

THE ZINGER

Newsletter for the Deep River & District Hospital

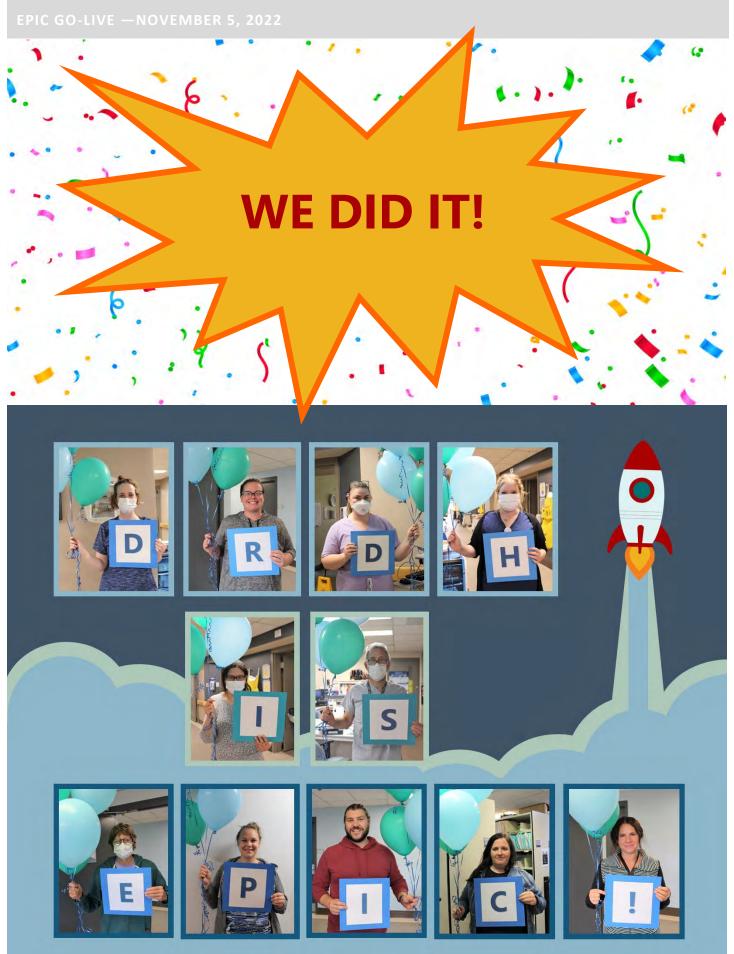
November 2022

Four Seasons Lodge Long-Term Care Home and North Renfrew Family Health Team



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EPIC GO-LIVE —NOVEMBER 5, 2022



us if some things take a little longer than usual as we are learning and adapting.

THANK YOU FOR YOUR
PATIENCE AND UNDERSTANDING

After more than a year of preparations, our organization, along with the Kemptville District Hospital and the Winchester and District Memorial Hospital, joined the Atlas Alliance and went live with the Epic digital health information system on November 5, 2022.

Preparations for go-live occurred over the past 18 months were lead by Project Leads Tabitha Kearney and William Willard. Preparations involved complete system and workflow design and adaptation, as well as training of physicians and staff across multiple clinical and non-clinical departments. More than 45 classes were run and 1,100 hours of training were provided by our dedicated DRDH trainers over an approximate eight-week timeframe!

The transition went quite smoothly, despite having an unanticipated power failure over go-live weekend, with modules going live as planned on November 5.

The EORLA team coordinated go-live of the laboratory instance of Epic (Beaker), in alignment with the Epic go-live over the November 5 weekend as well. The laboratory team continues to adjust to Beaker in coordination with Epic, which fully integrates laboratory services into Epic systems. On November 7, our Radiology system was also upgraded, further enhancing the organization's systems and integrating with the new Epic system.

Our organization maintained an internal Epic Command Centre running 24 hours a day for the first two days, with gradual reductions in support as the system stabilized. The DRDH Command Center was stood down earlier than planned due to the successful and smooth transition of the system, and the significantly decreased support needs within the first 10 days.



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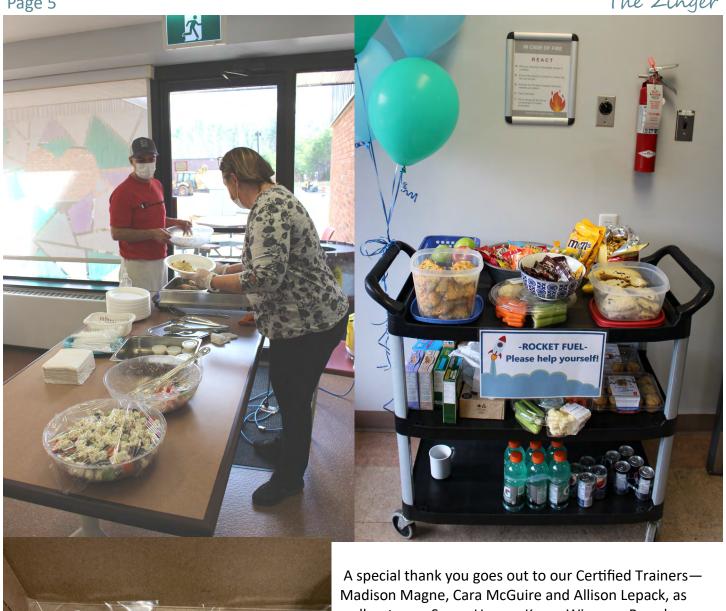


Epic experts from our partner Atlas
Alliance hospitals, the Renfrew Victoria
Hospital and St. Francis Memorial
Hospital, were onsite to provide "at the
elbow" support for our team over the
first few days after go-live, and 24/7
support from The Ottawa Hospital was
provided for the first two weeks.

Our team continues to work through the transition, and has begun to recognize the benefits of having an advanced and integrated health record for both patients and providers. Next steps are to integrate and plan for how our organization works within our new partnership of the Atlas Alliance, as well as further enhances and optimizes the new system for both patients, staff, physicians, and the organization as whole.

Congratulations to the entire DRDH team on this momentous implementation!

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well as to our Super-Users—Karen Winegar, Brandy Raven and Whitney Green, for all your hard work and helping to support our team during this transition successfully.

A very special shout-out goes out to Scott Goodchild and our entire IT Team for going above and beyond to ensure all systems worked and staff across our organization were ready and supported through go-live.

Thanks also go out to our Dietary Team for helping to make several meals to keep everyone fully "fueled up" for take-off over the weekend.

Also keeping our staff "fueled up" were the beautiful Epic themed cookies by Nadine Lindenbach pictured here. Nadine even made personalized cookies for each of our IT team members, but they were so delicious they didn't last long enough to be photographed. Thank you Nadine!

MANDATORY EDUCATION—Past Due

Please see the assigned education for the month of November. This was due to be completed by November 30, 2022. Please contact Mary Goodchild if you are having any issues accessing the education.

All Staff

- Safe Use of Equipment
- Evacusled
- Electronic Monitoring

RN, RPN, PSW, Physiotherapy

Minimization of Restraints and PASD

Clinical Staff (RN, RPN, PSW, DI, Physiotherapy)

- Palliative Care and End of Life Module 3
- Mechanical Lifts and Client Handling Part 1

RN

Amniotest

RN, RPN (Reminder)

PINEL Modules (due November 30th)

Housekeeping

RICN Environmental Cleaning Best Practice –
 Discharge/Vacancy Room Cleaning Contact Precautions Room







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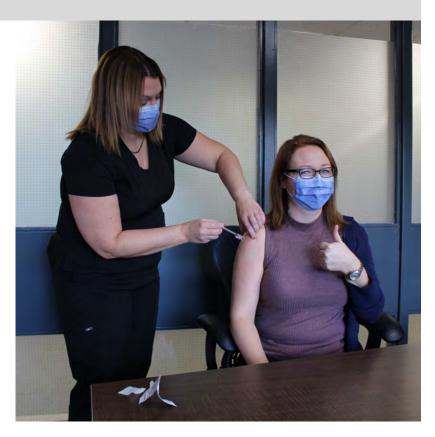
FLU SHOTS AND COVID-19 BOOSTERS

As we are all aware, flu season is back with a vengeance, with an early and severe start. Together with other public health measures, getting the flu vaccine can help protect you, your family and the ones you care for.

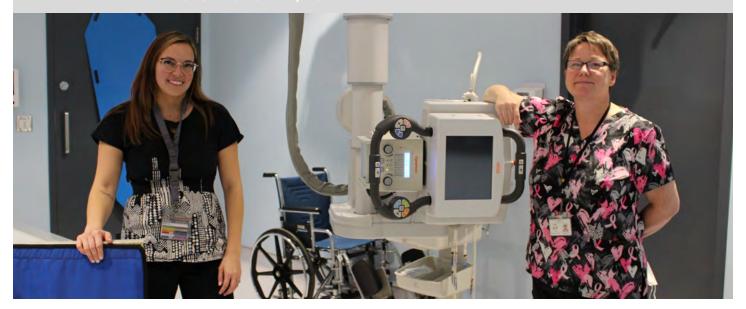
Influenza Vaccines are available every afternoon, please keep your eyes open for the IPAC cart or stop by Alana Hawley's office to receive your 2022/2023 shot.

COVID-19 Boosters are also available, and the vaccine currently available is *Moderna Bivalent*, which offers protection against the original strain, Omicron BA.1, and Omicron BA.4/BA.5. Please let Alana Hawley know if you are interested in receiving a booster.

If you have received either vaccine elsewhere, please let Alana know to ensure your health file is up-to-date.



HAPPY MRT WEEK! November 6-12, 2022



November 6 – 12 is Medical Radiation Technologist's week for 2022. Across Canada, MRTs together perform more than 30 million Diagnostic Imaging exams (CT Scans, MRIs, Mammograms, and X-rays) yearly. MRTs provide the essential link between compassionate care and the sophisticated Medical Imaging and therapeutic technologies that underpin modern health care.

MRT week recognizes the expertise and dedication of MRTs who provide essential care to Canadians every day...join us in thanking Renée Bedard, Tammy Delauier (pictured above) and our other MRTs for everything they do!

NEW HIRES



We are pleased to welcome three new members to our team this month. **Alyssa** is a Registered Nurse, and **Kaleigh** and **Tim** are both Personal Support Workers.



WELCOME BACK!



Congratulations to **Taylor**, **Rhya-Lee**, and **Anna**, who have all returned to DRDH as Registered Practical Nurses after completed their consolidations with us!

congratulations

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HAPPY RETIREMENT DR. NOULTY



Thank you to everyone who came out to join us at the Chalk River Lion's Hall on November 22 in celebration of Dr. Noulty's retirement.

After 34 amazing years at DRDH, Dr. Noulty is beginning a new chapter and entering into a very well deserved retirement. We will miss you Dr. Noulty, but look forward to having your continued care of residents in the Four Seasons Lodge.

Also, thank you to everyone who provided a clip for the video of our combined well wishes for Dr. Noulty!





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5 TOP SCAMS TO WATCH OUT FOR THIS HOLIDAY SEASON

The holiday season is a time when people are especially vulnerable to scams. This is because they are busy and often have their guard down. Criminals take advantage of this by circulating fake e-gift cards, posing as charities, targeting specific demographics, and so on. In this 3-minute article, we will discuss 'Google's five most popular scams' being circulated this holiday season. So if you want to be aware of the dangers lurking online, then keep reading....



- 1. E-gift card scams
- 2. Charities
- 3. Demographic Targeting
- 4. Subscription renewals
- 5. Crypto scams

With the holiday season in full swing, so are gift card and prize scams. These scammers will often lie about being a known contact of yours to try and get you to buy them a gift card, or they may offer an amazing prize in exchange for your credit card information. If you receive any suspicious emails like this from someone claiming to be your friend, make sure to confirm it with them through another method before doing anything further. And as always, if something seems too good to be true, it probably is.

Be wary of scammers and phishing attempts; they actually worsen during the holiday season. This would not only hurt those who fall for the scams, but also charities that could've benefited from donations. For example, an attacker may pretend to be associated with a charity related to current events or one with a familiar name. If someone contacts you asking for money via personal email or another method, beware that it might be fraudulent.

With more people shopping online and sharing personal information this holiday season, scammers are taking advantage by targeting consumers with fraud that seems more realistic. For example, you might get an email from what looks like your child's school PTA about a holiday fundraiser, but if you click on the link in the email, it could take you to a fake website where you're asked to enter sensitive information like your credit card number or Social Security Number. These types of scams can be difficult to identify because they seem so personalized. But if you're aware of potential threats and know what to look for, you can help protect yourself against them.

Scammers love to target people at the end of the year, and one particularly nasty version of these emails spoofs antivirus services. They lure victims with promises of improved security, but if you take a closer look at the sender's email address, you can usually spot these scams pretty easily.

Cryptocurrency-based scammers are more prevalent during times of higher crypto usage, like now. They often use a cryptocurrency wallet to collect payment and may threaten their victim if they don't receive the funds. Some key things to look out for that signal fraud include typos, strange email addresses, and demands for payment.

By being aware of these five popular scams circulating this holiday season, you can protect yourself and your loved ones from potential fraud!

Article from CyberheistNews Vol 12 #48

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EMERGENCY OPERATIONS CENTRE ENACTED

With a rapid rise in respiratory viruses including COVID-19, RSV (respiratory syncytial virus), and influenza creating significant pressures on all parts of the health system, the Provincial Incident Management Structure (IMS) and Emergency Response Systems have been activated to coordinate a provincial response to the respiratory surge.

In response, our organization activated our internal incident management structure, standing up the Emergency Operation Center (EOC) on November 18 to coordinate the response to the current and growing significant respiratory surge. The EOC will continue to coordinate and direct organizational activities in response to the current respiratory surge.

The current respiratory surge is significantly affecting the paediatric population, with those in high-risk categories and under 5 years of age being affected most. With paediatric hospitals experiencing significant pressures, all hospitals have been directed to increase emergency department and inpatient capacity. Planning is underway to implement further orders received from provincial systems, aimed at protecting health system capacity.

Respiratory EOC Team Members are highlighted below:

Janna Hotson – Incident Commander and Information & Liaison Officer

Tabitha Kearney – *Planning Chief*

Allison Lepack - Operations Chief

William Willard – Finance & Logistic Chief

Alana Hawley – Safety Officer

Dr. Hanene Ben Amor – Medical Liaison

Rebekah Thompson – Administrative Support



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HOLIDAY PARTY UPDATE



In light of updates received last night from our regional partners regarding the external respiratory surge occurring throughout our region and after consultation with Public Health, our planned Holiday gathering and celebration for Friday, December 2nd is being postponed until a later date.

Given how unstable our healthcare system is, and how valuable each individual member of our team is in continuing to maintain care and services for our community, we cannot ignore these increased risks and hold an event of this size responsibly. With the risk of gathering together continuing to rise, the strain on our resources and the risk of further spread to all of our families, specifically our children, we cannot responsibility and safely come together as a group to celebrate at this time. While this outcome is certainly not what any one of us would like, our safety, and the safety of all of our loved ones and children, is too important to risk.

Although this postponement is disappointing for all of us, please be reassured that a celebration will be planned as soon as Public Health conditions allow for us to do so safely.

At that time, we will be able to gather and recognize together all those who have earned service awards and honour all of our Essential Pieces nominees for 2022. Until then, please watch for upcoming communication that will highlight those reaching service milestones in 2022, as well as the many, very deserving nominees of this year's Essential Pieces Award. This gathering may be scheduled on short notice, as we have learned we will need to take whatever opportunities we can, whenever we can, to come together safely.

It is disheartening to be relaying this message to you, as I personally saw, heard and felt the excitement of the planned event and know how much the opportunity to come together with colleagues, loved ones and friends means to all of us. Seeing the amount of people planning to come to the party has shown the importance of creating future opportunities for us to come together and celebrate the extraordinary work we do for our community.

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

Janna Hotson President and Chief Executive Officer **HOLIDAY THANK YOU**

- THANK YOU -

Recognizing 2022 has been another challenging year for all of us, it is even more critical that we recognize the work done to carry forward the mission and vision of the organization, despite some very difficult circumstances. Every person, individually and collectively has proven, time and again, their dedication and commitment to our patients, residents and each other. It is through your work, dedication and caring that we continue to have such an exceptional healthcare facility to care for our community.

Now that the holiday season is officially upon us, DRDH Festive Food Vouchers are being provided to help all our team members celebrate with the food that is meaningful for them this holiday season. This voucher can be redeemed at Jan's Valumart in Deep River for \$50.00 towards your holiday celebration meal. Your individualized Festive Food Voucher must be presented at the checkout to receive your discount, and can be redeemed towards any product(s) at Jan's Valu-mart.

Vouchers will be available for pick up from your manager beginning December 1st, 2022. Vouchers are valid from December 1st to 31st, 2022.

For any staff who do not wish to use their Festive Food Voucher, please let your manager know and the organization will donate the amount to the Deep River and Area Food Bank.

Thank you again to all staff and physicians for your efforts this year. In the care and work you do, it is evident to our entire community how hard you have all worked to provide our patients and residents with an excellent, compassionate health care experience, every time.

Please watch for more communication on opportunities for holiday celebrations over the next month.

Wishing you all a happy and safe holiday season,



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CLOSER TO HOME CAMPAIGN NEWS





We are pleased to share that our Board of Directors has collectively presented a pledge of \$42,000 towards the Closer To Home Campaign in celebration of #GivingTuesday. In addition, members of the Auxiliary Executive have also made personal financial contributions towards the campaign!

Members of the DRDH Board and Auxiliary Executive have made personal pledges and donations, with a desire to encourage others to join them in supporting the new 96-bed Long-Term Care Home project. Thank you to all who have contributed, we appreciate your leadership!

This personal support from the DRDH Board of Directors and Auxiliary Executive follows the recent personal support provided by members of the DRDH Executive Team.

Pictured above, from left to right, are DRDH Board Members John Osborne, Ted Chiasson, Doug Tennant, Dave Cox, Claudia Beswick, Doug Champ, and Christian Kaiser. *Missing from the photo are Board Members Tracy Gendron, Bess Burke, Becky Kenrick, and Michelle Ferderbar.*

Pictured below, from left to right, are Auxiliary Executive members Patricia Clouthier, Jane Pecoskie, Eileen Burke, Judith Cloutier, Marie Charbonneau, Marguerite Santone and Maureen Bakewell.



Join Us Today!

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FOUNDATION NEWS

Congratulations to Donna Lux of Pembroke, holder of winning ticket #99002923002 in the November Deep 50/50. As the Early Bird prize winner, she gets a \$1,000!

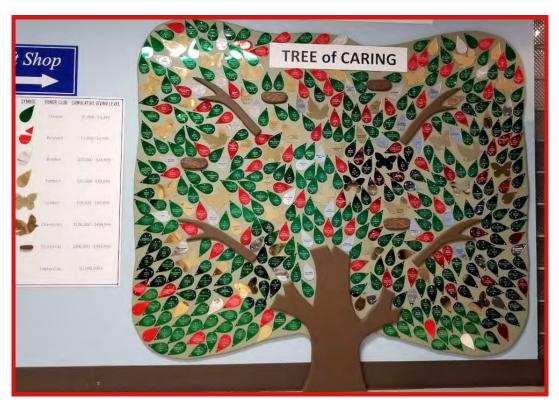
Also, a huge congratulations to Marie Smith of Petawawa, holder of winning ticket #99002933032 in the November Deep 50/50. As the Grand Prize winner, she gets \$4,182.50!

Do you want a chance to win our Holiday draw? Visit https://deep5050.ca to purchase tickets and support the Closer To Home Campaign to build a 96-bed Long-Term Care Home.



TREE OF CARING—NOW FULL!

We have recently updated the Tree of Caring in the DRDH lobby, and are thrilled to highlight the 41 NEW and 14 upgraded donors who are now on the Tree. We have had such incredible support this year; so much that our Tree of Caring is now full! The list of new and upgraded names can be seen by clicking on the following link: https://drdhfoundation.com/news/tree-of-caring-updated



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FOUNDATION NEWS—"WHY I GIVE" TESTIMONIALS

November 29 marked #GivingTuesday, and the DRDH Foundation celebrated by sharing "Why I Give" stories from members of the community! Donors, volunteers, and supporters were asked: "Why do you support DRDH?" and the replies we received were inspiring and motivating. Here's just a few of the stories that were shared:



"... After more than five decades in Deep River, we're clear on the vital difference easy access to healthcare makes for all of us here in the Upper Ottawa Valley, thanks to the Deep River and District Hospital... Having the new 96-bed Long Term Care Home right here will be a huge help to area seniors, their families and their friends, by keeping them within reach of one another in comforting, familiar surroundings... we are very happy to contribute to its future!"

– Joan & George Doubt



"DRDH's provision of primary care, acute care and long-term care services in our local area is a major contribution to the quality of life in the area. Having a viable and growing health care campus in Deep River adds greatly to the future quality of life in North Renfrew and to the future sustainability of Deep River and the surrounding communities. Through our regular donations to the DRDH Foundation we want to be part of ensuring that we can not only personally benefit from the health care provided by the DRDH but also help to ensure the future sustainability of our wonderful community."



"The announcement of the new 96-bed long term care facility was incredibly good news. Not only will it provide a very welcome economic boost to this area, but it will provide much needed additional LTC beds. It is nice to know that we can be Closer to Home when it is time for us to consider long term care for ourselves and our loved ones."





"The plan to expand the Health Campus to 96 long-term care beds, with over 200 new staff to be hired, is an exciting boost to our community, and one which I will support as much as I can."

Larrie Thomson

- Douglas & Astrid Champ



"We believe that the Deep River & District Hospital is the most important institution in our community. We are really excited about the 96-bed Long Term Care home to be built in Deep River. We believe that this facility is essential to take care of our aging community. This new Long Term Care Home will give the people who love living here, the option to continue living in this community. However, this would also require local fundraising for \$2.5M. This is why we are committed to support the DRDH financially and otherwise and be part of the donor group."

- Ken & Leela Philipose

Keep an eye out for even more "Why I Give" stories in next month's Zinger!

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FAMILY HEALTH TEAM NEWS



Online Booking Now Available!

The North Renfrew Family Health Team is excited to announce that our online appointment booking portal, Ocean, is now available to all rostered patients of Dr. Gina Corrigan, Dr. Kathryn Kipp, and Dr. Caitlin Armer, as well as Nurse Practitioners Tina Halloran and Lauren Haggerty.

Online appointment booking through Ocean will make access to primary care providers quicker and easier than having to call in to book over the phone, as appointment booking will now be at the tip of our patient's fingers.

Family Health Team patients can access the online booking portal by clicking <u>HERE</u>, or by visiting <u>www.drdh.org/familyhealthteam</u>.

Through Ocean, appointments can be booked or cancelled as needed.

Those who would prefer to continue calling the North Renfrew Family Health Team to book appointments over the phone, through our reception team members, are welcome to do so.

At this time, patient seeking an appointment with Nursing or for Counselling are asked to please continue to contact the North Renfrew Family Health Team by phone at 613-584-1037 to book an appointment.

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2023 RECOGNIZED HOLIDAYS

The following is a list of holidays recognized at DRDH in 2023:

HOLIDAY	PREMIUM DAY (if worked)	DAY RECOGNIZED (if not a normal working day)
New Year's Day 2023	January 1	January 2
Family Day (ONA/Non Union)	February 20	February 20
Good Friday	April 7	April 7
Easter Monday	April 10	April 10
Victoria Day	May 22	May 22
Canada Day	July 1	July 3
Civic Holiday	August 7	August 7
Labour Day	September 4	September 4
Thanksgiving Day	October 9	October 9
Remembrance Day (ONA/Non Union)	November 11	November 13
Christmas Day	December 25	December 25
Boxing Day	December 26	December 26
New Year's Day 2024	January 1	January 1

NEW MENU LAUNCHED!

The Dietary Department is happy to announce the launch of our new menu this month. The dietary changes in the menu reflect the new *Fixing Long-Term Care Act, 2021*.

Given the option of having two meals for lunch and dinner, or having one main and an à la Carte, our residents chose to go with one main and à la carte. The residents now have several choices to choose from, and examples of à la carte options include 4 different soups, 4 different sandwiches, 3 hot



mains, and several different desserts. So far, the residents seem quite happy with the change! We are keeping track of the most popular items, and will look into changing any items they are disliked.

Thank you so much to the Dietary Department for all their hard work on this new menu launch! We hope everyone enjoys some of the new soup choices and entrees offered at lunch and supper.

Bon Appetit!

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Bringing on Holiday Cheer & Managing Pre-Holiday Stress

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. An extrovert might be wanting to be sure there aren't too many quiet days in a row.

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.

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 from LifeSpeak:

https://wellness.lifespeak.com/expertblog/5485?utm_source=sharelink&utm_medium=custom-message&utm_campaign=wellness_LifeSpeak_Resources_Find_Balance_Through_the_Holidays&lang=EN_

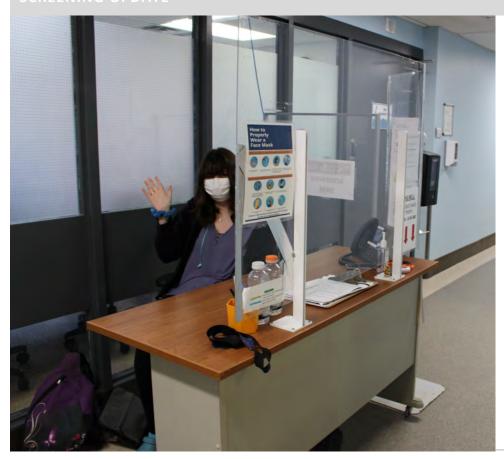
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FOUR SEASONS LODGE NEWS

Thank you to our friends from the Northern Credit Union - Tammy, Debbie & Wendy, for dropping in to spread a little bit of Christmas cheer at the Four Seasons Lodge! Gifts for each of the residents to open Christmas morning were kindly donated along with some tasty treats for staff to enjoy! Thank you again Northern Credit Union for this wonderful gesture, we sincerely appreciate it!



SCREENING UPDATE



With updates to the direction from the Ministry of Long Term Care, we have now shifted to passive screening for staff, students and volunteers.

With the move to passive screening, our screening desk was closed as of November 7, 2022. Staff, students and volunteers are required to self-screen for COVID-19 prior to arriving for each shift.

A self-administered COVID-19 Rapid Antigen Test will still need to be completed on-site in the Salon on the same day or day prior to entering the home. Page 21 The Zinger

EDUCATION OPPORTUNITY

There are still a few spots left in the Indigenous Cultural Safety course being offered through the Indigenous Primary Health Care Council!

The course is called "Foundations of Indigenous Cultural Safety Anishinaabe Mino'ayaawin – People in Good Health", and covers topics such as, the social and historical contexts, as well as structural and interpersonal power imbalances that shape one's health experiences. The Anishinaabe Mino'Ayaawin is an approach that integrates cultural awareness, sensitivity, competency, humility, and safety.

This course is 3 hours long and is completed online, and can be completed at your own pace. We are able to offer this course to up to 30 staff members on a first come, first serve basis.

To learn more about the course, please visit the link here: https://iphcc.ca/cultural-safety-training/. The cost of the registration fee will be covered if you are interested in participating. If you would like to know more, or are interested in this meaningful education opportunity, please let Mary Goodchild know.

PARKING LOT NOTICE

Please be mindful of icy conditions in the parking lot as the cold weather hits.

Keep in mind that when the sand truck comes around, the sand doesn't get in between parked cars so please be cautious when getting in and out of vehicles.





PARKING LOT UPDATE



Just in time for the snow to arrive, work that was being done in the parking lot is now complete!

A new water drainage system was installed and parking lot grading / resurfacing was done to prevent the pooling of water in front of our loading dock.

REMEMBRANCE DAY

Wreaths were laid at the Remembrance Day ceremonies in Deep River, Chalk River, and Petawawa this year from DRDH in memory of all fallen.



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.