

# THE ZINGER



Deep River and District Hospital Newsletter

*October 2017*



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Below is a summary of new or updated policies which are now “live” and accessible in PolicyMedical:

### **Incident Management System (IMS) Policy**

- The Incident Management System (IMS) is a method of command and control that includes guidelines and directives for dealing with an emergency situation
- The IMS allows for rapid decision making, while using available resources in the most effective and efficient manner when responding to an emergency
- Outlines roles and responsibilities in the event of an emergency
- Contains a list of emergency codes and their respective colours (i.e. code red)

### **Emergency Operations Centre (EOC) Policy**

- Provides guidelines for the operation of the Emergency Operations Center (EOC) in the event of an emergency situation both externally and internally
- The EOC is defined as the designated and appropriately equipped location where the Incident Management Team (IMT) of the Deep River and District Hospital (DRDH) assemble to manage the response to an emergency or disaster
- The EOC is located in the Classroom at the DRDH
- The alternative location if the Classroom is inaccessible is the Sunroom

### **Video (CCTV) Surveillance Policy (& Request Form)**

- Outlines objectives of the Hospital’s Closed Circuit Television Video (CCTV) program
- Outlines the responsibilities, storage, destruction and confidentiality relating to CCTV footage
- Outlines how to make a request for CCTV footage.

### **Auditing Electronic Patient Record (& Integrity Audit Request Form)**

- Outlines the process to ensure compliance with PHIPA it is the policy of DRDH to conduct regular auditing on the electronic patient record (EPR).
- Outlines process for requesting an audit.

## Ontario Breast Screening Program—DRDH Top Performer in the Province of Ontario



Cancer Care Ontario has named the Deep River and District Hospital as the top performing facility in the province of Ontario for Ontario Breast Screening Program (OBSP) Wait Times—time from abnormal screen to diagnosis for cases with tissue biopsy for the 2016/2017 fiscal year. The DRDH also exceeded the provincial annual improvement target. Pictured here, from left to right, is Family Health Team Executive Director—Sandra Griffiths, DRDH CEO—Richard Bedard, DRDH Mammographer—Tammy Delaurier, and OBSP volunteer—Carol Tonner.

This is a remarkable achievement for our Hospital, and was made possible with help from our partnership in the program with the Pembroke Regional Hospital. A special thanks to Dr. Fred Matzinger, Dr. Marlene Van-Gentevoort, and Dr. Raluca Antonescu at the PRH for providing radiographic interpretation of the images. This achievement highlights the quality care that our staff and OBSP volunteers provide and the resulting improved outcomes for patients.

The month of October is Breast Cancer Awareness month, and eligible women are encouraged to book their Mammograms at the DRDH. Screening is available for women between the ages of 50-74, who are residents of Ontario with no prior history of breast cancer. To schedule your mammogram today, call 613-732-1463 and ask to have your appointment in Deep River. No physician referral is required.





## Influenza Vaccine Campaign

If you did not receive your flu vaccination during the first round, you will still have a chance to be vaccinated throughout November and December.

Rita and her Flu Cart will be making rounds! There will be goodies onboard the cart. If you receive the flu shot elsewhere please supply your proof of vaccination.

*Thank you for your part in protecting our patients,  
each other and our community.*



Get the  
**FLU**  **SHOT**  
not the flu!

Home and Auto Insurance Group Plan now available to All-Staff



*Chamber of Commerce*

UPPER OTTAWA VALLEY

Serving businesses and organizations in the Upper  
Ottawa Valley since 1955.

The DRDH has recently become a member of the Upper Ottawa Valley Chamber of Commerce, which offers member to member benefits. To view the benefits, visit the website [www.uovchamber.com](http://www.uovchamber.com).

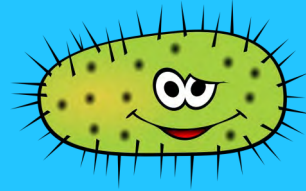
One benefit of note is an exclusive home and auto insurance group plan for all employees and retirees of the DRDH. No matter what your position is at the Hospital, you qualify for a quote with this group plan—we have strength in numbers. This program is unique to the Upper Ottawa Valley Chamber and is administered by Johnston & Mackie Limited. For a quote contact Tara Neville, Chamber Group Plan Account Executive: [insure@jmackie.com](mailto:insure@jmackie.com) or 613-735-1046. [www.jmackie/insurance-quote](http://www.jmackie/insurance-quote)

**Johnston & Mackie**   
Limited  
Insurance as individual as you are.

# Infection Control Week

October 16 to 21, 2017 was National Infection Control Week.

All of us play a part in reducing the transmission of infectious illness, improving the quality of care and decrease costs within health care settings through effective infection control practices.



## Auxiliary News—Christmas Tea on December 7

The annual Christmas Tea for **all staff** and Auxiliary volunteers will be held on Thursday, December 7th from 2-4pm in the Hospital Cafeteria. Please join us and enjoy tea, coffee and some homemade baked goodies from our bakers.



## SAVE THE DATE—Annual Hospital Christmas Party

CHRISTMAS  
PARTY

Save the date for the annual Hospital Christmas Party

Friday, December 8, 2017

MORE INFORMATION COMING SOON!

*DUE BY DECEMBER 31, 2017*

*Mandatory Education Courses for ALL STAFF*

Below is the list of modules that **all staff members** will need to complete through the Learning Management System (LMS) by December 31, 2017.

- |                                                                   |                                                             |
|-------------------------------------------------------------------|-------------------------------------------------------------|
| ⇒ Worker Awareness Training                                       | ⇒ AODA / IASR Module 1:<br>General Requirements             |
| ⇒ AODA / IASR Module 2: Information and<br>Communication Standard | ⇒ AODA / IASR Module 3:<br>Employment Standard              |
| ⇒ Working Together: The Code and the AODA                         | ⇒ Workplace Violence and Harassment<br>Prevention DRDH 2017 |
| ⇒ Roles and Responsibilities of All Workplace                     | ⇒ WHMIS 1988/2015                                           |

**Note:**

If you have modules assigned from previous years, please disregard. If you have duplicate modules, please only complete one.

**To access the modules:**

Click this link: <http://chlms.medworxx.com/ch-shared/learningstudio/index.cfm?fuseaction=mylearningcenter.mylearningpage> and then click “sign in” at the top right corner. Your Username is your DRDH username: **firstname.lastname** (i.e. michelle.robertson) and your Password is **password**.

If you have logged into the LMS previously you may have changed your password, if you do not remember what you changed it to try password, if it still does not work, please send an email to Michelle to have it reset ([michelle.robertson@drdh.org](mailto:michelle.robertson@drdh.org)).

*If you are having trouble finding time to complete these courses,  
please discuss with your direct supervisor .*

## Triage Update

The Emergency Department Committee and Working Group, which includes front line staff, have developed an action plan to realign our triage workflow process to meet standards. This Committee will be implementing triage workflow changes in the coming months to support recommendations from the consultants’ report. New colour coded furniture will be used to show nursing staff those patients that have not yet been triaged. After they have been triaged, patients will then be redirected to either registration or a treatment room, depending on their acuity.



## Foundation News—17th Annual NCU Charity Golf Tournament

The 17<sup>th</sup> Annual Northern Credit Union Charity Golf Tournament was held this year on August 10<sup>th</sup> at the Deep River Golf Club. The tournament was a huge success, raising \$15,000 for the DRDH Foundation! This event is the Foundation's largest fundraiser, bringing in a total of \$195,000 over 17 years. Thank you to all the organizers, participants, and sponsors who continue to support our Hospital. A special thank you to Bill Patterson who has been leading this event for years. His hard work and dedication to the Hospital has made such a positive impact in the community.

The day came to an exciting conclusion with two teams competing in a tie breaker hole. In the end, the winners of the day were Todd Chaput, Wendy McCauley, Jesse Wright and Toban Verdun. Well done team!



## Hospital forms Community Health Partners Group



The Hospital has recently formed a Community Health Partners Group, which held it's first meeting at the beginning of October. This group hopes to engage our communities on relevant issues which impact our catchment area. Membership of the group includes representatives from Canadian Nuclear Laboratories, Garrison Petawawa, our local municipalities and more.

## Hospital Information System Partner

In September, the DRDH Board endorsed that our organization sign an agreement with The Ottawa Hospital to be our HIS Partner and that the organization maximize the use of transformational funding received in 2017/18 to support this initiative. In October, the Champlain Local Health Integration Network advised the Deep River and District Hospital Corporation it has been approved to receive new one-time funding in the amount of \$400,600 for fiscal year 2017-18 to support the identified priorities by the Champlain Alliance of Small Hospitals (CASH). The priorities identified with the CASH group for DRDH were activities related to advance our HIS with our HIS Cluster partner (The Ottawa Hospital).

Staff from Ottawa Hospital were on site on October 25<sup>th</sup> to initiate the Readiness Assessment. Transformational funding will be utilized to support identified updates required for onsite hardware as well as IT and project management staffing.

## Garry Hartlin, a man of many talents

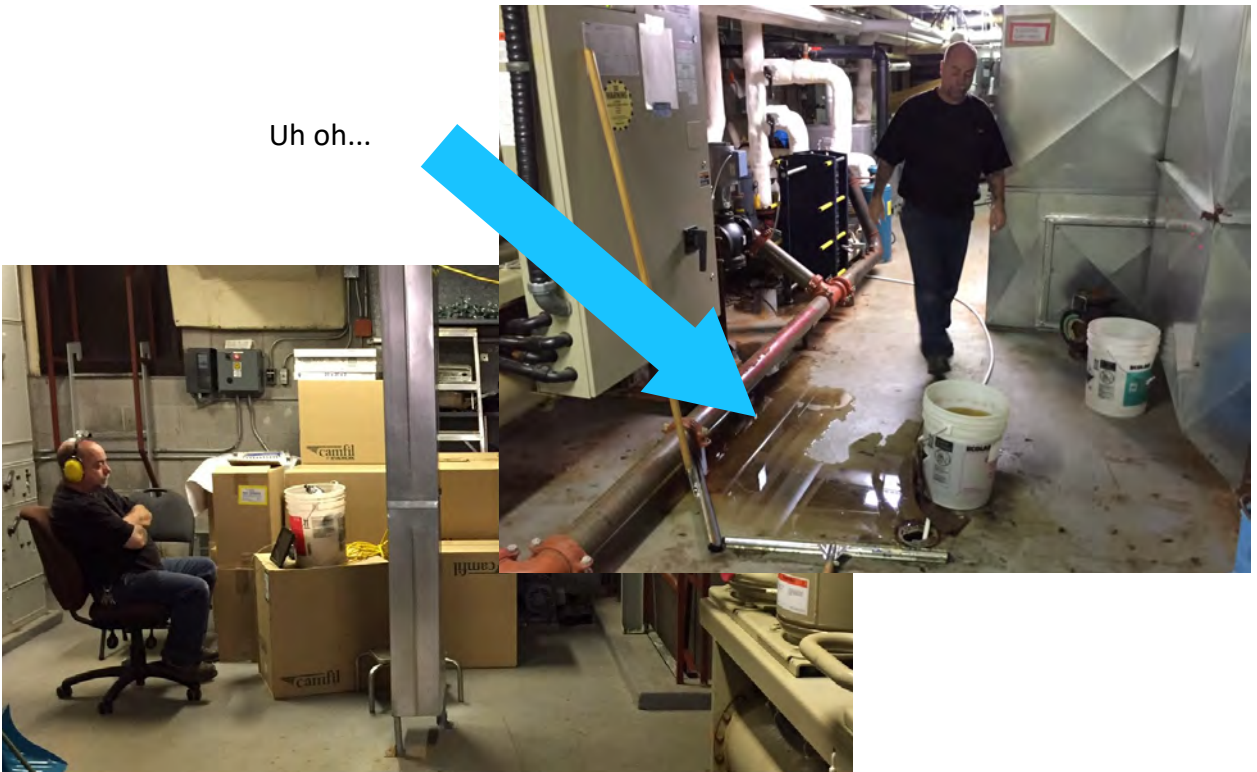
Garry performs double duty while out on the water on a beautiful fall day. Pictured below is Garry providing some remote IT assistance (left) while still being able to reel in a monster fish.



## Martin Harris, babysitter extraordinaire

During the very odd second coming of Summer this year, Martin sacrificed his time to babysit our failing chiller in an attempt to keep it running and provide patients and staff with as much relief from the heat as possible. Thank you Martin!

Uh oh...



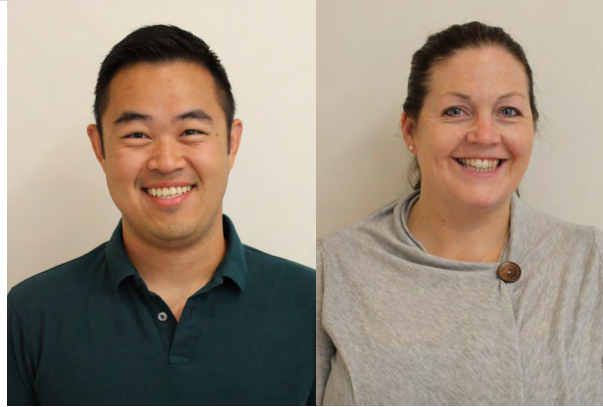


## Staffing Updates



**Mathieu Paul** (left) is a PSW who joined our team at the end of September and will be working in the Four Seasons Lodge.

**Satasha Singh** (right) is an RN who also joined our team at the end of September and will be working on the Medical Floor.



Capt **Carl Pobre** and Lt(N) **Andrea Feist** are both RNs who will be working here at the Hospital as part of an agreement with Garrison Petawawa. This partnership allows RNs to have patient care experiences in a Hospital setting.



**Michelle Govereau** (above) has recently returned to work in the Family Health Team after a maternity leave—welcome back Michelle!

**Caroline McGee** (below) has accepted the position of Manager of Nursing Services/ Director of Care. Caroline will support the Nursing and Long Term Care Teams to further develop processes, provide for day to day functioning, and support our goal of providing quality patient care.



## Birthdays



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Melanie Grant welcomes baby boy!

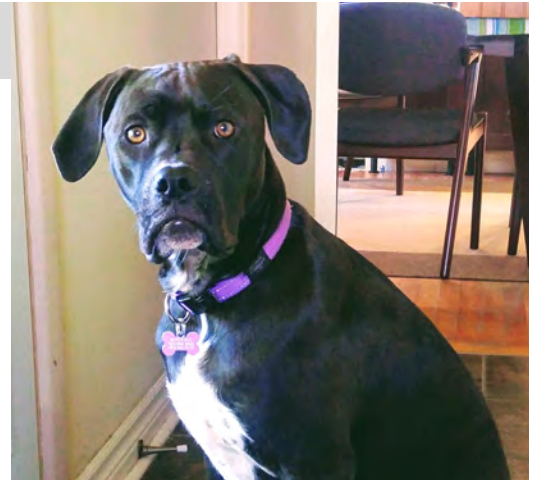
Melanie welcomed Wesley David Wright into the world on September 30, 2017. Wesley weighed in at 8 lbs 8 oz.

Congratulations!



Many reasons to celebrate on October 13!

October 13th marked not only one year of life for Butters, but also one year of being smoke-free for Karen Lamadeleine—woohoo!



Golf Day—September 28

The annual staff golf day was held on Thursday, September 28th. Pictured below is Michelle Robertson and to the right is Madison Barr, Sandra Griffiths, Michelle Govereau and Nancy Hearn.





## Attestations in PolicyMedical



Attestations are being re-assigned to those who missed the initial deadline. Attestations are required to confirm that you have read and understand new and updated policies and procedures.

Attestations are required for the following Policies:

- Whistleblower ([All Staff](#))
- Patient Feedback ([All Staff](#))
- Zero Tolerance of Abuse ([As applicable](#))
- Restraints (minimizing Use) ([As applicable](#))
- Resident's Bill of Rights ([As applicable](#))

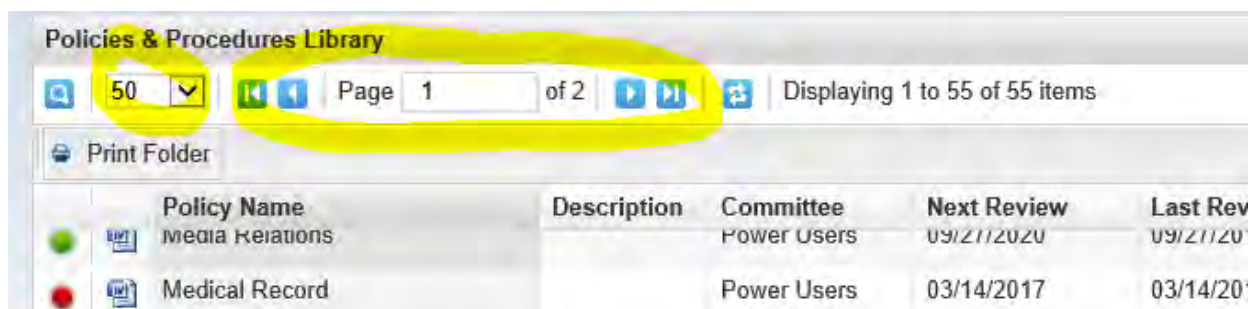
**If you do not complete your assigned attestations before the extended deadline of December 31, 2017, you will not be scheduled to work.**

You will notice weekly emails coming from PolicyMedical to remind you of your pending attestations until they are completed. Please feel free to contact Amy Joyce at extension 7100 or [amy.joyce@drdh.org](mailto:amy.joyce@drdh.org) for help if you are unsure how to complete an attestation.

PLEASE NOTE: We have had to re-assign the "Patient Feedback (Compliments and Concerns Process)" attestation to everyone – including those who did attest the first time around. Even if you had previously attested to this policy, you will need to do so again before December 31, 2017. If you read the policy thoroughly the first time around, there have been no significant changes to the policy. We apologize for the inconvenience and thank everyone for their patience as we continue to learn the ins and outs of this system.

## PolicyMedical — Amy's helpful tips and tricks

- When editing an Excel document using the "Quick Edit" function (*only available to Power Users*), you have to press **ENTER** before you press **PROCEED**. If you don't – the program will freeze, and the changes you attempted to make will not be saved. Pressing ENTER tells Excel that you are finished with whatever you were typing.
- The program is set to only show 50 documents/policies per page. When browsing in a folder for a certain document, you may have to go to the next page to find documents further along alphabetically. Alternatively, you can change the view to show more documents at a time. I know I didn't see the "page X of X" at the top when I was first using the system, and I know I'm not alone!







## **DRDH Hosts FREE Nutrition Classes Open to All**

### **Ditch & Switch: Turn your packaged staples to healthier homemade dishes**

Friday, November 17th, 2017; 1:00-2:30 pm

### **Mindful Holidays: Enjoying holiday treats without tipping the scale**

Friday December 15th, 2017; 1:00-2:30 pm

### **Cancer: Foods to help prevent, treat and recover**

Friday January 19th, 2018; 1:00-2:30 pm

### **How to Feed a Broken Heart**

Friday February 16th, 2018; 1:00-2:30 pm

### **March: Nutrition Month**

Friday March 23rd, 2018; 1:00-2:30 pm

### **Prebiotics, Probiotics and Leaky Gut**

Friday April 20th, 2018; 1:00-2:30 pm

### **Feeding your Mind - how eating well can improve mental wellness**

Friday, May 18th, 2018, 1:00-2:30 pm

### **Diets New and Old: Why you shouldn't waste your time or money**

Friday June 15th, 2018, 1:00-2:30 pm

Classes are held in the Classroom at the Deep River and District Hospital.

[Click here to email Jenna to sign up.](#)



## The PFAC is inviting new members

Health Matters...and Good Governance Makes a Difference!

**The Patient and Family Advisory Council of the Deep River and District Hospital is inviting new members.**

*The **Deep River and District Hospital** is your award-winning community hospital, providing a comprehensive range of high-quality services. Anchored by the values of caring, excellence, safety, innovation, partnering and integrity, we strive to ensure that "every client's healthcare experience will be exceptional".*



The Patient and Family Advisory Council reports to the Quality and Patient Safety Committee of the Board and serves in an advisory capacity providing feedback and input related to the experience of patients and their families at the DRDH. Members are encouraged to share ideas on how to improve the patient experience, advise

on strategies to enhance partnerships with patients, family members and caregivers as well as provide input into the annual Quality Improvement Plan. Membership will have a three-year renewable term.

To get involved in the governance of your local hospital, through serving as a volunteer Member of the Patient and Family Advisory Council, you are encouraged to submit your expression of interest to Amy Joyce by email at [amy.joyce@drdh.org](mailto:amy.joyce@drdh.org) or by phone at 613-584-3333 x 7100 by Friday, December 15, 2017.



[www.drdh.org](http://www.drdh.org)

Hospital

## A NOTE ON STAFF SUGGESTION BOXES:

Please note that the two staff suggestion boxes will be removed in conjunction with the roll-out of "**rounding**".

The removal of these boxes does not mean that your suggestions aren't valued. With rounding, staff can share suggestions with their supervisors in a way that can be followed through with, in contrast to the current method of making suggestions anonymously.

Patient feedback boxes will not be affected.



## Work-iversaries!





## PAID PARKING TO BEGIN NOVEMBER 1

Beginning November 1st, 2017, the Deep River and District Hospital will be implementing mandatory paid parking. The Board of Directors made the decision to introduce mandatory paid parking as a means to increase revenues and to provide additional financial support in order to maintain vital services at the Deep River and District Hospital.

William Willard, Chief Financial Officer and Vice-President of Operations, points out that with costs for snow removal, line painting, salting, sanding, and general upkeep of the parking facilities exceeding \$20,000 per year, funds raised through paid parking will help offset these costs and allow the Hospital to reallocate funds to maintain Hospital services. Costs previously associated with repairing and repaving the parking lot can now be reinvested in care delivery.

“This is money in our budget that we do not have available for direct patient care,” he says. “By establishing an affordable fee for parking, we can cover these costs and focus our operating dollars on continuing to provide exceptional patient care.” While the Hospital receives phenomenal financial support from the local community through the Deep River and District Hospital Foundation and the Hospital Auxiliary for equipment, DRDH is facing difficult challenges in meeting its day-to-day operating costs. Many of these costs are beyond the Hospital’s control and continue to increase at a higher rate than government funding. Charging for parking will help to minimize job cuts and service reductions.

“Paid parking is no longer something we can avoid in smaller communities,” says DRDH Chief Executive Officer and President Richard Bedard. “It is a revenue stream that we require in order to maintain quality health care close to home. The bottom line is that DRDH can no longer afford to ignore this revenue stream and pay out of pocket to maintain our parking facilities. Money that is spent on maintaining our parking lots is money that is not available for patient care. This is a situation, where if everyone participates and contributes, we will all gain with maintaining core services,” says Bedard. “This is a necessary step to maintain such important services within Deep River such as the local emergency department and primary health care.”

Hospital staff and Physicians will also be required to pay for parking. “We have made every effort to introduce an affordable parking system that will be convenient for visitors and effective in helping us meet our financial needs while maintaining the functionality of the services provided to the community” Willard says.

In keeping with the Hospital Parking Directive issued by the Ministry of Health and Long-Term Care DRDH will be charging the following rates for visitors:

\$5 for a 24 hour period with in-and-out privileges

\$30 for a 30 day pass with in-and-out privileges

“Please be assured that this decision has not been made lightly”, Janet Gow, Chair of the Board noted. “The executive leadership team and the Board of Directors have carefully considered all options during their deliberations about this issue. DRDH is committed to maintaining the highest level of quality care, and we are doing everything in our power to maintain services in this very tough economic climate. DRDH remains committed to our mission, vision and values and providing exceptional healthcare to our community.”

For more information, please visit the Hospital website at [www.drdh.org](http://www.drdh.org).





## SMOKE-FREE ENVIRONMENT NOW IN EFFECT

We are now a completely smoke-free environment. Smoking is prohibited in all areas of the hospital and on its property. This includes the inside of the building in its entirety, exterior grounds, parking lots, and inside of vehicles while on Hospital property. This policy applies to staff, volunteers, students, visitors and patient populations that are within the property of Deep River and District Hospital.

While staff are free to continue smoking off-property during breaks and lunch periods, those who smoke may decide this is a good time to quit. We recognize that giving up smoking is difficult and can offer the following resources for those that may explore the option to quit:

- [www.myquit.ca](http://www.myquit.ca) is a free resource that offers smokers a coach and a personalized quit plan.
- Stop Program:
  - o A free, voluntary, walk in quitting support group offered at DRDH each Friday at 10:30am in the sunroom.
  - o All participants in the Stop program have access to free smoking cessation resources such as patches, gum, lozenges, and sprays for a 26 week period
  - o Participants must complete consent forms, registration questionnaire and have an Ontario Address.
  - o The Stop Program Addiction Counsellor is Maarit Ikavalko. She is available on Fridays in the Family Services office and can be contacted by calling: 613-732-3356 or emailing: [ikavalkom@renfrehosp.com](mailto:ikavalkom@renfrehosp.com).

Thank you for your assistance in promoting a healthy, smoke-free environment for patients, staff and visitors.

### DRDH Visited by Tobacco Inspection Officer

Following the implementation of our Smoke-Free Environment policy, the DRDH was visited by a Tobacco Enforcement Officer for a site inspection. The inspector made note of a make-shift ash tray (plastic cups with water and cigarette butts in it) in a garbage can near the old smoking area on Hospital property. The garbage can has since been removed.

The inspector will be visiting the Hospital regularly in the upcoming months to ensure adherence to the legislation.

Please remember that any violations of the smoke free environment is explicitly prohibited by provincial law under the Smoke-Free Ontario Act. Public Health Officers may impose fines of \$300+ for each observed smoking by-law violation directly to those in violation of the policy and legislation, payable to the province of Ontario.



## Chiller Project Gets Underway!

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Construction has started on both the Chiller and Generator projects.

The concrete pads are now poured (prep work pictured here). Both projects are on schedule and are expected to be completed within the fiscal year.

## Financial Position

Financial position based on agreement with the LHIN, as of August 31, 2017

Surplus of \$8,559

## So it begins...



It appears that Ian is not a fan of the new décor that somehow found it's way to his office.





## Foundation News—Catholic Women's League Supports Hospital



Sharon Munro of the Catholic Women's League is pictured here (middle), presenting two cheques to DRDH CNO, Janna Hotson (left), and DRDH CEO, Richard Bedard (right).

The CWL generously donated \$400 to the DRDH Foundation on October 10th.

Thank you to the CWL for their ongoing dedication to our Hospital.

## Foundation News—First Annual Gala to be held in April 2018

Don't forget to save the date...the DRDHF will be holding its first Annual Gala in April 2018. Mark your calendars because we will be putting on a red carpet event with lots of music, dinner, dancing and fun. This will truly be a night to remember!



## Foundation News—Christmas Tree Ornaments for sale



The Deep River and District Hospital Foundation is planning on selling Christmas tree ornaments starting in the middle of November that people can purchase on behalf of a loved one who is ill, who was treated at the hospital, or who has passed away. These ornaments will be displayed on a beautiful tree at the Hospital. This is a great way to give back to the Hospital and honor a loved one over the holidays. More information on this activity is coming!



## Foundation News—Catch the Ace Lottery



The Deep River and District Hospital Foundation will be running a Catch the Ace Lottery Beginning on November 9, 2017. The lottery, which has become huge in eastern provinces, has come to the Deep River Hospital. We encourage you all to buy tickets for your chance to win!

The more tickets you buy, the bigger the prize pot gets. 20% of all tickets sales will be awarded to the weekly winner who will also get a chance to win the progressive jackpot (if they select the ace of spades) worth 30% of ticket sales. The longer it takes for the ace of spades to be drawn, the bigger the jackpot gets.

Weekly draws will take place every Thursday at 8:00 pm the Deep River Curling Club. You can buy tickets at the Foundation office (located in the Hospital) at Raby's Ultramar in Chalk River and at Cahoon's pharmacy in Deep River.

## Foundation News—6th Annual Kitchissippi Run

This year's 6<sup>th</sup> Annual Kitchissippi Run took place on October 1<sup>st</sup> 2017, in support of the DRDH Foundation. There were more participants this year than any other year and there was fun to be had by all. The event included bouncy castles, face painting, food and beverage vendors and more! The Run continues to grow and its success is due to the support of the community and the wonderful organizers and volunteers who have put so much time and effort into making this day great. A special thanks to Collette Giroux, Barb Gallagher, Kristen Glowa, Meggan Vickard, Ashley Parady and Amy Joyce. Without you there would be no Run! Stay tuned to see how much we raised for the Hospital...



## Workplace Violence

In light of many continued changes to legislation and increased incidences of Workplace Violence within the healthcare sector, many of us have been working hard on changes for improvement within our own Violence Prevention Program. This has resulted in increased procedures for identifying and mitigating risks as continued safety for our staff and client population is a very high priority. In early November, information will be provided to all staff on new procedures and processes.

Thank you to the many staff that contributed ideas, input and feedback into these processes ensuring a collective effort towards positive change. Your commitment to improvement and ongoing delivery of excellent care is to be commended.

## Harrassment and Violence will not be tolerated in our workplace.

Let's work together to make our workplace safe and respectful.

### Benefits for Part-Time, Casual and Contract Hospital Employees



## JOIN THE CELEBRATION!

**NOVEMBER 1 to DECEMBER 30, 2017**

Coverage for you and your family is **GUARANTEED**.

A plan designed for **Part-Time, Casual, Contract and Temporary Hospital Employees and Hospital Retirees**

#### BENEFITS INCLUDE\*:

Extended Health Care coverage, *Optional* Dental coverage, Life Insurance, Long Term Disability coverage and Accident Death, Disease and Dismemberment coverage.

NO MEDICAL EVIDENCE REQUIRED\*

More information is available through your Human Resources Department or by contacting us directly.

Contact us today for a free quote.

1.866.768.1477

[healthcareproviders.ca](http://healthcareproviders.ca)

**20 YEARS**  
1997—2017

Our hospital endorses a unique program of voluntary group benefits offered by The Health Care Providers Group Insurance Plan (HCP).

In celebration of their 20th Anniversary, HCP is offering something special: **A 60-day Open Enrollment period during which their benefit plans will be available, GUARANTEED, no medical questionnaire required, to all eligible employees.**

This is a limited time offer. The enrollment period runs from **November 1st – December 30th, 2017**. Ask Michelle Robertson, HRO for more details or contact Health Care Providers directly, 1.866.768.1477 OR visit [www.healthcareproviders.ca](http://www.healthcareproviders.ca)

*Benefits that work full time for those who don't*

\* Some conditions may apply



## Leadership Council gets cozy



On the morning of October 3, members of Leadership Council gathered in the (slightly overcrowded) Classroom. The goal of these Leadership Council sessions, which are scheduled regularly throughout the year, is to give leaders information, skills and tools to focus our strategic priorities and improve the staff, patient/ family and physician practice experience.



## Happy Sonography Week Nadine!



October 1—7 marked Sonography Week, and Nadine made absolutely stunning cupcakes for everyone to mark the occasion. Thank you for everything that you do Nadine!



*Ultrasound*  
**SONOGRAPHERS**  
**CREATE A BETTER IMAGE**  
**FOR HEALTH CARE**

SONOGRAPHY WEEK, OCTOBER 1-7, 2017



## Employee and Family Assistance Provider (EFAP) Change

*Effective January 1, 2018  
we will be switching our  
Employee and Family  
Assistance Program (EFAP)  
provider to  
Morneau Shepell.*

**What is EFAP?**

EFAP is a confidential and voluntary support service that can help you take the first step toward change. You and your immediate family members can access immediate and confidential support in a way that is most suited to your preferences, comfort level and lifestyle.

**What should I contact EFAP for?**

Solutions for your work, health, and life that will help you to: achieve well-being, manage relationships and family, deal with workplace challenges, and tackle addictions.

**How are services provided?**

In-person counselling, Telephonic counselling, E-Counselling, Video counselling, Online Group Counselling, First Chat (Chat instantly with a counsellor online), Online program and self-help counselling

**What is the cost?**

There is no cost to you or your family to use your EFAP. This benefit is provided to you by your employer.

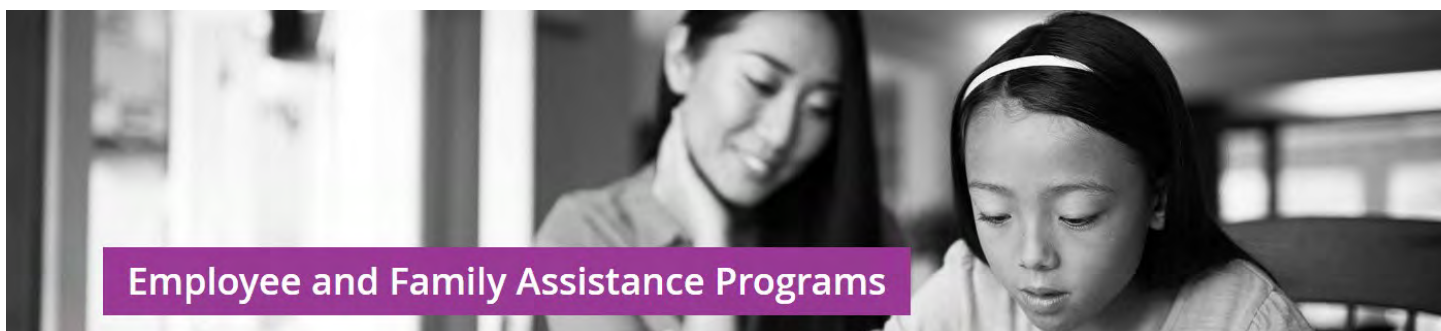
**Who will know that I contacted EFAP?**

EFAP is completely confidential within the limits of the law. No one, including your employer, will ever know that you have used the program unless you choose to tell them.

**What do I do if I am currently receiving services with Valley EFAP?**

Please speak to your counsellor about the transition and together you will work on a plan.

*More Information, including contact information,  
will be provided in upcoming weeks.*



Employee and Family Assistance Programs

## Feeling Crafty?

### MASON JAR MUMMIES

You'll need just a few supplies:

- Mason jars
- Gauze bandage
- Googly eyes
- LED tea lights
- Glue

#### Step 1

Wind gauze around the entire mason jar

#### Step 2

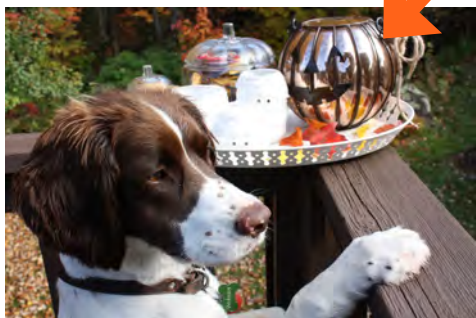
Secure the end of the gauze with glue (or tape if you can't find your glue gun)

#### Step 3

Stick on googly eyes as desired.

#### Step 4

Place an LED tea light inside the jar to bring your mummy to life. Keep curious puppy from unravelling your creations.



Why don't mummies have hobbies?

They are too wrapped up in their work.



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