

North Renfrew
Family Health Team

THE ZINGER

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

November 2021



Inside This Issue:

EPIC COUNTDOWN	2-3
MANDATORY EDUCATION	4
FLU SHOT CLINICS	5
MEMOS	6
VACCINE NEWS	7-8
VISITATION EXPANDS	9
STAFF HAPPENINGS	10
HAPPY IT, FINANCE, AND MRT WEEKS	11
FOOD AND MOOD	13
FOUR SEASONS LODGE NEWS	13-15
PFAC NEWS	17
THANK YOU FROM ALGONQUIN COLLEGE	18
HEALTHCARE HERO	19



**COUNTING
DOWN TO
EPIC GO-LIVE
ONE YEAR
AWAY!**



NOVEMBER 5TH MARKED THE 1 YEAR COUNTDOWN TO OUR GO-LIVE WITH EPIC!

On **November 5, 2022**, we will be going live with EPIC as the Electronic Medical Record (EMR), replacing Anzer throughout our organization. Our go-live and preparation continues as part of Project Fusion 2 with two other hospitals in our region, Winchester District Memorial Hospital and Kemptville District Hospital.

Over the past 5 months, many members of our DRDH team have been involved in planning for our EPIC transition, working closely with The Ottawa Hospital and our partner organizations for the Project Fusion 2 build. Our team has been working on a regular basis with our partners reviewing our current work flows, completing analysis of our current state, seeing demonstrations on how work is completed in the EPIC system and creating the foundation on which our EPIC go-live will be built. There are 18 individual working groups meeting as often as weekly, to review department or function specific work flows to determine our needs within EPIC.

EPIC has its own lingo that we will all get to learn over the next year. For example, the **ASAP** Working group meets to review the work flow in the Emergency department, the **Grand Central** working group is completing the patient registration build and the **Bugsy** working group is reviewing the IPAC work flows.

Over the next 4 months, the build will continue with the support of the working groups and the implementation team. Once the build is completed, the implementation teams at all sites, will begin to focus on super-user and staff training in the early spring of 2022!

Please stay tuned for more exciting information about EPIC in our monthly EPIC updates!



MANDATORY EDUCATION—was due by November 30, 2021

Please see the assigned education for the month of November. This was due to be completed by November 30, 2021. If you have any issues kindly let Mary Goodchild know.

All Staff:

- Incident Report Policy
- LTC Fall Prevention and Management Program
- Corporate Learning Policy

Clinical Staff:

- Tips for Communicating with People with Dementia
- Palliative Care and End of Life – Module 3
- Mechanical Lifts and Client Handling – Part 1

RNs:

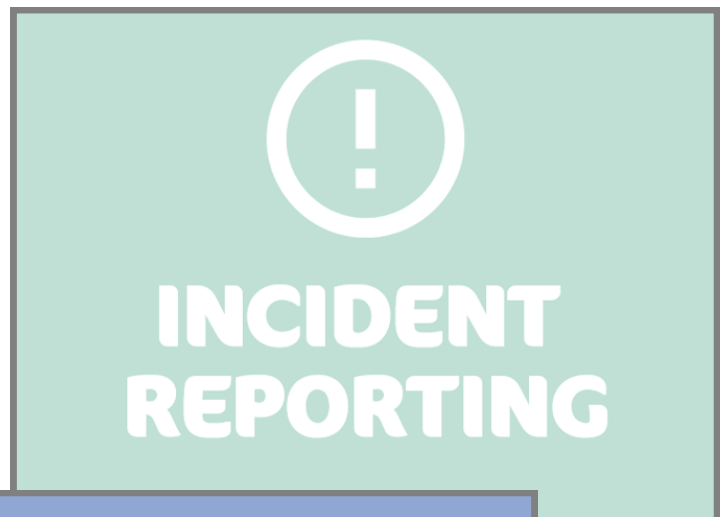
- Amniotest (EORLA requirement)

Housekeeping:

- RICN Best Practices for Environmental Cleaning Module 3 – Cleaning Products and Tools

RNs, RPNs:

- EKG Like a Boss – Part 1 & Part 2



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INFLUENZA VACCINATION CLINICS



Renfrew County and District Health Unit

In partnership with Algonquin College, Canadian Nuclear Laboratories, and the Renfrew County and District Health Unit, the Deep River and District Hospital hosted influenza vaccination clinics for our community at the Chalk River Lion’s Hall this month.

Pictured above is Algonquin College Practical Nursing Student Shelley Mathes, providing flu shots to Eden Jefferson and Janet Ungrin. Also pictured is Registered Practical Nurse, Alyssa Loverock (top right), and screener Amber Watts (bottom left).

DON'T FORGET TO GET YOUR FLU SHOT!

A reminder that the 2021-2022 Influenza Vaccines are still available for any employees who wish to receive one, just visit Alana Hawley in the Occupational Health office (located between the Medical Floor and Four Seasons Hallways). Alternatively, if you have received your vaccine elsewhere or if you will not be receiving a vaccine this year, please notify Alana to keep your employee health records up to date.

MEMOS

Negative Pressure Renovation Update

This memo is to provide an update on the continuing work in our Emergency Department related to the negative pressure installation to our resuscitation room. Thank you to everyone for your patience and adaptability to the changes in work flow, patient flow and space in the department.

As was shared at the virtual Town Hall on September 30th, the project is experiencing some delays related to the Ministry of Health's directive that required contractors to be vaccinated as well as unexpected supply chain issues for a few components of the negative pressure system.

Due to the delays highlighted above, the expected date of completion and for this project has been communicated as **Tuesday December 21, 2021**. The negative pressure unit will allow for a safer environment for our team, physicians and patients when caring for critically ill patients and this renovation will help us better serve our community.

We continue to work with contractors to find avenues to shorten the time to completion and will provide updates as they are available.

Again, thank you to everyone for your patience and adaptability during this important renovation to our organization, team and patients.

Security Reminder

In recent weeks, healthcare organizations within Canada have been victims of cyber security attacks. This memo is intended as a reminder of best practices and actions every individual within the organization can take to keep our IT infrastructure and systems safe.

Think Before You Click

The most common way cyber-attacks enter corporate networks is through email. Often, scammers will include malicious links or attachments in emails that look harmless. To avoid this trap, please observe the following email best practices:

Do not click on links or attachments from senders that you do not recognize. Be especially wary of .zip or other compressed or executable file types.

Do not provide sensitive personal information (like usernames and passwords) over email.

Watch for email senders that use suspicious or misleading domain names.

If you can't tell if an email is legitimate or not, please contact IT Support immediately at extension 7888.

Be especially cautious when opening attachments or clicking links if you receive an email from an external source.

At all times, we request that everyone within the organization observe an increased level of vigilance when using IT systems. Should you have any questions, receive suspicious emails from external sources or with an attachment or link you are not expecting, please do not open the file and **contact IT immediately at extension 7888**.

Resources are available to learn more about protecting yourself and the organization from cyber-attacks on Surge Learning within the Course Library under Cyber Security. Should you have any questions, feel free to reach out to IT.



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: December 01, 2021

Key Messages

- To book vaccination appointments, you must first create an account, and you must be at least 12 years old to create the account. After the account is created, an email will be sent to you, to validate the email address. **Make sure to check in the Junk/Spam folder as confirmation emails often end up there.**
- To see the latest clinic schedules, visit <https://www.rcdhu.com/novel-coronavirus-covid-19-vaccine-rollout/> or stay tuned to RCDHU's social media.
- 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.
- Eligible residents will be able to receive their third dose this week, if they received their second dose of the COVID-19 vaccine on or before June 14th.

Local Snapshot

As of 8:00 a.m. November 29, 2021

Total doses administered to date*	161,250
Percentage of population (12+) with at least 1 dose**	89.6%
Percentage of population (12+) with 2 or 3 doses**	86.8%

It is advised that **all residents in the general population born in 2016 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

Local Snapshot

As of 8:00 a.m. November 29, 2021

Total doses administered to date*	161,250
Percentage of population (12+) with at least 1 dose**	89.6%
Percentage of population (12+) with 2 or 3 doses**	86.8%

*Does not include doses administered to the Armed Forces
**Includes doses administered to Garrison

COVID-19 VACCINE NEWS BRIEF

NOVEMBER 30, 2021 | EDITION 32



COVID-19 Vaccine Rollout for Children Aged 5 to 11

Friday, November 26, marked the launch of designated COVID-19 vaccination clinics for children aged 5 to 11. Renfrew County and District Health Unit (RCDHU) was excited to host the first children's only clinic across Renfrew County and District (RCD) at 141 Lake Street in Pembroke.

In the coming weeks, RCDHU and partners will be offering dedicated COVID-19 vaccination clinics for children 5 to 11 years of age across RCD, to ensure residents have the greatest access to COVID-19 vaccine.

There has been great interest in the paediatric COVID-19 vaccine. To accommodate the high demand, many more appointments will be added to the booking site next week for the month of December. Please continue to monitor RCDHU's website and social media for upcoming information on clinic dates, locations, and additional appointments.

Residents are advised to book an appointment online as this is the fastest way. Individuals are encouraged to ask a family member or friend to assist if they are unable to book online themselves. To book a COVID-19 vaccination appointment visit the [COVID-19 & Influenza Vaccine Bookings Link](#). Please also complete a [COVID-19 Vaccine Children/Youth \(Age 5-17\) Consent Form](#).

Residents are also encouraged to contact their local pharmacy to book a COVID-19 vaccine for children 5 to 11 years of age. For select pharmacies offering the COVID-19 vaccine for this age group, visit [Pharmacy Locations Offering the COVID-19 Vaccine for Children Aged 5-11](#).

If you have questions or concerns about the paediatric COVID-19 vaccine, visit the [SickKids COVID-19 Vaccine Consult Service](#) to connect with a Registered Nurse over the phone. For more information on this age group, visit RCDHU's [Frequently Asked Questions \(FAQs\)](#), [COVID-19 Vaccines for Children 5-11](#).

Clinic Update

- Vaccination 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.
- Dedicated vaccination clinics will be open to all residents born in 2006 or earlier for first doses of the COVID-19 vaccine.
- Continue to monitor www.rcdhu.com and RCDHU's Facebook and Twitter for clinic announcements.

PAGE 1 OF 3

A MESSAGE FROM DR. CUSHMAN



Renfrew County and District Health Unit

"Optimal Health for All in Renfrew County and District"

November 18, 2021

Dear Health Professionals,

Re: Third Dose Available for Health Professionals Six Months (168 Days) Post Second Dose

As most of you know, Ontario is now encouraging health professionals to get a third dose of the COVID-19 vaccine, when eligible.

This is not mandatory but is good advice and I am encouraging you all to take advantage of the opportunity.

We now know that antibody levels decrease over time, and while this is not a complete indication of our immune status, we are seeing concerning signs of another wave in several settings. Despite high vaccination rates, Europe is having major problems with both cases and hospitalizations to the point where lockdowns and other restrictions are now being put back in place. Similar disease counts are beginning to emerge in Canada and more locally in Ontario and Ottawa. Hence the need to do everything we can to keep the pandemic at bay.

As the days get shorter and colder, and we move inside more and more, we will have increasing challenges. We must do everything we can to protect ourselves and others, and to get through this winter successfully.

With approximately 20% of the general population still unvaccinated, roughly a 50-50 split between hesitant adults and ineligible children, there is ample opportunity for the virus to take hold. As a result, we are now seeing more breakthrough infections. The best prevention is more vaccination, two doses for the eligible who are unvaccinated and a third dose for specific groups including health professionals.

Our track record is strong. Over 89% of those who are eligible for vaccination have now received a first dose, and 86% have received a second dose. Furthermore, we anticipate Health Canada's approval of the vaccine for the 5 to 11 year old age group, and this too will have a major impact on reducing the number of unvaccinated people in Renfrew County and District.

Health professionals have provided tireless leadership, both in their key service roles and by providing an example for our community to follow. I cannot thank you enough. I remind myself daily that intersectoral collaboration and your dedication is why we have such an impressive track record to date. Nonetheless, we cannot let down our guard this winter and I encourage you all to take advantage of the booster dose that is now available.

Sincerely,

Dr. Robert Cushman
Acting Medical Officer of Health
Renfrew County and District Health Unit



If you are interested in a third dose, and it has been 168 days since your last dose, please email Alana Hawley at Alana.hawley@drdh.org to arrange for your third dose.

Third doses are not mandatory at this time. Third/booster doses are recommended for healthcare workers, due to enhanced risk of exposure to COVID-19, as a way of providing an extra layer of protection.

Healthcare workers can also access community COVID-19 clinics through RCDHU, and are asked to share their vaccine information with Occupational Health if it is received in the community.

HOSPITAL CONTINUES GRADUAL EXPANSION OF VISITATION

The Deep River and District Hospital recognizes the importance of visitors to the emotional and physical well-being of patients while they are in hospital, and looks forward to continuing a safe and gradual expansion of visitation.

Beginning on Thursday, November 25, two general visitors per inpatient per day will be welcomed during visiting hours. Visits by designated Essential Caregivers remain in addition to the two general visitors per day.

All general visitors to the Deep River and District Hospital must provide proof of full vaccination against COVID-19, and must follow safety requirements such as COVID-19 screening, distancing, masking, and more. General visitors are required to visit between the hours of 10:00 am and 11:30 am, or between 5:30 pm and 7:00 pm.

At this time, visitation guidelines remain unchanged in the Four Seasons Lodge Long-Term Care Home. Those looking to arrange a visit at the Four Seasons Lodge, are asked to contact 613-584-3333 x 7305 or assistance@drdh.org and full visitor requirements will be provided.

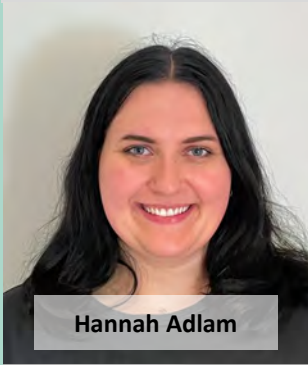
General visitation for Emergency Department patients or accompaniment for outpatient appointments remains restricted. Emergency Department patients or those attending the hospital for a scheduled appointment may have one person remain with them if support is required.

Hospitals across our region will continue to monitor the COVID-19 situation in our communities, and visiting policies may be adjusted as necessary to keep the health of patients, residents, and staff at the forefront.



STAFF HAPPENINGS

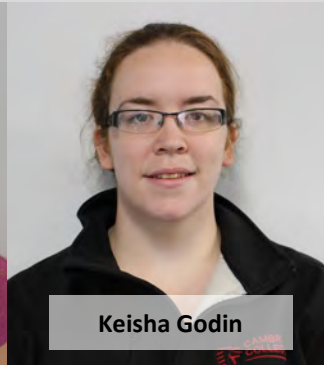
NEW HIRES



Hannah Adlam



Kaitlyn Hambleton



Keisha Godin



Jennifer Paradis



Fabiola Nussbaumer



Jana Nabawy



Jacob Pyoli



Stephania Smith



Emily Duarte



Elisabeth Lussier

This month, we are pleased to welcome ten new members to our team. **Hannah** and **Kaitlyn** will both be working at the vaccine clinics, and **Keisha** and **Jennifer** are Medical Radiation Technologists. **Fabiola** will be working in Environmental Services, **Jana** and **Jacob** are students who will be working in Dietary, and **Stephania**, **Emily**, and **Elisabeth** are Personal Support Workers, Welcome everyone!

THANK YOU FOR BEING AWESOME JESSICA!



A big thank you to Jessica MacKinnon for being awesome and going above and beyond for our Four Seasons Lodge residents. Last month at Halloween, when she was asked to make a batch of cookies, Jessica whipped up not one, not two, but three types of festive treats for our residents to enjoy. Thank you Jessica!

HAPPY IT AND FINANCE PROFESSIONALS WEEK, NOVEMBER 8—14, 2021

Please share thanks with our wonderful team of Information Technology and Finance Professionals!



On Wednesday, November 10 we celebrated our IT and Finance professionals with a pizza lunch for everyone. Thank you to everyone who participated, the kitchen for such delicious pizza, and all our IT and Finance team members for the hard work that you do every day!

HAPPY MEDICAL RADIATION TECHNOLOGISTS (MRT) WEEK, NOVEMBER 8—14, 2021



November 8 – 14, 2021, marked the celebration of Medical Radiation Technologists (MRT) Week 2021!

Fun fact, November 8, is always included in the week of celebration for MRT Week as it commemorates the date that x-rays were first discovered in 1895!

This week celebrates the contributions of MRTs, who provide an essential link between patients and their health care, mastering the technology and art of providing accurate state-of-the-art diagnostic images.

Please share thanks with our wonderful team of MRTs!

Canada's Medical Radiation Technologists — Empowering care through technology. camrt.ca/mrt



Food and Mood: What's the Connection?

When it comes to your mood, there are often many factors that can affect it. Poor sleep, types of stress (physical, emotional), dehydration, menstruation, and of course what you are eating all affect how you feel. We experience emotion before we recognize our thoughts, so before you know it in a day, a few factors can tip you into a bad or anxious territory. Maintaining a consistent mood, avoiding big mood swings, can increase our sense of well-being, our efficiency, work, and our relationships in profound ways. Diet plays a huge part in how our moods are regulated, both by things we eat that can help, and things we eat that may have negative effects.



KEEP IN MIND THE FOLLOWING TIPS TO PROMOTE HEALTHY MOOD STABILITY

Eat mostly whole fruits and vegetables: Plant foods have the biggest impact on mood; the more the merrier. Eating a wide variety of plants is protective for mental health by providing necessary vitamins and minerals to our system. Vitamins that are water and fat-soluble are found in brightly colored fruits, either frozen or fresh are a great source. Dark leafy greens are an important source of minerals to support mood regulation. Fruits and vegetables are also important sources of antioxidants and phytochemicals that affect our brain function and hormone production, which are closely linked to mood. Aim to get between 5 to 10 servings of vegetables daily and mix it up; people who eat more than 30 different plants in a week tend to have overall better health.

Eat foods rich in prebiotic-fibers: There is no doubt that the gut-brain connection is key in the regulation of mood. The evidence is clear that a healthy functioning gut and particularly diverse gut bacteria positively support mood and hormone regulation. Eating foods rich in fiber these bacteria like, is a great way to support mood stability. Foods such as green bananas, artichokes, asparagus, wheat and oat bran, chicory, garlic, onions, leeks, barley, apples, ground flaxseed are all rich sources of the fibers our gut bacteria love to feed on. The more we provide them with high-quality prebiotic fibers, the healthier bacteria flourish, and mood is supported.

Hydration is everything: No superfood can stand up to the power of being well hydrated. Our brain is more than 70% water. Dehydration can have a drastic impact on mood, with 2% changes in hydration causing cognitive impairment. Chronic dehydration causes fatigue, feelings of depression, and inability to make clear decisions. Increasing your hydrating fluids to meet daily targets can have a profound impact on your mood. Most adults benefit from between 2 and 3 liters of hydrating fluids daily to stay well hydrated. These include water, herbal teas, various kinds of milk and plant beverages, and homemade soups. And 25% of the water we get also comes from those whole fruits and vegetables we eat as the base of our diet.

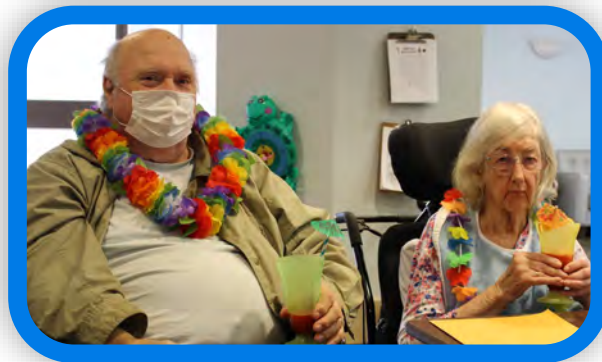
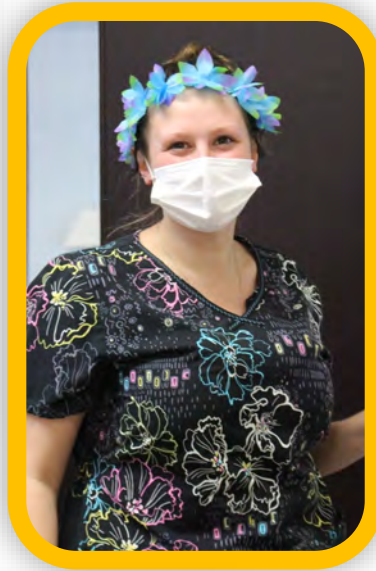
Ultra-processed foods are no help: Though convenient at times, ultra-processed foods have an impact on our mood in several ways. They are often nutritionally devoid and packed with fillers, colors, preservatives, emulsifiers, and compounds that are created in the industrialized food process. They are higher in processed salt, sugar, and unhealthy fats, meaning they aren't supporting our body and may be harming it. Ultra-processed foods like frozen and packaged snack foods, pizzas, frozen processed meals, potato products, and novelty treats can have a place at certain times in our lives, but it's important they are less than 10% of our total diet to protect our mood and overall health.

Want to read more? Head to LifeSpeak to read the full article:

<https://wellness.lifespeak.com/expertblog/food-and-mood--what-s-the-connection---5447>

A FIESTA AT THE FOUR SEASONS LODGE

On November 24, residents and staff at the Four Seasons Lodge headed south of the border for a fiesta! Well, they headed south from a culinary standpoint anyways. A delicious lunch of tacos and quesadillas was enjoyed, paired with margaritas and daiquiris of course!



REMEMBRANCE DAY AT THE FOUR SEASONS LODGE



Members from the Chalk River Legion, Branch 562, came to the Four Seasons Lodge to hold a Remembrance Day ceremony for residents. Thank you to the Legion Members for coming, and it was so great to be able to have the ceremony in-person this year!

CHRISTMAS JAM NIGHT AT THE FOUR SEASONS LODGE



Calling all staff!
Come out and show off your talents at

Christmas Jam Night

at The Four Seasons Lodge
Thursday, December 16, 2021
6:00 PM

Whether you play an instrument, can sing a Christmas carol or two, maybe you can juggle or have some other great talent the residents would like to see, please email Abbie Verch, at abbie.verch@drdh.org, to confirm your interest in joining this evening of fun and spread a little holiday cheer!



THANK YOU IN ADVANCE FOR YOUR TIME & HOPE TO SEE YOU THERE!

FOUR SEASONS LODGE



Resident Secret Santa

Would you like to spread a bit of Christmas cheer this year and bring a smile to the face of a resident here at the Four Seasons Lodge?

Be a Secret Santa to a resident of FSL!

Wish lists have been made by each of the residents and staff have also come up with additional great gift ideas that any of the residents would love to receive.

WISH LISTS		
Resident 1 – Like: Blue Spa Gift Set Fuzzy Blanket Slippers (Size 10 Women) Women’s Clothing (Size L)	Resident 2 – Likes: Navy Blue, Black Sweater or T-Shirt (Men’s Size L) Fuzzy Socks (Shoe size 8) Western Movies (DVD) Long-Johns (Size M-L)	Resident 3 Lotions / Foot Cream Nightgowns (Ladies size XXL) CD Player / Classical Music CD Piano Book
Resident 4 – Likes: Any colours John Deer or Montreal Canadians Sugar Free Candy / Snacks Shorts (Men’s size XL) T-Shirt (Size XL)	Resident 5 – Likes: Pink, Red Hair Scrunches / Clips Ladies underwear (Size L) Pants (Size L) Shirt or Sweater (Size L)	Resident 6 – Likes: Pink Diabetic Socks New Shoes or Slippers (Size 7) Nighties (Women’s Size L) Crossword Books or Trinkets
Resident 7 – Likes: Any colours Digital Clock Slippers (Women’s Size: 10-11) Warm Cardigan (Size L) Nightgown (Size L)	Resident 8 – Likes: Any colours Shirt (Men’s size M) Mini Stick / Montreal Canadians Audio Books for Ipad (Travel, Hockey, Adventure)	Resident 9 Long Leggings (Women’s size XL) Shoes (size 10-11, slip on) Colouring Book, Markers or Art Set Water bottle
Resident 10 – Likes: Blue, Purple Split Clothing (Women’s Size XL) Books (The Queen/Princess Diana) Light PJs / Nightgown (Size XL) Socks (Shoe size: 6.5)	Resident 11 – Likes: Any colours Sweatpants (Women’s Size S) Long sleeve/Sweater (Size S) Pajama’s (Size S) Socks (Shoe size: 6.5)	Gifts that could benefit all: Socks Body Wash / Soaps – Vanilla, Lavender Deodorants Shampoo / Conditioner

Christmas Cards addressed to: The Residents of Four Seasons Lodge, would be greatly appreciated as well!

117 Banting Dr. Deep River, ON K0J 1P0

If you’d like to be a Secret Santa, please select a resident above and confirm by email: amber.cox@drdh.org or by calling extension 7114. We ask that gifts or donations be in by December 17, 2021.

ask that gifts or donations be in by December 17, 2021.

Due to the possibility of transmission of COVID-19 and other infections, we ask that you do not prepare gifts if you are ill or have any signs or symptoms of COVID-19. Please ensure you wash your hands thoroughly while preparing gifts. We ask that you try to purchase gifts that can be wiped down/ disinfected and any material items must be machine washable. At this time we cannot accept any homemade baked goods and food items should be pre-packaged.

Thank you for your support & Happy Holidays!

RADIOLOGY READING SERVICES UPDATE

On Tuesday November 9, 2021, the organization transitioned our Diagnostic Imaging Radiology services to a third-party service provider, RealTime Medical (RTM) to support our X-ray and Ultrasound reading. Thank you to everyone who helped make the transition go smoothly. The turnaround time for reports has significantly improved from previous services. At times, patients are still in the Emergency Department when reports are received, which is a significant improvement and benefit to patient care!



RTM provides 24-hours a day/ 7 day a week remote Radiology coverage, and a Radiologist is available 24/7. Posters with contact information for RTM have been posted on the Medical and Emergency Department nursing stations, as well as in the Physician room on medical.

CONGRATULATIONS TRINITY AND PAIGE



Congratulations to Trinity O'Hara (left) and Paige Woodrow (right)!

Trinity and Paige originally joined our team in June as temporary licensed RPN's, but they have both since passed their licensing exams, and are now fully licensed.



congratulations

MEMO

*Absences from Work*

A reminder to all staff, if you are unable to present for your scheduled shift, you must call the organization directly at **613-584-3333 x 7402** to inform the Ward Clerk/Charge Nurse of your absence. Occupational Health will round with the Charge Nurse and will follow up with all sick calls to organize swabbing as appropriate.

Please contact your supervisor or Occupational Health with any questions/concerns.

PATIENT AND FAMILY ADVISORY COUNCIL HELPING DRDH CONNECT TO THE COMMUNITY

The Patient and Family Advisory Council serves in an advisory capacity, providing feedback and input related to the experience of patients, residents, and their families at the Hospital, Four Seasons Lodge, and Family Health Team. Members of the Council share ideas on how to improve the patient / resident experience, advise on strategies to enhance partnerships with patients, residents, family members, and caregivers, as well as provide input into annual quality improvement initiatives. The volunteer members of the Council meet an average of four times a year, now safely from the comfort of home.

Earlier this year, the Council decided that meeting highlights should be shared with the community, in order to showcase the work and activities carried out by the Council.

At the first meeting of the 2021-2022 Board Year in October, Council members received an annual orientation, which provided an overview of Council functions, quality and safety, as well as current and future initiatives of the organization. As a follow-up to the orientation, the Council established an education plan to ensure continued learning for Advisors at each of the upcoming meetings throughout the year. At the second meeting of the year in November, education was provided on ethics and the Four Seasons Lodge Long-Term Care Home.

In October, the Council reviewed results from the 2021 Resident and Family Satisfaction Survey, which is conducted annually in the Four Seasons Lodge Long-Term Care Home. Impacts of the COVID-19 pandemic on Residents can be seen in the results of the survey this year. After having restrictions on visitation, outings, and activities, overall satisfaction is down in comparison to last year. When the survey was completed last year, Residents had only been dealing with COVID-19 restrictions for a short period of time, and none of us could have imagined how long they would remain in place for. As a result, the impacts of the pandemic are better seen in this year's survey after restrictions had been in place for a prolonged period of time. The survey helped identify a number of areas for improvement in the resident experience, such as those related to 'daily decisions', which were impacted by the prolonged pandemic restrictions in Long-Term Care. When reviewed with the residents, key experience markers are anticipated to improve with ongoing easing of provincial restrictions in Long-Term Care.

In November, the Council reviewed results from the 2020-2021 Patient Experience Survey for inpatient and emergency care, which are standardized surveys conducted through NRC Health. For the 2020-2021 fiscal year, the Deep River and District Hospital demonstrated consistently high levels of patient satisfaction, and continues to remain above provincial and Champlain LHIN averages in overall performance, as well as several key indicators.

Continued on next page...



At each meeting, the Council reviews reports relating to quality and risk indicators, which track the quality of care provided and patient / resident outcomes. Examples of quality and risk indicators include incidents of workplace violence, falls, patient and family feedback, and the development or worsening of ulcers.

As the organization continues to respond to direction from regional and provincial bodies, the organization is also adapting to the needs of our local community. Last year's influenza clinics and COVID-19 testing centres are two examples of initiatives that have been carried out to meet needs of our local patient population. Advisors play a key role in identifying important needs for our community, and enable the organization to adapt care to better meet these needs.

In fact, continuing to provide insight into community, patient, and resident needs in relation to the COVID-19 pandemic is the primary goal the Council has set for themselves this year. Working towards this goal at the latest meeting, Advisors provided input and assisted with planning for ongoing COVID-19 testing needs for our community, as well as COVID-19 vaccination planning for the recently announced 5-11 age group.

If you are interested in serving as a volunteer member of the Patient and Family Advisory Council, please submit your expression of interest to Amy Joyce by email at amy.joyce@drdh.org or by phone at 613-584-3333 x 7100.

THANK YOU LETTER FROM ALGONQUIN COLLEGE NURSING STUDENTS

Dear staff at Deep River District Hospital ,

We would like to take this opportunity to thank you for allowing us to work with your agency to complete our community placement. You were so welcoming right from the beginning, graciously accepting us as a part of your team for the 12-week period.

We enjoyed working with you as we researched the Diabetes Clinic at the Deep River and District Hospital, and developed an educational diabetes pamphlet for clients in the community to manage their diabetes at home. This project has allowed us to grow as student nurses and gain confidence in our ability to work in the community and consider the health of a population as a whole. This will be vital to us as we complete our studies and are soon to be navigating the work field.

We would like to give special thanks to MaryAnn Kenyon: RN, B.A., BScN, Preceptor, Allison Lepack: RN, BScN, The time you spent meeting with us throughout the semester is greatly appreciated. You gave us new perspectives to consider when dealing with a population that has been diagnosed with diabetes. Thank you, for showing us the up to date equipment and teaching techniques that are used for diabetic patients. We value the support and guidance you provided us.

We believe in the work that Deep River District Hospital does throughout the County. The quality care provided by your organization impacts many lives. This is inspiring and has enlightened us to the endless ways that we can support others moving forward. We will take all that we have learned from our experience and apply it to our future as nurses with hopes of making a difference in the lives of others just as you do.

Best regards,

*Team Members Present: Isabelle Makula, Nichole Taylor, Trishad Islam
Instructor : Lisa Landon. RN, MScN, Clinical Instructor*



WELCOME BACK!

This month, the North Renfrew Family Services and Pediatric Speech Language Pathology were welcomed back onsite to see clients safely in person. Welcome back!

WELCOME
BACK

CONGRATULATIONS SUE!



Congratulations to Sue Elliot, who was recognized as a Healthcare Hero! Sue was recognized not only for the excellent care she provides to patients, but also for her remarkable dedication to the Deep River and District Hospital and to the nursing profession. Sue's devotion and long-standing service are a true inspiration to her colleagues. The donor who recognized Sue wanted to share the following message of thanks:

"Sue Elliot has been in nursing for 50 years! And what a career it has been. She started working at the DRDH in 1975. Sue is our health hero for all the years she has devoted to being a caregiver. We appreciate all the late nights, early mornings, missed family gatherings, and everything else that goes with being a shift worker. Our hospital is a better place for the years of service that Sue has given us."

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.drdfoundation.com/healthcare-heroes to recognize your Hero today!

CONGRATULATIONS!

CHRISTMAS PARTY UPDATE

After careful consideration and consultation with Public Health, the planned Christmas gathering and celebration for Saturday, December 11th is being postponed until a later date.

In light of the rising provincial cases, evolving local outbreaks, and new variants of COVID-19, we cannot ignore these increased risks and hold an event of this size responsibly. With the current risk of gathering together continuing to rise, we cannot responsibly and safely come together as a group to celebrate at this time. While this outcome is certainly not what any one of us would like, as we have already missed so many opportunities to come together, our safety, and the safety of all of our loved ones, is too important to risk.

A gathering to celebrate together will be planned *as soon as* Public Health conditions allow for us to do so safely. At that time, we will be able to gather and recognize together all those who have earned service awards and honour all of our Essential Pieces nominees for 2021. Until then, please watch for upcoming communication that will highlight those reaching service milestones in 2020 & 2021, as well as the many, very deserving nominees of this year's Essential Pieces Award.

Please watch for adjusted festivities that we will be able to partake in to celebrate the upcoming holiday season safely throughout the organization, and for appreciation events to occur to thank everyone for their incredible work and service to the organization, every day.



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.*