



**DEEP RIVER &
DISTRICT HEALTH**

THE ZINGER NEWSLETTER

+ TOP NEWS INSIDE

CEO's Corner	2-3
Monthly Education	3
Emergency Response	4-7
Flu Shot Clinics	7
DRDH Releases New Strategic Plan	8-9
Accreditation Celebrations	10
DRDH EStore Grand Opening	12-13
Accreditation News	11-13
Recognition Weeks	14-16
Bringing on Holiday Cheer	18
Family Health Team News	19-20
Foundation News	21-23
Four Seasons Lodge News	24-25
Jingle and Mingle	26-27
Digital Information Guides	28

NOVEMBER 2023



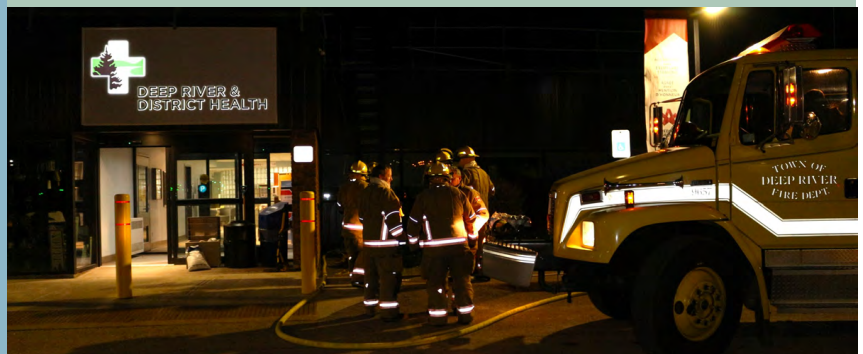
Strategic Plan

2023-2027

DRDH RELEASES NEW 2023-2027 STRATEGIC PLAN

This month, our new 2023-2027 Strategic Plan was officially launched. See pages 8-9 for more information and links to access the full plan.

EMERGENCY RESPONSE AT DRDH SAFELY CONCLUDED



Thanks to the actions of our DRDH team and community partners, our organization was able to successfully respond to a fire we experienced this month.

See pages 4-7 for more information and to see photos from our emergency response.

+ CEO'S CORNER

CONNECTING WITH OUR DRDH TEAM AND COMMUNITY



Greetings DRDH Team,

November at DRDH is a month we are not likely to forget anytime soon. The past four weeks have been some of our busiest and most memorable, but at the end of it all we have so much to celebrate and be grateful for. It is with extreme gratitude that I reflect back on the past few weeks, and the sense of pride in what we have accomplished as a team despite adversity.

Our November started strong and positive with the launch of our 2023-2027 Strategic Plan, building on our rebranding and new name launch in October. Our new plan will guide us over the coming years, and helps to focus our attention on what will be most important to us, namely *People*, *Growth* and *Community*. I am excited and energized by the direction our organization is going, and I look forward to continuing on our journey together.

Activity around the organization certainly didn't slow down for a second throughout the month, with construction, building and site improvements underway all across the campus making things feel very busy and even patient flow throughout the organization was higher than usual. Between the Emergency Department and Medical Inpatient Unit, we were certainly pushed as we worked to keep up with patient need, operating well above 100% capacity for much of the month as well as dealing with an outbreak. In the Family Health Team, we successfully launched a new innovative model of Integrated Virtual Care, welcoming new physicians to the team and adjusting workflow to make sure patients continue to receive care. Throughout all of this, our teams continued with last minute preparations for Accreditation!

It was exciting to welcome two surveyors from Accreditation Canada mid-month for an opportunity to let us showcase what amazing work we do here at DRDH. The surveyors spent 3 full days reviewing every area of our organization, from clinical units to the kitchen, laundry to administration, including talking with our partners, patients and residents. Overwhelmingly, what we showcased and what the surveyors observed was truly amazing and demonstrated what great things happen at DRDH. Our final survey report and decision are still in the hands of Accreditation Canada, however, we can be confident that our rating of 99.2% met standards is something to be incredibly proud of! A huge congratulations to the entire team on this amazing achievement, and on really showing what excellence in rural healthcare is to Accreditation Canada.

Just when we thought we could rest for a moment after Accreditation, the most unexpected and unthinkable event happened that tested our team more than possibly ever before. The evening of November 20, our organization experienced a fire on our roof which could have been devastating. Due to the quick action of our team in recognizing danger, alerting fire response, and proactively evacuating Four Seasons Lodge residents, our building and all the lives within it were saved. Team members from across the organization came together to respond to this critical emergency with a single purpose – to protect and continue to care for patients, residents and each other. Together with our partners, we were able to coordinate a response that not only minimized the damage, but also kept everyone involved safe.

I want to extend my heartfelt appreciation to those who played a crucial role in recognizing the fire, alerting the fire response teams, and ensuring the safety protocols and emergency response were swiftly enacted. Your quick thinking and decisive actions undoubtedly prevented what could have been a much more dire situation.

To those who stepped in when needed, those who answered the emergency call to come to the organization, and everyone who went above and beyond to care for one another and maintain the well-being of our patients and residents, your selflessness and dedication do not go unnoticed. In the face of adversity, your compassion, teamwork and unwavering commitment to our shared purpose of ensuring the safety of our patients and residents has been nothing short of remarkable. The recent incident tested our organization, but your swift and proactive response showcased the true strength and resilience of our team.

It is because of your collective efforts that our building remains safe, and we can now shift our focus to recovery. As we navigate our recovery, we should be both proud and grateful for our team, and for the dedication and professionalism that not only preserved the safety of our community but also reinforced the bonds that make us a strong and cohesive organization. It is during moments like these that we see the true character of our team and the strength of our organization, and I am proud to say that we have proven ourselves to be a force to be reckoned with.

(continued on next page...)

+ CEO'S CORNER

CONNECTING WITH OUR DRDH TEAM AND COMMUNITY

We ended our month strong and positive, coming together just days after our fire for our Jingle & Mingle Holiday Party. Our Social Committee put in an amazing effort to give everyone attending a wonderful evening, filled with fun, laughter, great food, and memories of our time spent together. Another thing to celebrate is the fact that this year was the first time since 2019 we haven't had to delay our holiday party – all the more reason to be grateful for the time we have together as we enter the holiday season, and of the gift of gathering we got in that evening together.

We have so much to be grateful for as we reflect back on the past month and look ahead to the holiday season. Through all the ups and downs, we have proven how strong and focused we are collectively as DRDH. We have seen and shown to the world what we can achieve together, and we have an amazing and exciting path ahead of us to look forward to.

Janna Hotson
President and Chief Executive Officer
Deep River and District Health

+ MANDATORY EDUCATION

DECEMBER 2023

Please see the assigned education for the month of December.
This is due to be completed by December 27, 2023.

All Staff

- WHMIS Part 1 and 2 - WHMIS Regulation and GHS
- Cultural Safety: Respect and Dignity in Relationships
- General Lifting, Body Mechanics and Back Care
- Memo re Fire Safety from the Deep River Fire Department
- Musculo-Skeletal Injuries Module 1

Admin on Call

- Business Continuity and Resumption of Services Plan

RN/RPN

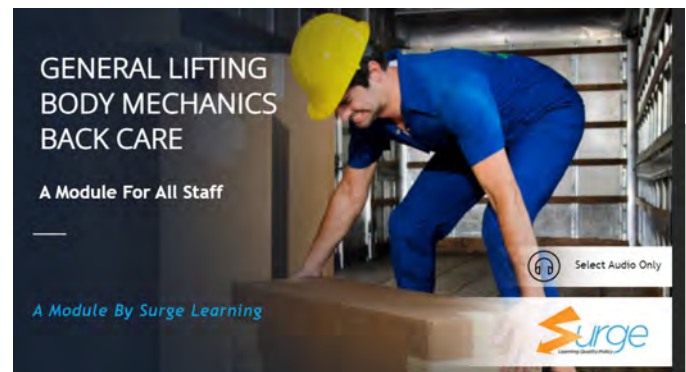
- Pain Management Program for Registered Staff

Clinical Staff

- Mechanical Lifts and Client Handling Part 2: Pre-Lift Risk Assessment

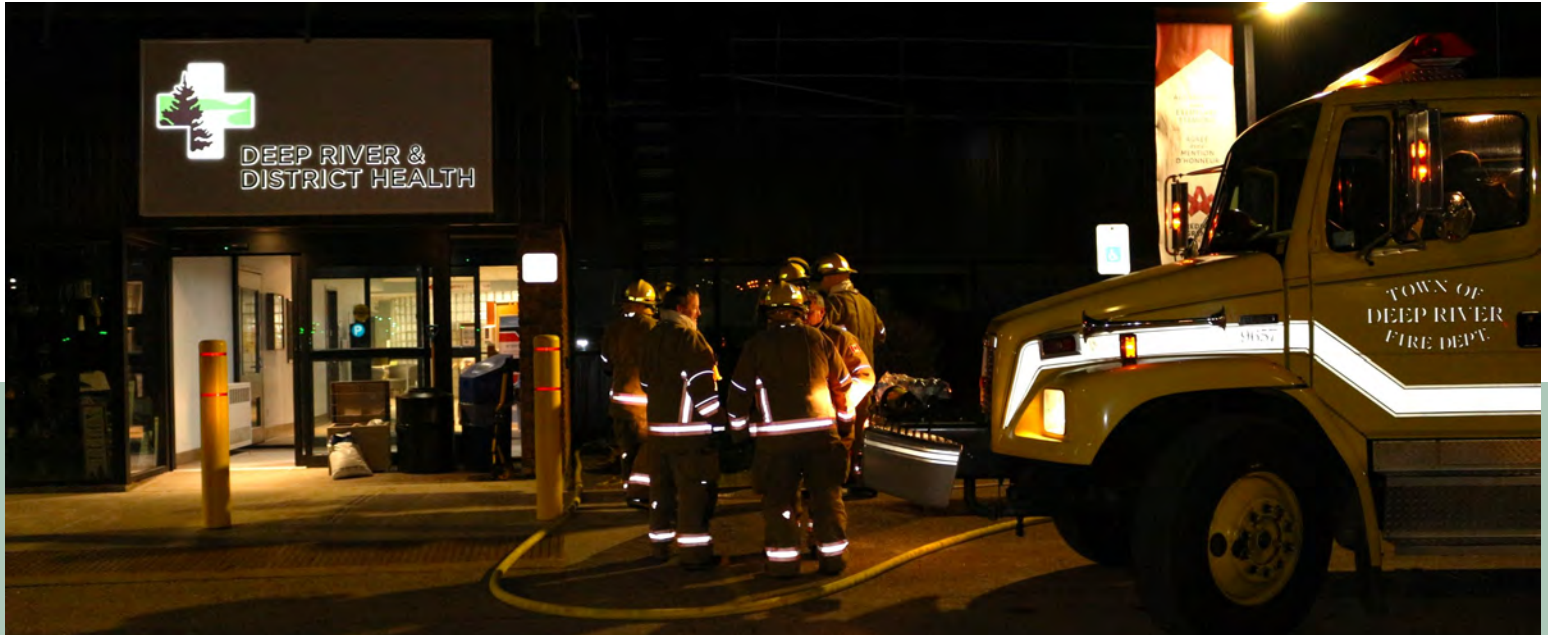
Housekeeping

- RICN Environmental Cleaning Best Practice - Cleaning a Blood/ Body Fluid Spill



Please contact Rebekah Thompson (rebekah.thompson@drdh.org) if you are having any issues accessing the education.

EMERGENCY RESPONSE AT DEEP RIVER AND DISTRICT HEALTH SAFELY CONCLUDED



At 17:58 on Monday November 20, 2023, team members at Deep River and District Health (DRDH) put safety first by contacting emergency services immediately after discovering visible smoke within the building. The early detection by the onsite DRDH team and the rapid response of the Deep River Fire Department (DRFD) resulted in discovery and quick containment of an active fire on the rooftop. The timely actions of all those involved onsite ensured that no injuries were sustained.

The DRFD attended the scene along with Deep River Police Service (DRPS) and County of Renfrew Paramedic Services (EMS). In addition to the emergency responders, members from across the DRDH team responded in accordance with our emergency procedures to support patient, resident, and staff safety.

In coordination with emergency services, the DRDH team acted swiftly to safely and proactively evacuate all residents of the Four Seasons Lodge Long-Term Care home to an identified alternate area within the building, away from any smoke.

A Unified Command structure was activated, comprised of DRDH staff, DRFD, DRPS, and EMS, under the leadership of the DRDH Emergency Operations Centre (EOC), to coordinate joint response.

After confirming patient, resident, and staff safety, the Unified Command structure supported the safe movement of residents back to the Four Seasons Lodge Long-Term Care Home.

To provide ongoing oversight of the building, a fire watch protocol was enacted and carried out jointly by DRFD and DRDH for the continued safety of patients, residents, and DRDH team members.

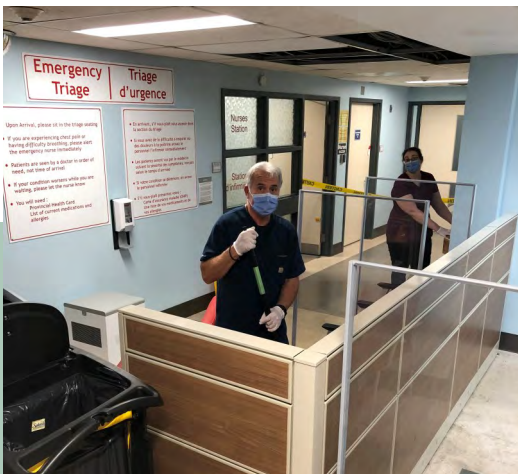
In collaboration with regional partners, ambulances were redirected for a period of time to the nearest alternate Emergency Department. The DRDH Emergency Department has now resumed full operations to provide emergency care for both walk-in and ambulance patients. Across all other areas of the organization, normal services and operations have resumed.

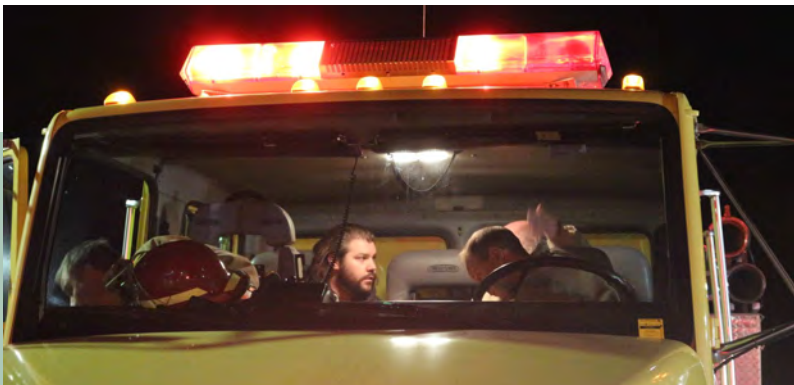
An investigation is underway with the Ontario Office of the Fire Marshal (OFM), DRFD, and DRPS. The cause of the fire continues to be investigated. At this time, no damage estimate is available.

DRDH would like to extend a heartfelt thank you to the DRDH team members who truly showcased our values throughout this emergency situation by putting safety at the forefront.

Continued on next page...

DRDH would also like to extend sincere thanks to every one of the DRFD, DRPD, EMS emergency responders, as well as our health partners, for your collaboration and support in responding to this emergency situation and ensuring there were no adverse outcomes for patients, residents, families, or our team members.





CODE RED ALL-STAFF DEBRIEF

Code Red All-Staff Debrief

November 24, 2023



A video recording of our Friday, November 24th All Staff Debriefing introduction is now available on Surge Learning and will be assigned as 'recommended' learning for December.

This is an overview of what occurred on the night of the fire, including details of our response and activities. If you have any questions about what happened during the fire or afterwards after watching the video, please feel free to reach out to Janna Hotson.

FAMILY INFLUENZA VACCINATION CLINICS

FAMILY INFLUENZA VACCINE CLINICS ARE HERE!

WHEN:

Drop-in, no appointment needed on Tuesday, December 5 from 1700-1900, or Wednesday, December 6 from 1700-1900

WHERE:

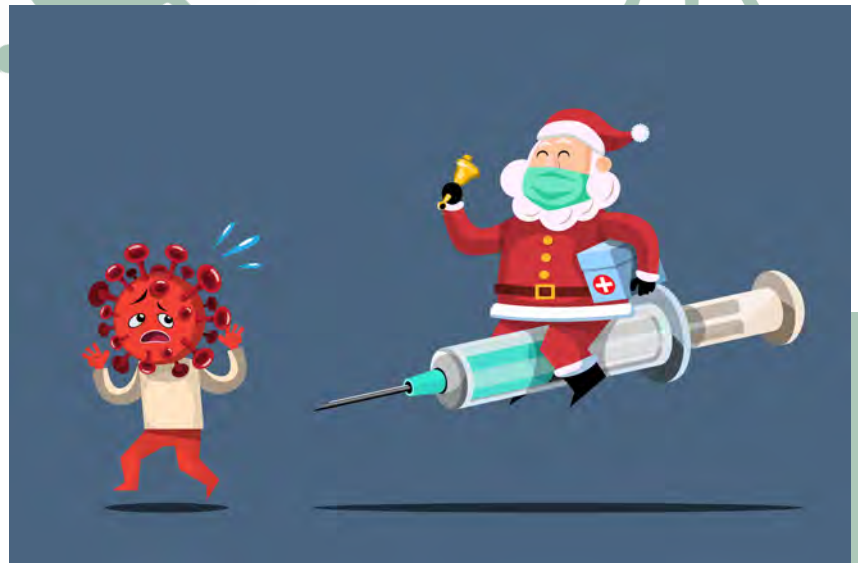
Family Health Team- Waiting Area

WHO:

Family Members / close contacts of DRDH team members

Please reach to Alana Hawley, Infection Prevention & Control and Occupational Health, if you have any questions.

'TIS THE *FLU* SEASON!



DEEP RIVER AND DISTRICT HEALTH RELEASES NEW 2023-2027 STRATEGIC PLAN



The journey to refresh Deep River and District Health’s Strategic Plan – a multi-year plan to guide our organization over the next five years – is complete, thanks to collaboration with over 300 of our patients, residents, caregivers, partners, team and community members.

Deep River and District Health is pleased to share our new 2023-2027 Strategic Plan. With a steadfast commitment to delivering excellent care to our community, our new plan sets exciting and ambitious goals for the Deep River and District Hospital, the Four Seasons Lodge Long-Term Care Home, and the North Renfrew Family Health Team over the coming years.

Upholding our values of caring, excellence, safety, innovation, partnering, and integrity, our new 2023-2027 Strategic Plan affirms our organization’s dedication to caring for every person like a loved one, within our connected health system. Our values continue to serve as our guiding principles, ensuring our organization’s focus remains on delivering excellent, compassionate care for our community.

Over the next five years, our Strategic Plan will focus on three key priority areas:

People: We will invest in our team, nurturing their growth to provide exceptional care today and tomorrow.

Growth: We will responsibly expand our capabilities, ensuring the delivery of safe, quality care and services.

Community: We will foster partnerships and engagement opportunities to enhance the overall health of our community.

“The Board of Directors is delighted with the high level of engagement from all our stakeholders throughout the strategic planning process. We would like to acknowledge everyone who contributed and participated in the development of our refreshed strategic directions as well as our new name and brand, said Dave Cox, DRDH Board Chair. “Thank you to all those who provided your thoughts, feedback, and insights on how DRDH can serve our community in the years to come.”

Continued on next page...

Through focus groups, interviews, and surveys, 97.9% of patients, families, caregivers, and residents indicated they are satisfied with the services provided by DRDH. In addition, 88.9% of our health system and community partners shared that they are satisfied with DRDH as a partner. These positive responses are further echoed by the team within DRDH, which has seen an increase in overall staff satisfaction of 24% since 2019. Hearing this feedback from our stakeholders, DRDH is motivated to build on our strengths and progress forward with our new strategic pillars of people, growth, and community.

Recognizing that our goals require collective effort, we will rely on the commitment of our entire team and partners in the execution of our Strategic Plan over the next five years. DRDH will continue to seek input and guidance to better understand our community's changing needs as we implement this new plan. Together, with our partners, we are dedicated to advancing our strategic goals.

DRDH is excited that we now have a new name that reflects our dedication to delivering integrated and person-centred care while our new Strategic Plan provides a roadmap for expanding, innovating, and modernizing to care for our community today and tomorrow.

Deep River and District Health is eager about our future, driven by the dedication of our team and the unwavering support of our community. Together, we will continue to provide excellent care experiences and build a healthier community.

For more information about our 2023-2027 Strategic Plan and our initiatives, click on the photo here to watch our video, or click on the graphic below to access the full plan.

Click here to watch our release video!



Strategic Plan 2023-2027



Click here to access the full plan!

ACCREDITATION CELEBRATION



Our Accreditation survey took place between November 13-16, 2023. Two surveyors were onsite for 3.5 days, assessing our organization and identifying areas of improvement. Surveyors assessed DRDH against 1511 national standards including those related to governance, resource management, medication management, infection prevention and control, physical plant, integrated quality management, principal based care and decision making, human capital, planning and services, patient flow, communication, medical devices and reprocessing, point of care testing and transfusion, emergency and disaster management, diagnostic imaging, emergency department, long-term care, and in-patient services.

We now have to wait in suspense for the final decision to be made by Accreditation Canada in the coming weeks, but our organization can be confident in our success. If you were able to attend the Accreditation General Debrief on November 16, you would have seen a sneak peak at our preliminary results...which were really, really, really impressive! We can't wait to share the official results as soon as we receive them, but rest assured—our entire team should be incredibly proud of the work that we do every day here at DRDH.

Thank you to our surveyors, Donnalene Tuer-Hodes and Ioanna Genovezos, for allowing us an opportunity to showcase what excellence in rural healthcare looks like, and for discovering opportunities for us to continually improve the care and services we provide for our community.

Congratulations
DRDH!

DRDH PHISH-FINDERS ALLIANCE

This month, we would like to highlight a number of members across our DRDH team for their quick detection of phishing scams. Phishing scams try to trick users into divulging sensitive data, downloading malware, or other malicious intents.

These team members have been inducted into the “**PhishFinders Alliance**”, a dedicated team of vigilant heroes committed to fortifying our organization’s cyber defenses. Members of the alliance possess an astute eye for identifying phishing scams, swiftly recognizing and neutralizing threats that could compromise our IT systems. With their expertise and proactive approach, they serve as the frontline guardians, ensuring the security and integrity of our digital infrastructure. All joking aside, let’s all be part of the Phishfinders Alliance!



Alesia Rodeghiero notified IT on November 29 of a suspicious email she received asking her to respond with a cell phone number.

Rebekah Thompson notified IT on November 13 of a suspicious email she received asking to her change employee payroll direct deposit information.

William Willard notified IT on November 3 of a fake employee benefits email he received with a QR code.

Ian Wilkie notified IT on October 25 of a suspicious email he received asking him to change employee payroll direct deposit information.

Mandy Paplinsk notified IT on October 19 of a suspicious email she received with a secure document link with QR code, which even included our DRDH logo.

Mary Goodchild notified IT on September 28 of a suspicious email she received asking her to change employee payroll direct deposit information.

A huge thank you to everyone mentioned here for alerting IT of these very real phishing scams.

Everyone is asked to please be on the lookout for phishing scams and reach out to IT if you are ever suspicious or unsure of anything you receive. Your awareness of scams is our principle tool in preventing a breach through phishing emails. Let’s all see if we can stop a phishing attempt and join our team members in the PhishFinders Alliance!



THE ESSENTIAL PIECES AWARD

CALL FOR NOMINATIONS



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 Amy McDiarmid in which ever format works best for you—either by email (amy.joyce@drdh.org) or a paper copy enclosed in an envelope.

Caring

Excellence

Safety

Innovation

Partnering

Integrity

DRDH ESTORE GRAND OPENING

We are thrilled to announce the grand opening of our brand-new DRDH EStore, tailored specifically for our DRDH team! Our grand opening marks an exciting moment, as we introduce a collection of exclusive branded merchandise designed to showcase our shared pride in our organization.

The DRDH EStore offers an array of merchandise, including trendy t-shirts, cozy toques, warm fleece jackets, sleek drinkware, and stylish sweaters—all proudly displaying our new logo and brand. Thank you to all those who shared your ideas on what we should stock in the store. We hope you are excited about the products we have in-store now, and will continue to share your ideas for more great items to add in the future.

We've partnered with a local company, EB Promo, for this endeavour. This partnership has allowed us to hand-pick high-quality products, support our local community, and minimize our impact on the environment.

We have launched with a sale you don't want to miss! We're delighted to offer all our team members an exclusive discount of 25% off all purchases made from now until December 20, 2023. Simply use the code "LAUNCH25" at checkout to get this special offer.

The EStore accepts credit cards, PayPal, and Apple Pay, so there are a number of options for purchasing directly through the online store. We are also happy to offer a payroll deduction option. Copies of the DRDH EStore Payroll Deduction Order Form are also available in the staff lounge and on PolicyMedical. Please ensure you read the form carefully before submitting your order. Shipping is free for orders over \$65 placed directly through the EStore, as well as for monthly orders made through payroll deduction.

Purchases through the DRDH EStore not only promote our team spirit, but also makes a difference! For every purchase made, \$2 will be donated to support the fundraising efforts of the DRDH Foundation.

We encourage you to explore the EStore, find the perfect gear for you, and be part of this exciting journey as we showcase our new identity and celebrate our accomplishments as a team.

If you would like to see a sample of any of the items in-person before purchasing, feel free to swing by Amy McDiarmid's office in the Sunroom.

Visit the DRDH EStore at www.drdhstore.org today and be among the first to grab these exclusive items! [see Amy McDiarmid's November 27 email titled "Grand Opening of our DRDH Estore" for the password to access the store]

We can't wait to see everyone in their new DRDH gear!





DEEP RIVER &
DISTRICT HEALTH

DRDH EStore

GRAND
OPENING

2023.11.27

SHOP EXCLUSIVE DRDH BRANDED: TSHIRTS | TOQUES
FLEECE JACKETS | DRINKWARE | SWEATERS

www.drdhstore.org



LAUNCH SALE

Use code 'LAUNCH25'
for 25% off all orders until
December 20, 2023

PAYROLL DEDUCTION

Payroll deduction is available
for our DRDH team members!



MEDICAL RADIATION TECHNOLOGIST WEEK

From November 5 – 11, we celebrated Medical Radiation Technologists (MRT) Week! MRT Week is an annual celebration of the essential role that MRTs play in our healthcare system.

Did you know that MRT week always falls on the week of November 8th to commemorate the discovery of the x-ray back in 1895?

MRTs are skilled professionals who deliver medical imaging and safe radiation-related treatment services with care, providing the essential link between patients and diagnostic technology and treatment.

Please join us in thanking our dedicated and compassionate MRTs for using their knowledge and expertise to provide excellent patient-centered care for our community.

Pictured here representing our Diagnostic Imaging Team are Pierre-Gabriel Levesque, MRT, Renée Bedard, Charge Technologist, Jenna White, MRT, and Madison Magne, Manager of Clinical Services – Acute Care.



HEALTHCARE HUMAN RESOURCES PROFESSIONALS WEEK



From November 5—11, we also honoured our small but mighty team of healthcare Human Resources professionals here at DRDH. Their passion, commitment, and expertise are a driving force behind our organization, ensuring that the right people are in the right place to provide excellent care.

Human Resources professionals work tirelessly to recruit, train, and support our healthcare workforce, fostering a culture of caring and compassion. Their behind-the-scenes efforts make a significant impact on patient and resident care and the overall well-being of our community.

Join us in expressing gratitude to our Human Resources professionals, Mary Goodchild – Human Resources Officer, and Rebekah Thompson – Human Resources Generalist, for their hard work, resilience, and unwavering dedication. Let's celebrate their contributions and continue to support them as they shape the future of healthcare. Thank you for all that you do!

FINANCE AND ACCOUNTING WEEK



From November 5—11, we also recognized those behind the balance sheets and budgets – our Finance and Accounting Team!

Their expertise ensures the financial health of our organization, enabling us to provide quality care for our community. From managing budgets to optimizing resources, their meticulous work keeps our operations running smoothly.

Join us in expressing gratitude to these diligent professionals for their vital role in our healthcare system. Thank you for your unwavering commitment to financial integrity in everything that you do – it does not go unnoticed!

Pictured here are DRDH Finance and Accounting team members Ian Wilkie, Mandy Paplinskie, Tammy Blimkie, Mehma Chuhan, and William Willard.

INFORMATION TECHNOLOGY PROFESSIONALS WEEK

Last, but by no means least, we celebrated our incredible team of (camera-shy) Information Technology Professionals here at DRDH from November 5—11, 2023.

Our IT team works tirelessly to keep our organization's digital systems strong, ensuring seamless operations behind the scenes.

From troubleshooting tech hiccups to implementing innovative solutions, our IT team is the backbone of our organization. They keep our systems secure, data flowing, and technology advancing, all while providing exceptional support within our team.

Let's take a moment to appreciate the dedication and expertise of our Information Technology Professionals. Although they aren't pictured here, please join us in expressing gratitude to our IT team!



NURSE PRACTITIONERS' WEEK



It was Nurse Practitioners' Week from November 12—18, and we honored the incredible dedication and expertise of our Nurse Practitioners at the North Renfrew Family Health Team who go above and beyond every day to provide excellent care for our community.

During Nurse Practitioners' week, we recognize these incredible healthcare providers and raise awareness of their powerful role in our community's health and well-being. They're a cornerstone of our team, bringing expertise, empathy, and a commitment to caring to each patient interaction.

Join us in expressing gratitude to these amazing healthcare professionals in recognition of this year's Nurse Practitioners' Week!

Pictured here is Sarah-Lynn Parker, Manager of Clinical Services – Primary Care, Heather Perry, Registered Practical Nurse, and Lauren Haggerty, Nurse Practitioner.

DRDH WELCOMES OTTAWAU MEDICAL STUDENT



Throughout October and November, DRDH was pleased to welcome Liam, a Medical Student from the University of Ottawa. Liam spent most of his time here in Deep River with Dr. Ceponis, gaining exposure to both family medicine as well as inpatient care.



FAMILY MEDICINE FORUM



From November 8—10, 2023, Amber Cox and Dr. Ceponis represented Deep River and District Health at the Family Medicine Forum in Montreal.

The forum offered an excellent opportunity to showcase DRDH to a variety of physicians, students, and residents.

HEALTHCARE COMMUNICATIONS CONFERENCE

CONGRATULATIONS JESS!

Jessica MacKinnon has successfully completed education to become a certified Food Service Worker. Jess officially completed her program on October 15, 2023. Way to go Jess!

Jess has been with DRDH for nearly 3 years, and we look forward to having her continue to serve up delicious and nutritious meals for our patients, residents, and team members with her new certification.



Amy McDiarmid was able to represent Deep River and District Health at the 2023 Healthcare Communications Conference in Toronto this month, and learn along with our partners Carolyn Levesque from the Pembroke Regional Hospital and Hance Colburne from our Ottawa Valley Ontario Health Team.



BRINGING ON HOLIDAY CHEER

AN ARTICLE BY LIFESPEAK

Welcome to the most wonderful time of the year. That's what they call it. It can be wonderful, but before we get to the wonder, there's all of the prep, the lists, the shopping, the stress. At the end of what has been for many a very long year, I'm sure we could all use more of the cheer, and less of the stress. Here are a few of my top tips to make it truly joyful.

MAKE A LIST, CHECK IT TWICE

Don't wait until the last minute to get things ready. I know that you already know this, but do you do it? Sit down today and make a list. What do you need to do before the holidays? And then make another list of what you want to do before the holidays? Look at those lists — do you need to do everything on them, or are there things that you can either delete or delegate?

Simplify the to-do list, and invite others, your partner or children, to join in the planning fun. Then pull out the calendar and organize yourself. Figure out when each item needs to be finished by, and then stick to the list. Leave time and room for the unexpected so you aren't panicked when something comes up.

ARE YOU ON THE LIST?

Take stock of what you need for the holidays. What are the things that make your holiday time enjoyable and manageable for yourself? If I have to see too many people, too many days in a row, I'm exhausted by the end of it and have no energy left for myself. I'm an introvert, so I make sure that there is enough alone time to recharge between social events so I can be present with others and not worn out by the end of the season. If I'm looking at the calendar and see it crowded with events, I re-evaluate what I am able to commit to. You might not be an introvert, so consider what things you might need. An extrovert might be wanting to be sure there aren't too many quiet days in a row.

IT'S OKAY TO SAY, "NO"

It's okay to choose to limit things. It might be an extra event that you just don't have the energy to include in the plans. It's also okay to decline food or drink. If you know that eating something will leave you feeling wrecked, take a polite pass on it. For some, alcohol is a huge part of celebrating, and for others, it's a strong no, but even if you do enjoy a glass of wine occasionally, you don't have to drink every time others are. Limiting alcohol consumption might help you feel able to keep up with the holiday schedule.

MAKE MOVEMENT A PRIORITY

Food can be a focal point of holiday gatherings, which is often followed by sitting around together. Some of this can be really wonderful and relaxing, but if all you do is eat and sit, you might feel sluggish and low energy. Find ways to incorporate movement into your day. Have a kitchen dance party with the kids, your partner, or by yourself. Bundle up and go for a walk after a big meal. Plan outdoor activities when you can. Make a trip to the gym a family adventure so that everyone can run off some excess energy. If you're on your own, set some personal fitness goals; the gym can be a great place to socialize (to see some familiar faces) or simply recharge and enjoy some valuable "me time". If you are in a cold place with snow, go tobogganing, build a snowman, make snow angels, or have a snowball fight. Remember — there is no inappropriate weather, only inappropriate clothing, so don't let the cold limit you. If you're somewhere warm, you have fewer excuses. Keep it simple and make it fun.

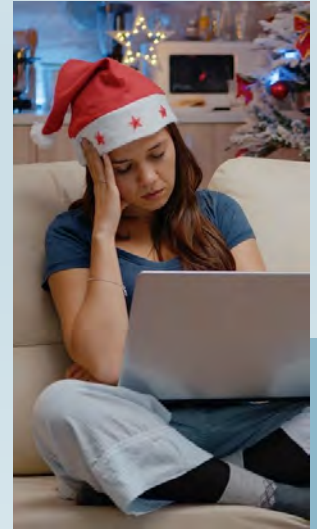
ENGAGE IN CREATIVITY

There are lots of ways to incorporate the arts into the holidays. Creating can be soothing or calming for the nervous system. It could be as simple as a holiday craft with a friend or two or with the kids, coloring in mandalas, or making paper snowflakes. If you're more adventurous, you could start knitting (or start knitting again), or painting, or writing the next great novel. If you have a chance, sing some carols. Singing with a group of people has been shown to lower stress levels. All of these things can help ground you if you're feeling overwhelmed.

LET GO OF EXPECTATIONS

If we come into the holidays with an idea of what they should be, we might miss what they actually are. Do your best to prepare, then let go and just enjoy. People won't remember the details; they remember how they felt. That's what you'll remember, too. Have a happy holiday!

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





DID YOU KNOW

OUR REGISTERED DIETITIAN
OFFERS FREE NUTRITION CLASSES
OPEN TO ANYONE IN THE COMMUNITY?



Rebecca Poirier, RD

Classes currently offered include:

- ✓ **Healthy You:** Learn how to eat well, be active, and feel good about yourself in this 6-week lifestyle course.
- ✓ **Curb Your Cravings:** Learn what causes food cravings and how to manage them to lose weight.
- ✓ **Heart Smart:** Learn to eat “heart-healthy” to lower your cholesterol and risk of heart disease.
- ✓ **Halt the Salt:** Learn how to lower your blood pressure from our nurse and dietitian team.
- ✓ **Prediabetes Class:** Learn what you can do to reduce your risk of developing type 2 diabetes if your blood sugars are high, or you have been diagnosed with prediabetes.

For more information, please contact the North Renfrew Family Health Team at **613-584-1037**

In-person classes take place at:

Deep River and District Health
117 Banting Drive
Deep River

Virtual classes may be offered if there is interest



**DEEP RIVER &
DISTRICT HEALTH**

North Renfrew Family
Health Team

Even if you are not a patient of the North Renfrew Family Health Team, or you live outside of Deep River*, you are still welcome to register for any of these free classes.

*Participants must live in Renfrew County

+ FAMILY HEALTH TEAM NEWS

IVC WINS BRIGHT LIGHTS AWARD

At this year's Association of Family Health Teams of Ontario (AFHTO) annual conference, the winners of the twelfth Bright Lights Awards were named. Award recipients were honored for their innovation in improving access to primary care through leadership, outstanding work, and making significant progress towards improving the value delivered by interprofessional primary care teams throughout Ontario.

Our partners at the Petawawa Centennial Family Health Team were named a Bright Lights Award winner for the launch of Integrated Virtual Care, which has now been expanded and implemented at the North Renfrew Family Health Team as well!

Winner: Petawawa Centennial Family Health Team

Award Category: Using a population-based approach to provide care to the community

Achievement: Integrated Virtual Care

Petawawa Centennial Family Health Team created the Integrated Virtual Care (IVC) to address the shortage of family physicians in the Renfrew County area. This hybrid model of care increased access to comprehensive, team-based primary care while improving equity.

We are pleased to see the Integrated Virtual Care model recognized with a Bright Light Award. Congratulations to our partners at the Petawawa Centennial Family Health Team.



TAKE OUR KIDS TO WORK DAY



Take Our Kids to Work Day is a one-day job shadow event, occurring nation-wide during Canada Career Week. This year, this event took place on Wednesday, November 1st.

Deep River & District Health was thrilled to seize this opportunity to plunge Grade 9 students headfirst into the thrilling world of work, offering them a rare glimpse into what it truly means to "go to work." We were excited offer the opportunity to have students be at the side of their parent or dedicated volunteer host, to delve deep into the heart of our roles, and uncover the magic of how we all support our incredible community.

Thank you to Rebekah Thompson for planning an action-packed day for students, and for providing them with a change to explore our diverse departments and services across the organization.

CLINICAL LEADERSHIP DAY



On November 8, 2023, Allison Lepack and Madison Magne attended a Clinical Leadership Day for nursing leaders in Ottawa.

The day included a number of guest speakers, including sessions on how to best develop and retain key talent, as well as a valuable opportunity to network with our partners across the health care system.

+ FOUNDATION NEWS



A \$26,000 ventilator was purchased for Deep River and District Health by the Circle of Giving (our Foundation's monthly donation club) and it arrived earlier this month! This crucial piece of medical equipment comes as a much-needed replacement for the previous model, which had exceeded its operational lifespan.

A ventilator provides critical support for patients who face challenges with their ability to breathe due to severe medical conditions. Members of the Circle of Giving have directly influenced DRDH's capacity to ensure these patients receive the best possible care when they need it most. Clinical staff completed training on the equipment the week of November 10, and it is now in-use at DRDH.

THANK YOU CIRCLE OF GIVING MEMBERS

SMILE COOKIE CAMPAIGN

DRDH Team Members Janna Hotson, William Willard, and James Thompson, along with Sgt. Anne Pitre of the Deep River Police were busy decorating Holiday Smile Cookies this month. 50% of the proceeds from each cookie sold at the Deep River Tim Hortons between November 13 and 19 are being donated to the Closer to Home campaign to build a 96-bed Long-Term Care home in our community.

We hope you enjoyed a cookie, or maybe a dozen, for this great cause. Thank you to Tim Hortons and everyone who purchased a Smile Cookie!



On November 28, the DRDH Foundation hosted an “Appreciation Café” in honour of Giving Tuesday. The café brought together about 60 donors, volunteers, and supporters of Deep River and District Health for a lovely afternoon of socializing and uniting. James Thompson, Community Engagement and Fundraising Coordinator, shared that the atmosphere of the event was similar to a family reunion, with old friends greeting each other and plenty of laughs. James even witnessed two next-door neighbours meeting for the first time!

At the event, James described how the roughly 160 paid DRDH team members are only a small fraction of the actual number of people required to successfully operate our health campus, and highlighted the following supporters:

- The dedicated volunteer Boards of Directors for both DRDH and the Foundation, plus the DRDH Auxiliary Executive
- The **1,420+** donors to DRDH Foundation in the last 5 years
- The **1,000s** of customers for our past 50/50 and Catch The Ace events
- The **1,000s** of customers for the Auxiliary Gift Shop and Whistle Stop
- The **200+** Auxiliary members
- The **100+** volunteers for the Foundation

All together, our health campus exists the way it does because of the work of thousands of people, and to each of you—thank you!

APPRECIATION CAFÉ



TRIM THE TREE

Trim the Tree was back again this year!

Just like last year, Trim the Tree offered an opportunity to donate in-memory of a loved one, and have an ornament hung on the Town of Deep River Christmas Tree in their honour. Generous donations through Trim the Tree will go towards the Closer to Home campaign to build a 96-bed long-term care home at Deep River and District Health.

Be sure to check out the Town of Deep River’s Christmas Tree in front of Town Hall with all the ornaments.

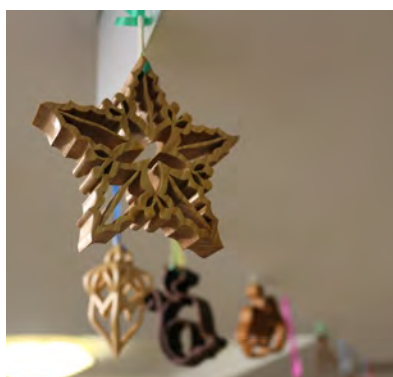
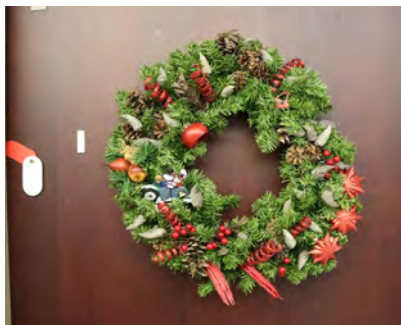


+ RESIDENTS' COUNCIL CORNER

The agenda for November's Residents' and Family Council was again a full one with some focus on planning for the upcoming holidays, including special meals for both Christmas and New Years as well as a number of activities planned to get into the holiday spirit. Decorating has slowly begun and the residents are excited to welcome volunteers into the home later this month to help with wreath making (*pictured opposite*) and further decorating.

Aside from meals and activities, the Council discussed visual cues that can be used on the floor of the home to assist with wayfinding for those with low visibility. Samples of available visual cues will be brought forward to the Council to review and determine what will work best. Additionally, the Council reviewed the proposed Education Calendar for 2024 and indicated that for person-centered approaches including specific language, active listening skills, and patience, the residents would like to assist in supporting this education by filming a short educational video for staff. Stay tuned for more information on this as we look to prepare a video ahead of May 2024.

As part of our monthly Council meetings, a section of the Residents' Bill of Rights continues to be reviewed. For November, the Council focused on right #17, "Every resident has the right to be told both who is responsible for and who is providing the resident's direct care" and #18, "Every resident has the right to be afforded privacy in treatment and in caring for their personal needs." The residents discussed these rights and shared they feel that in the home it is communicated well as to who will be providing their care each day, and they feel comfortable asking for a name if they don't recall. However, it was expressed that we are lucky to have a small and consistent team in the Four Seasons Lodge. The residents' also discussed privacy in the home and expressed that most feel privacy is maintained well and that they can have their own space to keep private and safe.



Check out the beautiful wooden ornaments hung all around the desk in the Four Seasons Lodge—they are handmade by a very talented resident's family member, Dave! Dave has also kindly gifted many of the ornaments to our team members.

FOUR SEASONS LODGE NEWS

Remembrance Day Ceremony

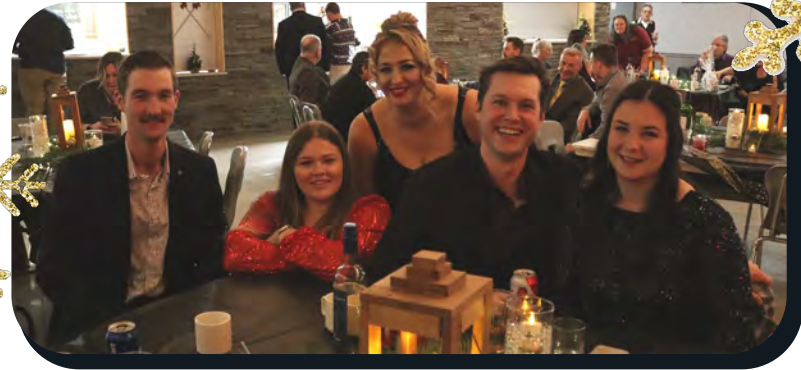
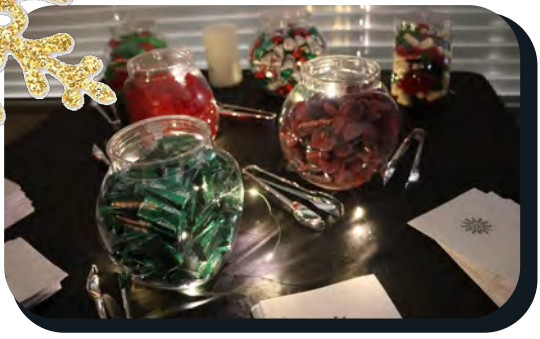


Thank you to members of the Deep River Legion, Branch 436, for coming to the Four Seasons Lodge and conducting a Remembrance Day ceremony for our residents and team on November 9, 2023.

JINGLE AND MINGLE HOLIDAY PARTY

A huge thank you to our Social Committee for all the work put into our *Jingle and Mingle* holiday party on November 24, 2023. The holiday party was very well attended this year, with over 100 attendees, who all enjoyed a great night of eating, dancing, prize-winning, and spending time together outside of work. Please join us in thanking Social Committee members Amber Cox, Allison Lepack, Bailey Dombroski, Alana Hawley, Jeff Lamure, Julie Adams, Tara Bureau, Laura Geiger, Abbie Verch, Renée Bedard, Rebekah Thomson, Melinda Lorbetzkie, Michelle Govereau, and James Elliott!

For those who were working at DRDH the night of the party, we missed you and hope you enjoyed the catered dinner provided.





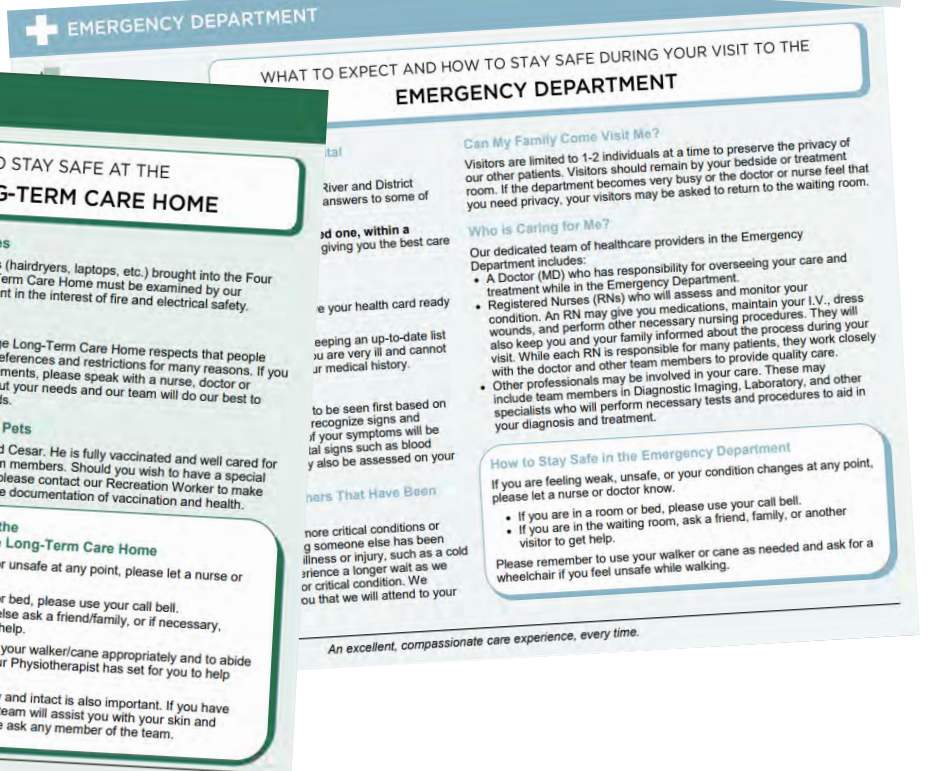
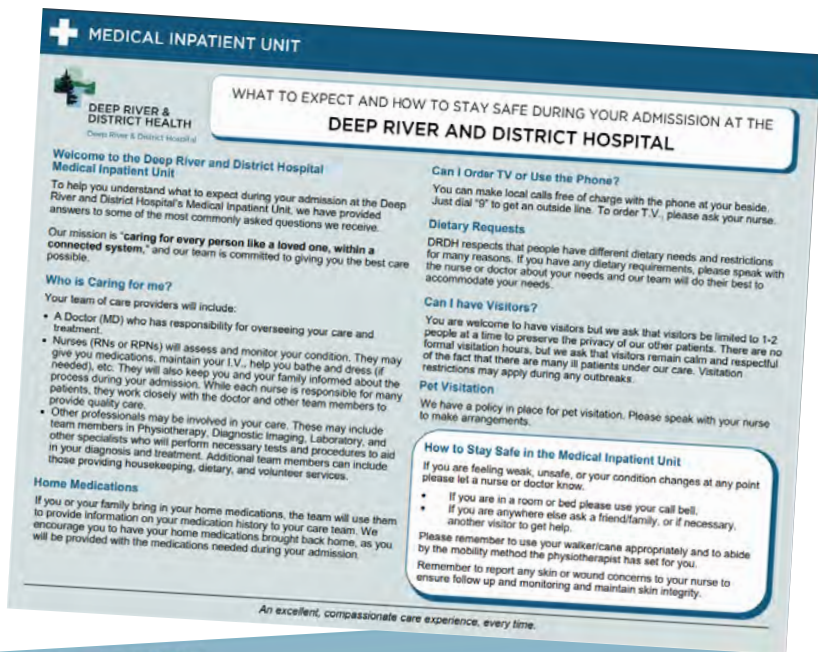
WANT TO FIND OUT WHAT TO EXPECT AND HOW TO STAY SAFE DURING YOUR TIME IN THE EMERGENCY DEPARTMENT, MEDICAL INPATIENT UNIT, OR FOUR SEASONS LODGE?

Our Patient / Resident Information Guides are now digital!

Posters are in place throughout the organization with QR codes that can be scanned using a phone camera, making accessing our information guides easy and IPAC friendly.

Scan one of the QR codes on a poster, or click on the images here to access our digital Patient / Resident Information Guides for the Emergency Department, Medical Inpatient Unit, or Four Seasons Lodge Long-Term Care Home.

Paper copies of the Patient / Resident Information Guides are also available for each area.



2024 HOLIDAYS

The following is a list of holidays recognized at Deep River and District Health in 2024.

HOLIDAY	PREMIUM DAY (If Worked)	DAY RECOGNIZED (If not a normal working day)
New Year's Day 2024	January 1	January 1
Family Day (ONA/OPSEU Serv/Non Union)	February 19	February 19
Good Friday	March 29	March 29
Easter Monday	April 1	April 1
Victoria Day	May 20	May 20
Canada Day	July 1	July 1
Civic Holiday	August 5	August 5
Labour Day	September 2	September 2
Thanksgiving Day	October 14	October 14
Remembrance Day (ONA/OPSEU Serv/Non Union)	November 11	November 11
Christmas Day	December 25	December 25
Boxing Day	December 26	December 26
New Year's Day 2025	January 1	January 1



CALL FOR CONTENT

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

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