

North Renfrew
Family Health Team

THE ZINGER

Newsletter for the Deep River & District Hospital
Four Seasons Lodge Long-Term Care Home and North Renfrew Family Health Team

August 2023



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MANDATORY EDUCATION—September 2023

Please see the assigned education for the month of September. This is due to be completed by September 27th, 2023. Please contact Mary Goodchild if you are having any issues accessing the education.

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N**All Staff**

- Raising Awareness of Invisible Disabilities
- Accreditation – 3 Month Update

RN/RPN/PSW/Dietitian/Physiotherapy

- Skin and Wound Care Program for Front Line Staff and Families

RN/RPN/PSW/Physiotherapy/Recreation

- Minimization of Restraints and PASD

RN/RPN/PSW/Recreation

- Palliative Care and End of Life - Part 2 Philosophy

RN/RPN

- Bloody Easy Lite Module 2

RN

- Urinalysis POCT Policy
- HEADS ED Video – video for over 6 years old (Due September 25, 2023)

Lab

- ORBCON Tech Access Basic – 11 modules (Assigned in July - Due September 30, 2023)

Housekeeping

- Environmental Cleaning Best Practice - Discharge/ Vacancy Room Cleaning: Contact Precautions Room

**HEADS-ED**Mental Health & Addiction Screening Tool
for Children and Young People**ACCREDITATION 2023****3 MONTHS TO GO!**

SIGNAGE UPGRADE—Emergency Entrance

Upgrades to our exterior signage are underway, beginning with our Emergency Entrance.

The main emergency entrance sign was upgraded to be bilingual, and an additional sign was added to the side of the building so that the entrance is clear to patients and visitors approaching our organization from either Banting Drive or Balmer Bay Road. We are still working on a few finishing touches to the new emergency entrance sign on the side of the building, but we couldn't wait to share how great it's looking!

Before



In Progress



After



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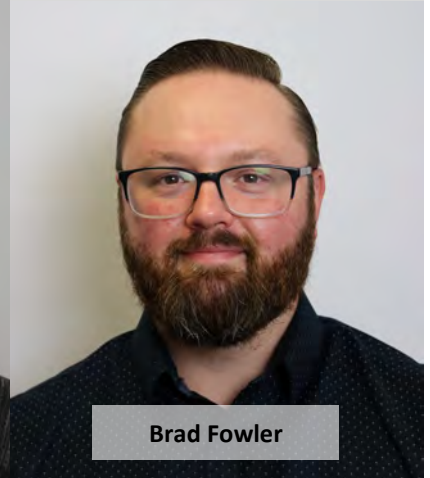
NEW HIRES



Michelle Megrath



Kyle Popkie



Brad Fowler



Genia Sheinman

This month we are pleased to welcome four new members to our team. Michelle and Kyle are both Registered Practical Nurses, Brad is a Registered Nurse, and Genia is a Personal Support Worker. Please join us in extending a warm DRDH welcome to our newest team members!

welcome

CONGRATULATIONS ALANA!

Earlier this month, Alana Hawley was successful in completing certification requirements for her Certification in Infection Control (CIC) designation.

Alana has proven her mastery of a wide body of knowledge in infection prevention and control through education and examination by the Certification Board of Infection Control & Epidemiology (CBIC). Her certification as an Infection Prevention and Control Professional signifies that she has a specialized body of knowledge required for performance of current infection prevention and control practice.

The entire DRDH team will continue to benefit from Alana's specialized knowledge and skills, as she works to keep patients, residents and staff safe.

Congratulations Alana!



DRDH Hosts uOttawa Medical Student



Pictured here is Dr. Ceponis along with Gurrattan Chandhoke, a 3rd year medical student from the University of Ottawa.

We welcomed Gurrattan to Deep River on July 25th, 2023, where she began working alongside Dr. Ceponis and some of our other local physicians during her 5-week core family medicine rotation.

During her time here, she was able to work with Dr. Ceponis in his family practice and gain experience caring for patients on our medical floor as well as in the Emergency Department. Gurrattan was able to truly experiencing the robust day to day life of a rural family physician, and we hope her journey brings her back to Deep River someday!

THE ESSENTIAL PIECES AWARD—Call for Nominations

Caring

Excellence

Safety



The ESSENTIAL PIECES Award



Innovation

Partnering

Integrity

The Essential Pieces Award allows for peer recognition of an individual who performs outstanding, consistent actions that contribute to the overall exceptional experience for the patients, residents and/or visitors of our organization. Any member of our team across any department is eligible to be nominated for an Essential Pieces Award, including physicians, volunteers, or students.

The nomination form can be found on Policy Medical (*Organizational Resources* —> *Human Resources* —> *Essential Pieces Award*). The form includes a written piece that allows nominators an opportunity to describe how the individual they are nominating demonstrates outstanding, consistent actions that contribute to the exceptional care experience for all.

If you would like to nominate someone for an Essential Pieces Award who you feel should be recognized for their contributions, please don't hesitate to submit a nomination at any time throughout the year!

Completed forms can be submitted to Natalie Vildaer, Executive Assistant, in which ever format works best for you—either by email (nvildaer@drdh.org) or a paper copy enclosed in an envelope.



CALL FOR NOMINATIONS!

Save the Date: LTC Funding and Reporting Fundamentals

Coming up on September 14, our very own Executive Vice President and Chief Financial Officer, William Willard, will be speaking to leaders across the long-term care sector through AdvantAge Ontario.

In partnership with other leaders across the sector, William’s webinar will bring participants up-to-date on everything they need to know about current funding programs, processes, requirements, and critical tools to support budget work and strategic decision making. Best of luck William!



Education

LTC Funding and Reporting Fundamentals
Sharpen your knowledge and get your questions answered by experts in this popular annual three-part webinar series

Whether you're new to long-term care or are a seasoned leader, our annual funding and reporting webinar series is a must-attend event. It will bring you up-to-date on everything you need to know about current funding programs, processes, requirements, and critical tools to support your budget work and strategic decision making. All three sessions are detailed below.



Webinar 1 | Funding Basics and Budgeting Best Practices
Thurs. Sept. 14, 2023 | 9:00 am - 12:30 pm EST

The first webinar in this popular series will explain each funding envelope and its related policies, then walk through updates to the resident co-payment policy and rate reduction program. You'll also have the opportunity to review requirements (and updates) for four hours of care funding and staffing reports, and to deepen your knowledge about best practices and strategies for budget planning and reporting.

Jennifer Cornell, Director of Long-Term Care, Grey County
Markus Hawco, Manager of Finance, Long-Term Care, Grey County
Karen Kraus, Executive Director, Rockwood Terrace
Brent Martin, Chief Financial Officer, Fairview Parkwood
Jonathon Bingeman, Director of Finance, Providence Manor
William Willard, VP Operations and CFO Deep River and District Hospital, Four Seasons Lodge Long-Term Care, North Renfrew Family Health Team

Family Health Team Development Project News

Earlier this month, contractors were onsite to complete soil sampling in preparation for our new Family Health Team building.



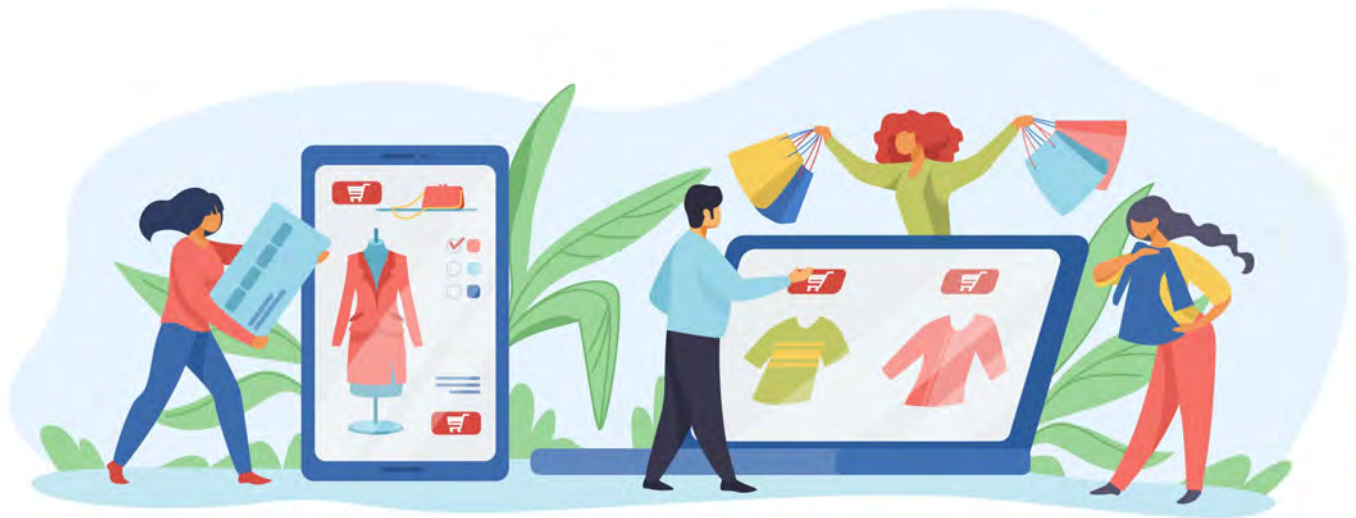
DRDH Branded Gear Planning Survey

Exciting plans are underway to celebrate our organization's transformation with our upcoming new unified name and look. With this next chapter in our organization's journey right around the corner, we needed some input!

A survey was conducted this month to help determine what kind of gear our team would be proud to show off with our new DRDH branding - t-shirts, sweaters, water bottles, etc.

Thank you to everyone who completed the survey and shared your ideas.

Stay tuned for further information coming soon!



ID Badge Project

As part of preparations for launching our new unified name and look, we will be updating all our ID badges with a new design in the coming weeks! With new badges, comes the opportunity for fresh photos for all of our badges.

Everyone that joined our team **before August of 2022** will need to have their photo taken as soon as possible. If you were hired after this date, you are welcome to retake your photo however it is not required.

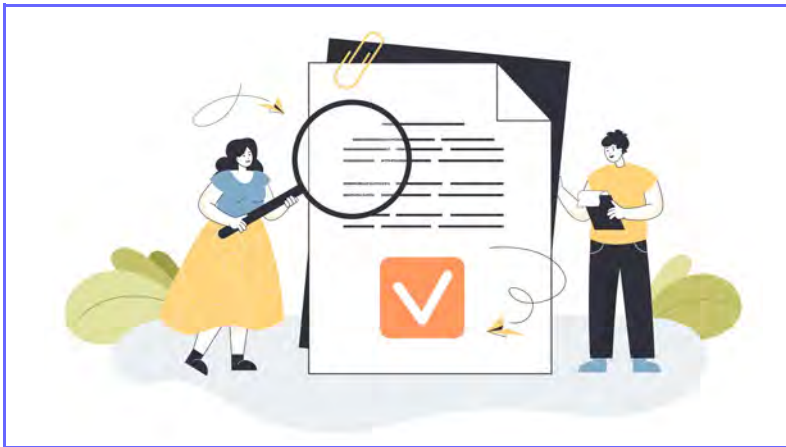
If you still need to have your photo taken, please find Rebekah Thompson in her office down the hall from Medical Records – B116.



ACCREDITATION COUNTDOWN



3 MONTHS TO GO!



ACCREDITATION UPDATE

Our Accreditation Working Groups have continued to meet over the last month, and the evidence to show we meet Accreditation standards has started to be collected in preparation of sharing all the good work we do here with our Surveyors!

STAFF & PHYSICIAN SURVEY UPDATES

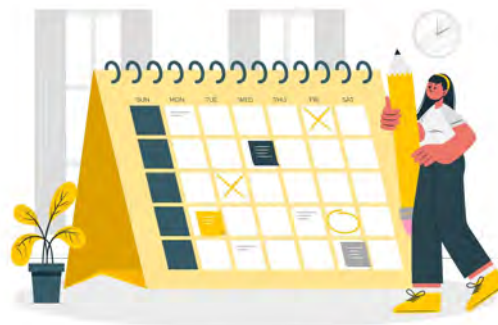
Earlier this spring/summer, the Worklife Pulse and Patient Safety Culture surveys were completed and actions for this year and early 2024 have been identified based on the results.

Worklife Pulse Survey

1. Review and update/implement Zero Tolerance Signage during re-branding launch
2. Share upcoming career opportunities with current staff in advance of expanded LTC home opening
3. Develop education calendar for internal and external education/training opportunities

Patient Safety Culture

1. Promote front-line staff involvement in policy development through representation on relevant committees
2. Develop standard approach to coaching after an incident occurs
3. Review 2024 education calendar for patient safety topics and opportunities



**ACCREDITATION
CANADA**

ACCREDITATION COUNTDOWN



3 MONTHS TO GO!

ROP SPOTLIGHT

ROPs are essential practices that organizations must have in place to enhance patient/resident safety and minimize risk. The Worklife-Workflow category includes the following:

Client Flow

- Having a planned response for when the needs for care exceed the capacity of the organization helps to make sure patients receive safe, quality care.
- Our Internal/External Bed Surge and Emergency Department Closure policies can be found on Policy Medical and include our planned response in such situations.

Patient Safety

- A multi-year Patient Safety Plan must be in place to guide initiatives throughout the organization for the duration of the plan. Our 2022-2025 Patient Safety Plan can be found on Policy Medical and our website.
- Education and training in patient safety ensures that patients and residents are receiving the safest care while in our organization.

Preventable Maintenance (PM)

- PM consists of routine checks that help identify issues that to repair before the equipment is not safe to be used.
- Our PM program is completed by the Maintenance department, Biomed and outside contractors.

Workplace Violence

- As workplace violence is experienced by healthcare professionals at a higher rate than almost any other profession, workplace violence prevention is a key Accreditation standard.
- Reporting workplace violence identifies areas of risk and mitigation items that help minimize risk to everyone.
- Our Workplace Violence Prevention Policy, and supporting documents, can be found on Policy Medical.



ACCREDITATION
CANADA

Emergency Operations Centre Enacted

On August 23, a failure in the overhead paging system occurred. In response, the organization activated its internal Incident Management Structure, standing up its Emergency Operation Center (EOC) to coordinate response to the Code Grey – Overhead PA System Failure.

Coordinated through our EOC, actions were taken to ensure we could continue to provide safe and effective care, as well as a safe working environment. Walkie talkies were shared throughout the building for internal communications in case of emergency while the overhead PA system was down.

Thanks to the hard work of our IT team, the Code Grey—Overhead PA System Failure was able to be cleared mid-day on August 25. A debrief was held with team members from across the organization to discuss what went well and also identify areas of improvement.

Thank you to everyone who participated and helped improve our emergency response for any future PA system failures.



Environmental Stewardship Initiative

Environmental Stewardship Initiative: E-Waste Recycling

As part of our environmental initiatives, DRDH participates in a recycling program to ensure our e-waste is safely and properly recycled. By participating in the recycling program, **DRDH avoids sending electronic waste to landfills, and also benefits our local community!**

Thanks to volunteer members of Les Coureurs de Bois Running Club, like Gary Serviss pictured below, e-waste is collected all over our local area and proceeds go towards initiatives in Petawawa Terrace Provincial Park such as boardwalks, bridges and other improvements and trail maintenance.



FOUNDATION NEWS—2023 Annual Golf Tournament

Shout out to the amazing group of golfers on Friday August 25th who came together for the DRDH Foundation’s 2023 Annual Golf Tournament. It was a fun day with mostly gorgeous weather and a lot of community support.

This event raised **\$25,012** for the Closer To Home campaign thanks to our sponsors, golfers, and donors. Thanks to everyone who participated! Team photos are included below, along with a few other highlights from the dinner.



FOUNDATION NEWS—2023 Annual Golf Tournament



FOUNDATION NEWS—2023 Annual Golf Tournament



FOUNDATION NEWS—Girls Gone Golfing Gives Back

Thank you to the Girls Gone Golfing group, who held an event on July 25 in memory of Vhairi Walker, and donated their proceeds to the DRDH Foundation. The event had an amazing turn out of 57 people, and raised **\$810**. We appreciate your support, thank you!



FOUNDATION NEWS—Tree of Caring

On August 4, Kailynne Clemens-LeBel became the youngest person on our Tree of Caring by raising **\$1,200** for the Closer To Home campaign!

She was awarded with a First Place certificate in the Run For Home 2023 pledge collection competition and her name was engraved in the "Friends" category on the Tree. She worked very hard to encourage her friends, family, and neighbours to give to the Closer To Home campaign. She even set a goal to upgrade her name to the next donor category on the Tree, although guessed that it might take a few Run events.

Congratulations Kailynne, you inspire us all!
Thanks for the huge effort!

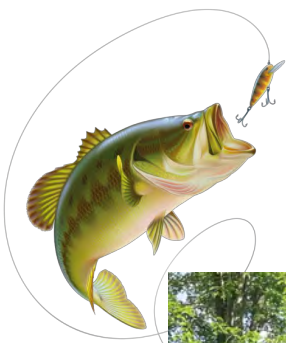
More information on the Closer To Home campaign is available here:
<https://drdhfoundation.com/closer-to-home>



FOUNDATION NEWS—Reelin' In Outstanding Support

We would like to thank Dave Smith and family for hosting a private fishing derby in August to raise money for DRDH. Over 60 people attended and **\$1,500** was raised in total!

Pictured in the top photo is the Big Fish Winner - Dave Madore, with Dave Smith and Cecilia Dennis. The picture below is the Smallest Fish Entered - Blake Roblin, pictured with his dad Alex. Thank you so much for hosting this event and dedicating it to benefit our fundraising efforts!



Yoga to Relieve Your Tired Neck and Back at Your Desk

We all spend a lot of time (too much time!) sitting at desks in front of computers. When you're feeling fatigued from too much desk time, try these few movements to bring some relief.

Eye Relief:

- Rub the palms of your hands together until they feel warm.
- Take your cupped hands and cover your eyes.
- If you can, create an inky black cave in which you can open your eyes and not see any light.
- This can provide some relief from the light of the screens that we are subjected to all day.



Cat & Cow Poses:

- Interlace your fingers, or just touch the fingertips to one another, placing the hands comfortably behind your head.
- Move your spine from flexion in cat to extension in cow.
- In cat, you can rock back onto your sacrum, round the back, drop the chin to your chest, and draw your elbows together.
- In cow, rock forward on your pelvis, arching the back, lengthening through the front of your neck (but don't dump your head back!), and pull the elbows apart, shoulder blades squeezing together.
- Move back and forth between these poses a few times, breathing gently as you do.



Twist:

- Sitting up straight in your chair, take your right hand to the left knee.
- As you twist to face towards the left side, you can use the back of the chair with the left arm to help wring out the torso. Don't pull too hard.
- Inhale, think of getting taller, exhale, think of twisting gently.
- After a few breaths, repeat twisting the opposite way.



Seated Lunges with Arm Extended:

- Turn to face the left side. Take the left hand (closest to the back of the chair) and gently hold on to help balance yourself.
- Drop your right knee towards the floor, sliding that foot behind you. You can already feel a lengthening in the front of your right hip.
- Reach the right-side arm up, and if you'd like, you can lean a little towards the back of the chair, stretching through the right side.
- Take a few gentle breaths in this position.
- Repeat on the second side.



Click here to read the full article on LifeSpeak:

<https://wellness.lifespeak.com/expertblog/yoga-to-relieve-your-tired-neck-and-back-at-your-desk--5837>

FOUR SEASONS LODGE AND HOSPITAL ADVANCE INTEGRATION

Our health campus has made strides in advancing information integration with the launch Project AMPLIFI. Project AMPLIFI is an initiative that supports transitions of care for long-term care residents between the hospital and their home at the Four Seasons Lodge. With the launch of this initiative, a digital exchange of clinical information can now take place between the hospital and long-term care home's electronic health record systems.

This initiative supports the continuity of care for long-term care residents by streamlining transitions across the care continuum, which leads to safer care and improved workflow for care providers.

Thank you to all our clinical and IT team members for all their work on this important integration between the PointClickCare and Epic electronic health record systems.

Pictured below on Project AMPLIFI's launch day on August 31 are Trinity O'Hara (left), and Taylor Chung (right)—Nursing team members representing the Four Seasons Lodge Long-Term Care Home and the Deep River and District Hospital's Emergency Department, respectively.



RESIDENTS' COUNCIL CORNER

At our August Residents' and Family Council meeting, there was full agenda of exciting topics. Residents discussed the completion of our annual residents satisfaction survey earlier in the month and expect to see a report on its results and outcomes at the September meeting. After receiving some feedback on our residents dining experience, resident input on the dining experience audit tool was sought and incorporated into an edited tool which is now in use.

Residents discussed transitions in care such as going from the Lodge to the Emergency Department, if needed, and what type of care and personal information is important for the receiving care staff to know about them. A new project called **Project AMPLIFI** was discussed, which will help the Lodge's and the hospital's electronic health records share important information during these transitions.

The structure of the Residents and Family Council was discussed along with the roles of those who participate. The Council voted to continue to include Abbie Verch, Recreation Worker, as their Council Support Person. They discussed the difference between Residents Councils and Family Councils, but decided to continue as a joint council for the time being.

Additionally, the Council went through a recap on the mock Code Green evacuation drill in July (pictured below) and the actions that came from this drill. A brief summary of the organization's emergency planning and preparations was provided to those in attendance. Jenny ran through different types of codes as part of emergency preparedness education and what residents can do and expect in these situations.

The Council went over upcoming plans for special meal choices and activities for events to come, such as Residents Council Week which is celebrated in September – stay tuned for more details on this! Furthermore, the Council welcomed Alana Hawley, IPAC Nurse, as a guest this month to review hand hygiene audit results and go over suggestions on how we can improve our hand hygiene overall.

The Council reviewed the Residents Bill of Rights, Right #11, "**Every resident has the right to live in a safe and clean environment**" and right #12, "**Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.**" It was shared that the residents feel the housekeeping and maintenance of the Lodge is exceptional, as well that their needs for outdoor activities are being met (depending on the rainy weather lately).



FOUR SEASONS LODGE NEWS—Forest Cove Alpacas

Although the original plans were changed due to the weather, residents were able to enjoy a visit with the alpacas at Forest Cove on August 18. A stroll around the farm was followed by a trip through the market and enjoying ice cream cones under the gazebo. A big thank you to Forest Cove Alpacas & Country Market for allowing us to pop in early!



FOUR SEASONS LODGE NEWS—Willards Live Show!

On August 3, residents were treated to live music by not one, not two, but three generations of Willards in the Lodge. Thank you to William, his dad Bill, and his son Louis for putting on a such a great show!



FOUR SEASONS LODGE NEWS—Recreation Calendars

Did you know that the Four Seasons Lodge recreation calendars are shared on our website each month? Click on the image below to view the September calendar and make sure you don't miss out on all the exciting activities going on in the Lodge!

| SEPTEMBER 2023 | | | | FOUR SEASONS LODGE | | | |
|---|---|---|---|---|---|--|--|
| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | |
| | | | | | Special Dinner! 1 | 4 3 2 | |
| | | | | | 10:30 Exercises (Physio) 3:00 Social/Cocktail Hour 4:00 News | 10:00 Horoscopes 10:30 Beach Volley Ball 11:30 Wreath Making 2:00 Bingo | |
| 9-3 3 | Labour Day 4 | 9-4 5 | 1:30 - 8 6 | Special Breakfast 7 | 9-3 8 | 9 | |
| 10:20 Horoscopes 10:30 Chair Yoga 11:30 Memory Board 2:00 Sunshine Time/Jam Session 4:00 Church Group | PSW Lead Activity (Yahtzee) 4:00 News | 10:00 Horoscopes 10:30 Exercises (Physio) 11:30 Taste of Home (apple Pie) 2:00 Scrabble 3:00 Bingo | 1:40 Town News Update 2:00 Manicures 3:00 Pull the Garden 4:00 Cards (Crazy Eights) 6:00 Cinema | 10:30 Exercises (Physio) 4:00 News | 10:00 Horoscopes 10:30 Exercises (Physio) 11:30 Trivia 2:00 Book Club 3:00 Social/Cocktail Hour 4:00 News (Big Tv) | 10:00 Audio Book Reading PSW Lead Activity (Bingo) | |
| 10 | Happy Residents Council Week! 9-3 11 | 12 | 13 | Special Breakfast 9-3 14 | 15 | Hot Apple Cider Day! 8-12 16 | |
| 10:00 Audio Book Reading 4:00 Church Group | 10:00 Horoscopes 10:30 Exercises (Physio) 11:30 Taste of Home (Apple Sauce) 1:30 Decorate for Fall 2:00 Bingo | 10:30 Exercises (Physio) PSW Led Activity (Bingo) 4:00 News | 12:30 Cake to Celebrate Residents Council Week! | 9:30 Horoscopes 10:30 Exercises (Physio) 11:30 Craft (Candle Making) 2:00 Book Club 3:00 Sensory Boxes 4:00 News (Big Tv) | 10:30 Exercises (Physio) 3:00 Social/Cocktail Hour 4:00 News | 10:00 Horoscopes 10:30 Big Ball Soccer 11:30 Group Crosswords | |
| 8-4 17 | 18 | 9-4 19 | 1:30-8 20 | Special Breakfast 21 | 9-3 22 | 23 | |
| 10:20 Horoscopes 10:30 Chair Yoga 11:30 Memory Board 2:00 Sunshine Time/Jam Session 4:00 Church Group | 10:30 Exercises (Physio) PSW Lead Activity (Yahtzee) 4:00 News | 10:00 Horoscopes 10:30 Exercises (Physio) 11:30 Taste of Home (Pickling Carrots/Beans/Cucumbers) 2:00 Scrabble 3:00 Bingo | 1:40 Town News Update 2:00 Manicures 4:00 Cards (Euchre) 6:00 Cinema | 2:00 Residents and Family Council 4:00 News (Big Tv) | 9:30 Horoscopes 10:30 Exercises (Physio) 11:30 Trivia 2:00 Book Club 4:00 News (Big Tv) | 10:00 Audio book reading PSW Lead Activity (Bingo) | |
| 24 | 9-3 25 | 26 | 27 | Special Breakfast 9-3 28 | 29 | 9-3 30 | |
| 10:00 Audio Book/Reading 4:00 Church Group | 9:30 Horoscopes 10:30 Exercises (Physio) 11:30 Taste of Home (Apple Crisp) 2:00 Bingo | 10:30 Exercises (Physio) PSW Led Activity (Bingo) 4:00 News | PSW Led Activity (Town News) | 9:30 Horoscopes 10:30 Exercises (Physio) 11:30 Craft (Hockey Stick Back Drop) 2:00 Book Club 3:00 Sensory Boxes 4:00 News (Big Tv) | 10:30 Exercises (Physio) 3:00 Social/Cocktail Hour 4:00 News | 10:00 Horoscopes 10:30 Pool Noodle Hockey 2:00 Group Crosswords | |

Please remember to express your interests in Recreational Activities at Residents and Family Council or bring forward your fantastic ideas at any time.
 ** Please note: We are asking our residents to socially distance as much as possible when in activities as well as encourage wearing masks when social distancing is not possible. PSW as always encourages family to join/participate in programming with their loved one, when able. Face Time or Skype calls are also always available, please call to setup.

Ethics Education

We were able to have our regional Ethicists, Ali Ladak, onsite at DRDH to provide ethics education for our team. Ali provided two sessions on differences between patients/resident and POA/SDM's regarding end of life decision making and care. If you weren't able to attend either session, not to worry—the sessions were recorded and are available on Surge Learning by searching “2023 Ethics Education Session”.

While onsite, Ali also hosted drop-in sessions, where anyone was able to stop by and ask Ali their ethics questions!



Call for Participants—Renfrew County Palliative Care Network

Call for Patient, Family or Caregiver Members of the Renfrew County Palliative Care Network

The Renfrew County Palliative Care Network is looking for new members that have experience living with a life-threatening illness, as either a patient, family member or caregiver.

The goal of the Renfrew County Palliative Care network is to: provide local leadership and coordination to facilitate the development and delivery of palliative care that effectively leverages local assets and addresses the needs of the population of Renfrew County.

Who can join?

They are looking for 2 people that come from different areas of Renfrew County who have had experience with palliative or end-of-life care. You don't need any special qualifications to join.

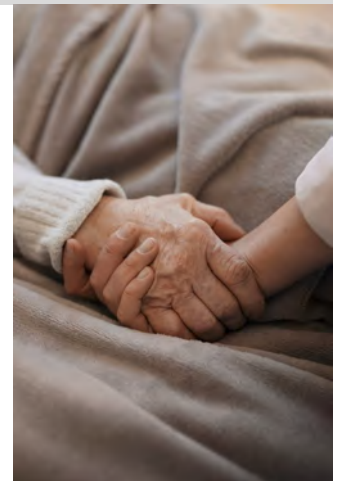
What will you do?

Share your story – speak to your own experience as a patient, family member or caregiver.

Participate in Network projects – join in project groups that aim to improve palliative and end-of-life care in Renfrew County.

If you are interested in being considered for this role, please send a letter of interest to Valerie Fiset outlining why you would like to be involved in the group and what you feel you can contribute by September 15th, 2023.

For more information, please contact Valerie Fiset at vfiset@champlainpalliative.ca.





The Ottawa Hospital | L'Hôpital d'Ottawa



Cornwall Community Hospital
Hôpital communautaire de Cornwall

Focus Group for Persons with Lived Experience and Caregivers



If you live in the Champlain region and have experienced a stroke in the past 3 years, or been a caregiver to a person living with stroke, **we want to hear your story.**



Visit:
strokevoice.com



Or call:
613-798-5555
ext 16219

Is there something you would like to see appear in the next issue of the Zinger? Please submit photos and information to amy.joyce@drdh.org.

The Deep River and District Hospital receives funding from Ontario Health. The opinions expressed in this publication do not necessarily represent the views of Ontario Health.