are few things we know for certain. One of those is that we will face challenges and roadblocks—both literally and figuratively—as we navigate our daily life. How we navigate those challenges can make us stronger and more resilient. Focusing on the negative is not the key to a productive life... so in comes gratitude. Gratitude is proven to increase self-esteem, enhance willpower, strengthen relationships, deepen spirituality, and boost creativity. Not only does it reap all these benefits, but it is free, efficient, and easily accessible. It is truly the key to increasing mental capacity, moving forward positively, and living a peaceful life.



### Strategy 1: Not Getting Caught in the Spin of Things

One of the most frequent questions I am asked is, “How do you have the capacity to do all you do?” People in my life see that I am a single mom, the COO of a company, and an active volunteer at school and in my community. They see that I do my best to make time for my team at work, my friends, and my family. They don’t understand how I invest so much time into all these areas without feeling overwhelmed.

Here's my secret - I have discovered that handling challenges gracefully and as quickly as possible is the key to staying uplifted and expanding capacity. The festering, spinning, and time spent thinking about challenges are what I remember having been time-consuming for me in the past. Years ago, when I was faced with a challenge, I would talk to as many people as I could that would listen. One time, after spending hours venting about one particular issue, I noticed that I did not feel any better and nothing was resolved.

As my consulting company started expanding and my kids participated in more activities, I had less time to spin on the challenges I was facing. I had to identify the issue at hand and move forward as quickly as possible. That is when I created the **3P Method of Pausing to Pivot to a Positive**. Use the first step, Pause, to allow all feelings. The crucial task here is to think about what went wrong in order to accept it, but recognize it is not beneficial to get carried away with hurt or disappointment. In this step, I also like to consider my own accountability – what did I do to escalate the situation? Then, I pivot out of the negative spiral by focusing on a positive outcome or gratitude for what went right. At the very least, there is a lesson to be learned in the challenge. Once you stay grounded in gratitude, it lifts your spirits enough to be able to effectively problem-solve.

By adding gratitude to the 3P Method, the short amount of time it takes to come to a resolution is mind-boggling. Even if I wanted to allow my head to spin in a challenge, it no longer feels good or productive. Plus, the impact of pausing to pivot to a positive and focusing on gratitude is cumulative. Now when I face conflict, I immediately focus on staying grateful for the things I have and can control, and the path to a resolution instantly becomes clear.

*Want to read more? Click on the link below to read the full article through LifeSpeak:*

<https://wellness.lifespeak.com/expertblog/5434>

CONGRATULATIONS KEITH AND MARTIN

THANK YOU

MAINTENANCE TEAM MEMBERS

HEALTHCARE HEROES



Congratulations to Keith Benson and Martin Harris, who were recognized as Healthcare Heroes! Keith and Martin work tirelessly to not only ensure continued operation of our building, equipment, and grounds, but they ensure that DRDH is a safe space for all those we provide care for. The donor who recognized Keith and Martin wanted to share the following message of thanks:

**“For another couple of unsung heroes, here’s to Keith and Martin of the maintenance team that keeps everything humming along so other staff can handle their tasks. They are here, there, and everywhere, keeping the grounds in great shape in all the seasons—shoveling snow, cutting grass, weeding the gardens, and mending all sorts of things that breakdown. Keith and Martin are solid, dependable maintenance guys, always there to find ways to get the cranky bits fixed!”**

Is there someone you would like to recognize as a Healthcare Hero? Making a donation in their honour is the perfect way to say thank you. Visit [www.drdhfoundation.com/healthcare-heroes](http://www.drdhfoundation.com/healthcare-heroes) to recognize your Hero today!

DRDH GOES TO COUNCIL

Throughout the fall, Janna Hotson (President and CEO) and David Cox (Board Vice-Chair and Chair of the Long-Term Care Development Committee) are attending Council Meetings in Deep River, Laurentian Hills, Head Clara and Maria, and Petawawa, as well as Renfrew County Council to share exciting information about our Long-Term Care Development Project. Pictured here is a screenshot from the live-stream of the Town of Deep River’s Council Meeting on October 6, 2021.



THE RETURN OF CHOCOLATE FRIDAYS!



Halloween offered the perfect opportunity to re-launch everyone’s favourite day of the week—Chocolate Fridays! Chocolate Fridays have taken a hiatus since the beginning of the pandemic, but now with restrictions lifting and our vaccination rate being 100%, little sweet treats will once again be making their way around the organization on Fridays. Janna’s first stop on Friday, October 29 was to the Finance Department, where she and her bucket of goodies were welcomed warmly by Morris Graham.



VIRTUAL TOWN HALL—RECORDING NOW AVAILABLE



The recording from our Virtual Town Hall on September 30 is now available on Surge for those who were unable to join us.

If you log into Surge and go to the “Courses Library” the video can be found under “DRDH Site Specific Education” and it is titled, “2021-09-30 Virtual Town Hall”.

## DRDH WELLNESS PROGRAM

**CALL FOR PARTICIPATION!**

Do you have ideas on wellness supports that would benefit our team? Our organization is looking to further our Wellness Program, and are looking for input!

**WHY**

Feedback through the recent engagement survey highlighted that more than 50% of respondents “agree” or “strongly agree” that it is important for our organization to have a Wellness Program to support work-life balance. In addition, over 41% of respondents indicated that they would use a Wellness Program that offered incentives to improve mental and physical wellness.

**WHO**

Team members from across all our different departments to form a working group to design the future of our Wellness Program.

**WHAT**

Identify supports for workplace health and wellness that matter to our team.

**WHEN**

The working group kick-off will occur in November, with planning continuing over the following few months.

If you are interested in designing the Wellness Program, have ideas or questions, please reach out to Janna Hotson by email at [janna.hotson@drdh.org](mailto:janna.hotson@drdh.org), or by phone at 613-584-3333 ext 7101 before November 15.



## A MESSAGE OF THANKS FROM HEAD, CLARA, AND MARIA

Below is a message from Mayor Grills of Head, Clara, and Maria, who wanted to share a message of thanks with all our staff and volunteers:

***You are all Healthcare Heroes!***

*It's the time of year when we give thanks for the autumn harvest and other blessings of the past year. It is definitely a time to acknowledge and thank the dozens of caring people who make up the Deep River and District Hospital, Four Seasons Lodge, and North Renfrew Family Health Team. We are a fortunate community and will be forever grateful for the sacrifices you have made during the pandemic to keep us safe and healthy.*

*Thank you to all employees and physicians...100% vaccinated!*

*Foundation, Auxiliary and other volunteers*

*Screeners, students, and registration staff*

*Medical Records staff*

*Social Worker, Dietitian, and Diabetes Educators*

*Diagnostic Imaging Staff*

*Registered Nurses and Registered Practical Nurses*

*Personal Support Workers*

*Laboratory and Pharmacy Staff*

*Doctors—both local and visiting, and Nurse Practitioners*

*Administrative and Finance Staff*

*Dietary, Housekeeping and Laundry Staff*

*Human Resources and Scheduling Staff*

*Information Technology and Maintenance Staff*

*Physiotherapy and Recreation Staff*

*Board Members, Patient / Resident*

*Representatives, and Patient and Family Advisory Council Members*

*Thank you for the best of care, in the worst of times!*

*Mayor Debbi Grills*

*On behalf of the citizens of the  
United Townships of Head, Clara and Maria*



## 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](mailto:amy.joyce@drdh.org).*