

North Renfrew
Family Health Team

THE ZINGER

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

February 2022



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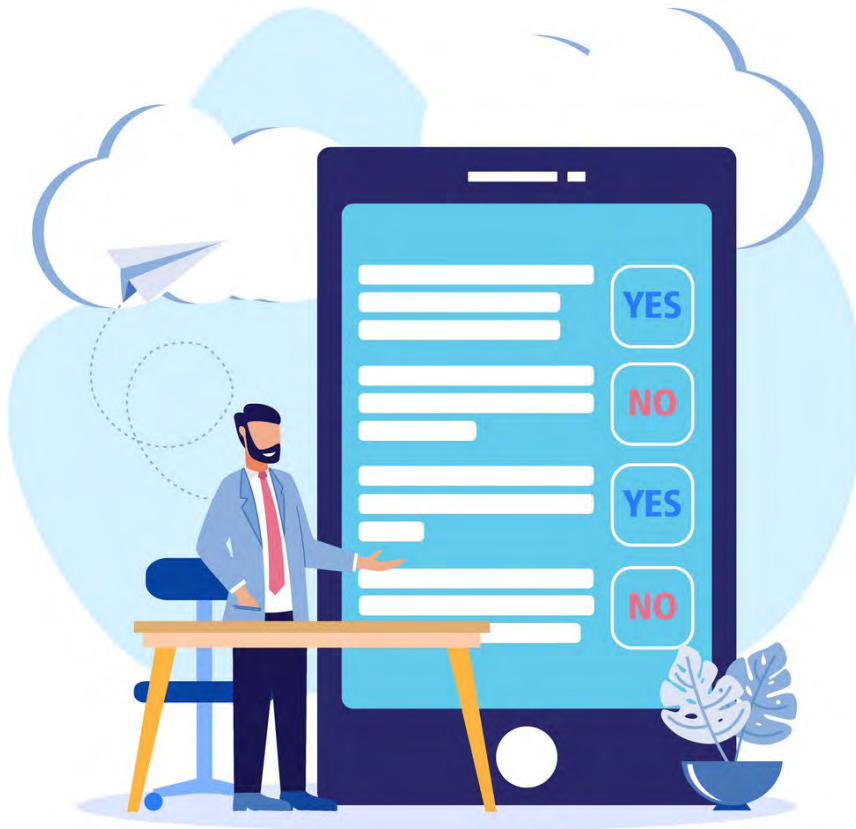
COUNTING DOWN TO EPIC GO-LIVE

9 MONTHS
AWAY!



COUNTDOWN TO EPIC!

9 MONTHS AWAY



A User Readiness Survey for our Epic implementation will be shared this month.

The survey will only take a few minutes to complete and all responses will remain anonymous.

The survey is being taken by team members at all Fusion 2 partner organizations and will help guide the rest of our implementation over the coming months.

Stay tuned for the survey—coming soon!

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



MANDATORY EDUCATION—due by

Please see the assigned education for the month of March. This is due to be completed by March 31, 2022. If you have any issues kindly let Mary Goodchild know.

All Staff:

- Cyber Security Modules – Malware, Phishing, Password Security, Spotting Phishing Emails
- Code Black
- Code Purple
- Code Silver
- Privacy & Confidentiality – PHIPA Part 1

PSW/RPN

- APIC Noncritical is Critical video

Housekeeping/Laundry

- RICN Best Practices for Environmental Cleaning Module 4c – General Cleaning

Finance

- Communication – Teamwork in Healthcare

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FOUNDATION NEWS



We are happy to announce a generous donation to the DRDH Foundation by the North Renfrew United Landowners! On February 24, Frank Burke (President) presented a cheque for \$1,712.99 after members of the organization decided to dissolve the group and donate the proceeds. These funds will go towards funding capital upgrades. Thanks goes out to Frank and the other members!

A GIFT OF THANKS



On February 15, Deep River Police Constables Jessica Brum and Michael Slattery provided Alana Hawley, DRDH Infection Prevention and Control Nurse, with a \$100 gift certificate to Santa Fe!

The donation was made from members of the Deep River Police Association, who wanted to extend their thanks to the healthcare team at DRDH for all their efforts in keeping our community members safe and healthy throughout the pandemic.

OVER 12,000 COVID-19 VACCINE DOSES PROVIDED AT DRDH CLINICS



A huge thank you goes out to all the DRDH COVID-19 clinic team members, including those pictured here (back row) Hannah Adlam, Kaitlyn Hambleton, Mercedes Gibson, Tara Hartwick, Alana Hawley, (front row) Tabitha Kearney, and Sue Elliot, as well as everyone else who stepped up to support the clinics over the last year.

After providing a remarkable 12,108 doses of COVID-19 vaccine to our community, the Deep River and District Hospital's (DRDH) COVID-19 vaccine clinic team is rolling down their sleeves for the time-being.

Last week's clinic at the Chalk River Lion's Hall marked one full year since DRDH first began hosting vaccine clinics back in February 2021 to protect our community from COVID-19.

Tabitha Kearney, DRDH Vice President of Clinical Services and Chief Nursing Executive, expressed her sincere thanks to "all those who have been working steadily over the last 12 months to vaccinate our community. The clinics were a tremendous success thanks to the efforts of all those involved who ensured they ran as safely, efficiently, and effectively as possible."

Over the last year, standing up vaccine clinics has been a tremendous team effort thanks to the support of our many partners. Those involved in standing up clinics have included the Renfrew County and District Health Unit, Canadian Nuclear Laboratories, Algonquin College, community volunteers, as well as a number of DRDH's employees and physicians who have stepped up to provide assistance. Kearney added that the Town of Laurentian Hills and the Chalk River and Area Lion's Club have also provided a great deal of assistance in helping facilitate the use of the Chalk River Lion's Hall for the clinics.

According to the Renfrew County and District Health Unit, 88.9% of County residents over the age of 12 have now received two or more doses, and as such, demand for community vaccine clinics is decreasing. However, everyone who wishes to receive a first, second, or third dose of COVID-19 vaccine will still have the opportunity to book an appointment, or walk-in, to a number of other clinics in our area. Please visit the [Renfrew County and District Health Unit's website](#) to access the weekly clinic schedule and information on eligibility.

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: February 23, 2022

Key Messages

- Youth aged 12 to 17 will become eligible for the booster dose 6 months (168 days) after a second dose. **Walk-ins will be accepted at all clinics.** [Click here to see the latest clinic schedule.](#)
- Residents can book an appointment in **Pembroke** through the [Provincial COVID-19 vaccination portal](#) or by calling the **Provincial Vaccine Contact Centre at 1-833-943-3900**. Residents that are unable to book online or do not have an Ontario Health Card can call RCDHU's COVID-19 Vaccination Information Line at 613-732-9436 or toll free at 1-833-773-0004.
- To obtain your **enhanced vaccine certificate with an official QR code**, visit: <https://covid19.ontariohealth.ca/>. **If you cannot print your proof of vaccination, ask a trusted family member or friend or visit your local library.**
- **Eligible residents (18+)** can receive their third dose this week, if they received their second dose of the COVID-19 vaccine **on or before November 28, 2021 (September 03, 2021 for youth 12-17).**

Local Snapshot

As of 8:00 a.m. February 22, 2022

Total doses administered to date*	219,283
Percentage of population (12+) with at least 1 dose**	91.5%
Percentage of population (12+) with 2 or more doses**	89.1%

It is advised that **all residents in the general population 5 years of age or older (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 vaccines are safe, effective and the best way to protect you and those around you from serious illness.

Local Snapshot

As of 8:00 a.m. February 22, 2022

Total doses administered to date*	219,283
Percentage of population (12+) with at least 1 dose**	91.5%
Percentage of population (12+) with 2 or more doses**	89.1%

*Does not include doses administered in the Armed Forces of Canada
**Include doses administered in the Armed Forces of Canada

Renfrew County and District COVID-19 Vaccine Communications Committee

COVID-19 VACCINE NEWS BRIEF

JANUARY 26, 2022 | EDITION 35

COVID-19 Vaccination Demand Declines Leading to Reduced Clinic Dates

Due to a declining demand for COVID-19 vaccinations and an increased clinic volume, Renfrew County and District Health Unit (RCDHU) and partners will be reducing the number of clinics being held in the coming weeks.

This week, a vaccination clinic has been added on January 30, 2022, in Renfrew for children ages 5 to 11, and the **Pembroke West End clinic scheduled for January 27, 2022, has been cancelled** due to lack of demand.

Please continue to monitor [RCDHU's website](#) and social media for the most recent vaccination clinic schedules and updates.

Clinic Updates

- No appointments are necessary as walk-ins for residents 12 years of age and older are accepted at all COVID-19 vaccination clinics across Renfrew County and District.
- Walk-in availability for children 5-11 years of age varies based on paediatric vaccine supply.
- Continue to monitor www.rcdhu.com and RCDHU's Facebook and Twitter for clinic announcements.

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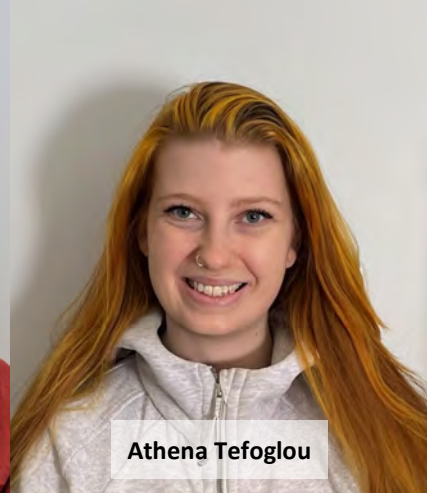
NEW HIRES



Anna Switzer



Whitney Green



Athena Tefoglou

This month, we are pleased to welcome three new members to our team. **Anna** is a Personal Support Worker, **Whitney** is a Registered Nurse, and **Athena** is a Registered Practical Nurse. Please join us in extending a warm welcome to the Deep River and District Hospital!

DON'T FORGET TO RSVP FOR THE POSTPONEMENT PALOOZA!

Join us on April 1, 2022 for a night of celebration, recognition and appreciation. FINALLY a night to get out, dress up, enjoy great food and celebrate! There will be dinner by Ullrich's, dancing and prizes that will be sure to kick off our April with a bang! There will also be an "everything we missed thanks to the pandemic" photo booth setup – all the holiday themed props, rolled into one unique photo experience. Please remember to RSVP to Amber by March 22, 2022!

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lets celebratie all the things we've missed
JOIN US
APRIL 1, 2022

Postponement Palooza!

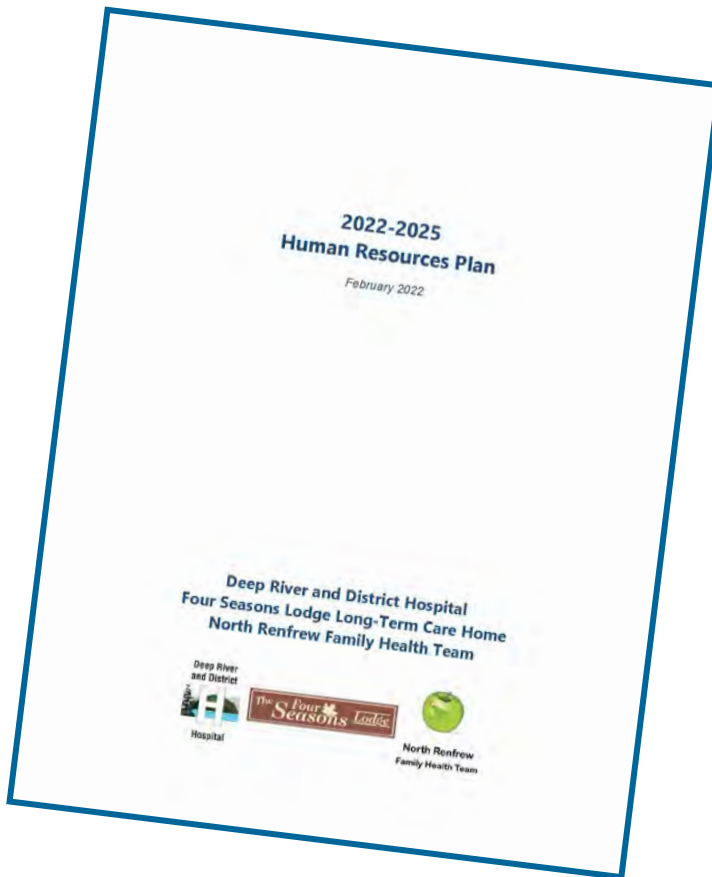
6:00 PM COCKTAIL HOUR
6:30 PM DINNER - CATERED BY ULLRICHS

FOLLOWING DINNER WE WILL CELEBRATE THE NIGHT AWAY WITH MUSIC, DANCING, PRIZES, STAFF SERVICE AWARDS & RECOGNITION OF ESSENTIAL PIECES NOMINEES

THE CIVIC CENTRE
16 CIVIC CENTRE RD., PETAWAWA

THE EVENT IS FREE TO ATTEND FOR STAFF. A GUEST (1) IS PERMITTED AT A COST OF \$50.00
PLEASE RSVP BY MARCH 22, 2022 TO AMBER COX, AMBER.COX@DRDH.ORG

2022-2025 HUMAN RESOURCES PLAN COMPLETE!



“People” has been identified as one of the strategic pillars that will focus and steer the organization’s efforts to achieve its overarching mission and vision. Excellence in health service delivery depends on the caring dedication and effective functioning of people. Staff, leadership, governance and the community recognize that the compassionate, personalized professionalism is the backbone of the Deep River and District Hospital. Building on this strength and the capacity of its people is even more important in a small rural region, where attracting and retaining a high calibre workforce presents different challenges than in an urban centre. Building and sustaining a workforce and work environment that is able to continue to provide excellent compassionate services is supported by the goal to continuously enhance physician and staff recruitment, retention, engagement and opportunities for growth.

In 2018, the organization endorsed a refreshed strategic plan, which included *People* as one of the four strategic pillars, with the goal to:

Continuously enhance physician and staff recruitment, retention, engagement and opportunities for growth.

With the organization entering a period of both recovery from the impacts of the COVID-19 pandemic, as well as a time of significant growth and renewal with capital and business unit expansion, the importance of human resource planning to support successful recovery, stabilization and growth of the organization is key to success. The Human Resources Plan for the years 2022-2025 has been renewed to align with the organization’s strategic direction and objectives, as well as support the current and future growth in alignment with the strategic direction of the organization and its people.

The full 2022-2025 Human Resources Plan is available on PolicyMedical.



How to Talk to Kids About Tragedy



When tragedies occur, whether it's in the world or within your family, it can be very difficult to talk to your child about what's happened. Knowing what to say and do can be helpful during these stressful times.

SHOULD I TALK TO MY CHILD ABOUT TRAGEDY?

Yes! Talking to your child is extremely important. Silence or keeping them in the dark can cause more worry. Silence can increase anxiety as they try to figure out what's happening on their own. When you take time to talk to your kids it shows them that they can trust you and that you are there for them. Get down to their level, remain calm, and be ready to listen. Talking with your kids about tragedy is a pertinent factor in the healing process.

AGE-APPROPRIATE TALK AROUND TRAGEDY

It's important to use age-appropriate language when talking to your child about tragedy. Based on their age, you will determine how much is too much. Honesty and real facts are necessary when discussing tragedy with your kids. Lying or budging the facts can make them more worried. They need to know they can trust you. Being honest also allows you to clear up any misconceptions or false information they may have received from friends or the media.

COPING STRATEGIES TO HELP KIDS WITH TRAGEDY

Kids need help dealing with, coping with, and processing tragic events. It's important for them to know they're not alone. They need you as a support and comfort during difficult times. To help your child process and cope with tragedy try the following suggestions:

- Stick to your routines
- Make sleep a priority
- Have set times to check in with your child daily
- Encourage them to express their feelings
- Offer a journal as a safe place to write down feelings or draw pictures (younger kids)
- Read children's books to help develop coping skills
- Be available to your child during prime communication times (bedtime, dinner time, car rides)
- Role model talking about feelings and emotions
- Give control by helping a cause - include your child so they see ways to contribute in times of need
- Take care of yourself
- Talk to a professional if behaviors don't get better

Tragedy is never easy for anyone; adults or children, but when tragedy strikes, your kids need you more than ever. Children are not as familiar or comfortable when it comes to talking about feelings and emotions. These are skills that take time and practice. Be sure to keep a close eye on your child's behaviors after a tragedy occurs. They're waiting for you to support, guide, and communicate with them. To be their sounding board, facilitator, and comfort in times of need.

[Click here to read the full article from LifeSpeak](#)

Network 24 Adopts New Name As Part Of The Ontario Health Team (OHT) Development Process

Members of the Network 24 Ontario Health Team (OHT) are excited to share that they have adopted a new name as part of the OHT development process and will now be known as the Ottawa Valley Ontario Health Team.

According to Co-Chair Joanne King, “Network 24” had been assigned during the original application process, and it was always understood to be a temporary name until a permanent one was selected. The majority of the name selection process took place over the past six months or so.

“During development of the joint application, names were suggested and then a general survey was completed by members last fall,” Ms. King said. She noted that The Patient Family and Caregiver Network also submitted ideas for consideration and, based on all recommendations, two names were identified as the top contenders. Last month, not long after the new OHT received provincial approval, an online poll of the members was held and Ottawa Valley OHT was accepted by 96% of those who responded.

Ms. King said the group’s Steering Committee endorsed the new name at its February 2nd meeting.

Co-Chair Dr. Declan Rowan said the new name speaks to the collaborative efforts taking place in local health care and to the inclusivity of all who are involved – while also being a simple name for the public to remember and identify with. He added that, with

the name now confirmed, the OHT’s Communications Working Group will be moving forward with further branding development including logo design and creation of a website.

The Ottawa Valley OHT received provincial approval last October. Since that time, 50 agencies and organizations have officially signed on to be a part of the OHT. Other development work has included establishment of a Steering Committee and working groups which will focus on the new OHT’s three priority areas - mental health and addictions, ageing at home, and helping residents connect with family doctors.

The goal of Ontario Health Teams is to ensure delivery of a patient-centred health system in which health care partners work together in a coordinated approach that connects patients with the services they need in a more structured and timely manner.

Represented among those health care partners are hospitals, long-term care homes, municipalities, paramedic services, primary care providers, agencies that provide social services, palliative care, homecare, community care, mental health and addictions care, and public health — as well as patients and caregivers.

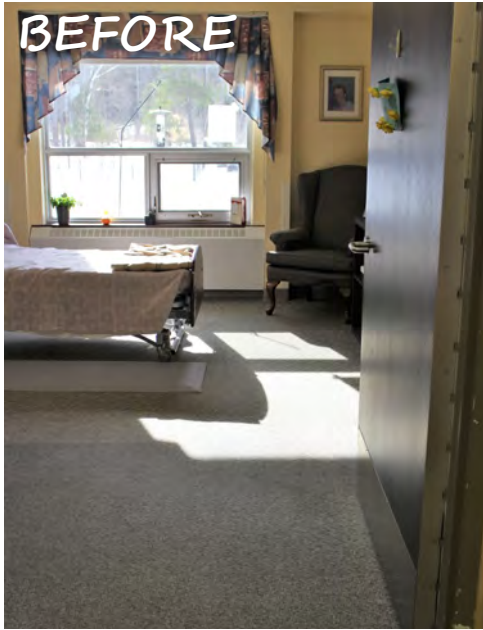
The Ottawa Valley OHT’s catchment area includes a broad and diverse set of communities in and around the Ottawa Valley. The area stretches from Renfrew past Deep River, and includes the communities of Calabogie, Barry’s Bay, Eganville, Cobden, Pembroke and Petawawa, as well as those along Highway 60 to South Algonquin Township. The area covers approximately 7,600 square kilometers and 80,000 residents.

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OTTAWA VALLEY ONTARIO HEALTH TEAM

FLOORING UPGRADE IN THE FOUR SEASONS LODGE

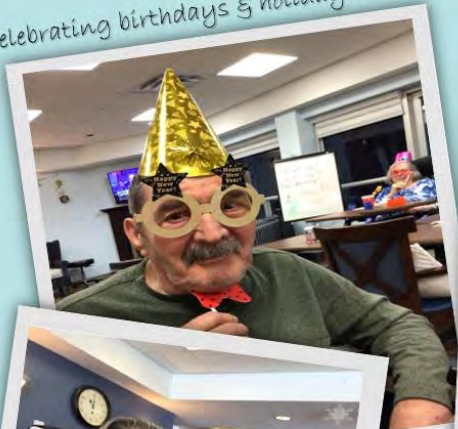


Over the next few weeks, all the carpets in the Four Seasons Lodge are being replaced with new flooring. The new floors are looking great so far, and will help with infection prevention and control.

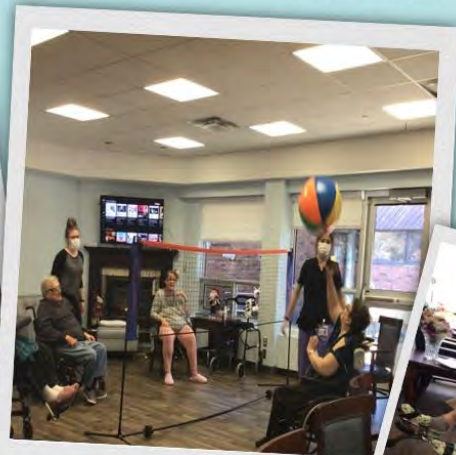
Of course, Caesar has been very curious about all the action!

FOUR SEASONS LODGE NEWS

celebrating birthdays & holidays!



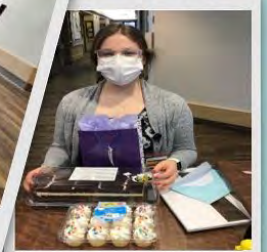
Cooking, baking & making charcuterie boards!



Playing some "beach" volley ball!



Exercise group!



Celebrating Recreation Month!

**What we have been up to
at
The Four Seasons Lodge**

WE HAVE BECOME A PARTNER AGENCY FOR NIPISSING'S RPN → BScN PROGRAM!

We are thrilled to share our new collaboration with Nipissing University as a partner agency for the RPN to BScN bridging program!

Nipissing is one of the only universities in Ontario to offer the exciting option of earning your BScN on a part-time basis through online classes. As a partner agency, RPN staff are now able use our organization as their partner site when applying to the program so that you can continue to work here as a RPN while completing your BScN, with clinical placements close to home.

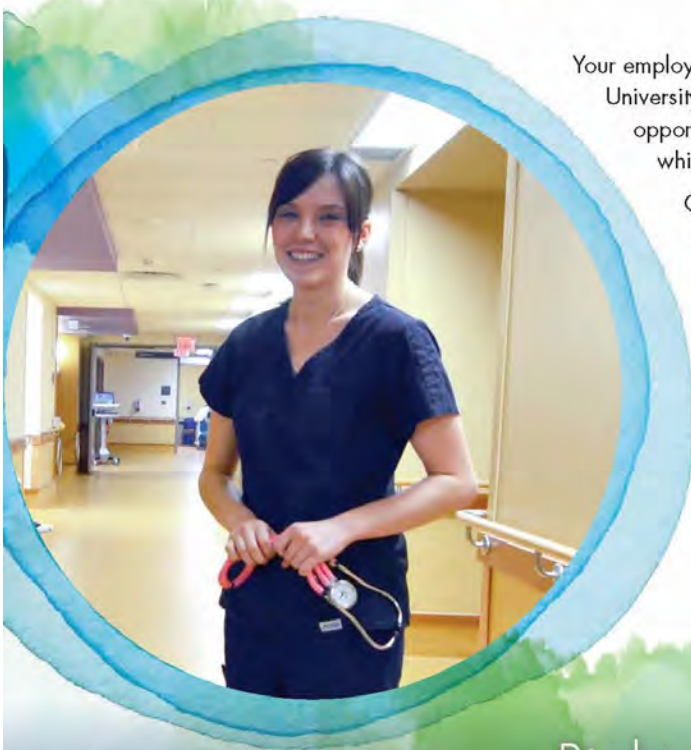
This exciting partnership will help support interested RPNs in progressing in their careers right here in our community and we are very excited to be able to help support those that are already enrolled or thinking about exploring this opportunity!

NIPISSING

U N I V E R S I T Y

Advance your career!

Start your BScN using your RPN Diploma credits.



Your employer has partnered with Nipissing University to enable you, as an RPN, the opportunity to complete your BScN while maintaining employment.

Check out our website to see what we have to offer, on-site and online.

nipissingu.ca/nursing

Right where I belong
www.nipissingu.ca/nursing

VISITATION EXPANDING FOR HOSPITAL AND LONG-TERM CARE



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With community spread of the Omicron variant decreasing, a gradual, phased resumption of visitation is being continued at the Deep River and District Hospital and Four Seasons Lodge Long-Term Care. Visitors play an important role in the health and well-being of patients and residents, and the organization looks forward to expanding visitation, while maintaining health and safety.

In alignment with direction from the Ministry of Long-Term Care, The Four Seasons Lodge now allows for four designated Essential Caregivers (ECG) to be identified for each resident. General visitors five years and older who have had at least two COVID-19 vaccine doses are also now able to visit residents at Four Seasons Lodge, with up to three visitors visiting at a time.

Visitation is also being gradually opened for hospital in-patients throughout our region. Starting today, February 22, each in-patient may designate two ECGs and two general visitors, with one ECG and one general visitor being able to visit at a time.

Rules for Visiting

- All visitors must complete COVID-19 screening upon entry, and visitors who 'fail' the screening will be turned away.
- ECGs and general visitors must provide proof they have been fully vaccinated (2 doses of a Health Canada approved vaccine) against COVID-19, along with identification.
- All visitors must follow direction provided by the screening desk and staff.
- All visitors must wear a mask that covers the nose, mouth, and chin for the full time of the visit, as well as additional PPE if required. Since masks will be worn for the full time of the visit, no eating or drinking is permitted.

Continued on next page...

- All visitors wishing to drop-off food or beverages must bring them in a sealed containers that can be disinfected at the screening desk.
- All visitors must remain in the designated visiting area (i.e. patient or resident room) and are not permitted to use the patient / resident washroom.
- All visitors must perform hand hygiene when entering and leaving the building, as well as entering and leaving the visiting area.
- All general visitors must maintain physical distance of 2 meters from others, including the patient/ resident they are visiting.
- Essential Caregivers and general visitors for Four Seasons Lodge are required to complete rapid antigen testing as per Ministry of Long-Term Care guidelines.

Visiting Hours

- Deep River and District Hospital
 - ⇒ General visitors are able to visit during visiting hours of 10:00 am – 11:30 am and 5:30 pm – 7:00 pm.
 - ⇒ Essential Caregivers are able to visit at any time, based on patient needs.
- Four Seasons Lodge
 - ⇒ Essential Caregivers and general visitors are able to visit at any time, based on resident needs.

Parking / Entrance

- Anyone coming to visit will enter the organization through the Main Entrance and screening station.
- Paid parking is in effect, and individuals are to enter their licence plate number to pay for parking when they arrive at the parking kiosk located just inside the entrance.

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

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

welcome back

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ELECTRICAL SERVICE UPGRADES COMPLETE

We are happy to share that we have successfully completed the replacement of the main electrical service to the entire DRDH campus!

This modernization will provide stable and safe electrical service to our facility for many years to come.



HAPPY RECREATION PROFESSIONALS MONTH!



February was Therapeutic Recreation month, which offers us an opportunity to highlight the positive impacts of Therapeutic Recreation on residents of the Four Seasons Lodge.

Therapeutic Recreation is a profession which supports all individuals to achieve quality of life and optimal health through meaningful participation in recreation and leisure.

Please join us in recognizing Abbie Verch for her dedication to ensuring our residents have pleasurable experiences by incorporating person-centered approaches to leisure and fun.

Thank you Abbie for everything that you do!

BE PART OF GOVERNING YOUR COMMUNITY HEALTHCARE

The Deep River and District Hospital, the North Renfrew Family Health Team, and the Four Seasons Lodge Long-Term Care (DRDH) is seeking candidates to serve on its Board of Directors and standing Committees.

The DRDH Board of Directors is responsible for governance of the multi-sector organization and guiding its exciting future within the health system. The campus of care at DRDH is expanding, innovating, and modernizing, and the Board of Directors is looking for new volunteers to provide guidance and direction to meet the growing needs of our communities.

The Board of Directors provides crucial oversight for setting the organization’s mission and strategic direction, and supports the advancement of strategic goals. Within a skills-based Board, DRDH strives for the composition of the Board to reflect the diversity of the communities served.

Serving as a Director of a health care Board can be an incredibly meaningful and rewarding experience for those looking to contribute to their community. Directors are elected for three-year terms and Patient / Resident Representatives are appointed annually to participate in standing Committees. All Committees of the Board generally meet quarterly or at the call of the Chair, and the Board typically meets monthly – except for July and August. Due to the COVID-19 pandemic, meetings of the Board and Committees are currently virtual, but the Board looks forward to a gradual and safe |transitioning back to in-person meetings.

Join the Board to help ensure DRDH achieve its vision of an excellent, compassionate health care experience, every time. Applicants are invited to bring their skills, experience, and enthusiasm to serve on our Board of Directors or a standing Committee by submitting an application, which is available on the DRDH website or by calling 613-584-3333 ext 7100. Kindly submit applications to Amy Joyce (amy.joyce@drdh.org) before Friday, April 15, 2022.

Get involved! Join the Board

The Board of Directors for the Deep River and District Hospital, the North Renfrew Family Health Team, and the Four Seasons Lodge Long-Term Care is Inviting New Members to Join our Team

Deep River and District Hospital

North Renfrew Family Health Team

The Four Seasons Lodge

Deadline for applications is April 15, 2022
613-584-3333 x 7100
amy.joyce@drdh.org
www.drdh.org

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NOTICE OF PUBLIC CONSULTATION

Proposed Operating Name Change For:

**The Deep River & District Hospital, Four Seasons Lodge, and
North Renfrew Family Health Team Health Campus**

The Deep River & District Hospital, Four Seasons Lodge, and North Renfrew Family Health Team health campus is expanding, innovating, and modernizing for a thriving future to better meet and serve the growing needs of our communities.

In support of this, we are undergoing an exciting new initiative to adopt a single, unified operating name that better reflects the integration and cooperative strength of the organizations that make up the health campus.

Our Board of Directors is seeking meaningful community and stakeholder feedback from the public and key partners on the proposed operating name change to:

Deep River Health

If you would like to contribute, please provide your comments to our third-party project facilitator, TRUEdotDESIGN at <https://www.surveymonkey.com/r/deepriverhealth> or the mailing address below, on or before **March 16, 2022**.

TRUEdotDESIGN
Project: PC-2022
100-145 Spruce Street
Ottawa, ON K1R 1C6

The Board of Directors will consider all feedback submissions before making a final decision related to the proposed name change.



**NOTICE OF PUBLIC
CONSULTATION:**
Proposed Operating
Name Change

MEMO

Shift Exchange Request Form

With feedback from staff, updates have been made to the Shift Exchange Request Form to clearly identify staff availability. The form now includes a check box that indicates, “I would like to be available for the day of the shift I am exchanging” with Yes or No checkboxes.

Please check “Yes” if you would like to be marked as available for call-ins on the day you are exchanging away, and “No” if you would like to be mark as unavailable for the day you are exchanging away.

This will ensure that if a shift becomes available on the day you have exchanged away, you are offered additional shifts per your Collective Agreement.

If you have any questions please reach out to your Manager.



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.