

THE ZINGER NEWSLETTER



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SEPTEMBER 2024



OUT OF THE BLUE

Members across our teams at DRDH were twinning in shades of blue – pure coincidence or teamwork in action? See pages 17 for more.



PUPPY VISIT AT THE LODGE

September 10, 2024 was absolutely paw-some at the Four Seasons Lodge! Our residents were all smiles as a group of playful Golden Retriever puppies came over to visit. Our home was filled with snuggles, kisses, and little tail wags, brightening everyone's day.

See page 23 for more adorable photos.



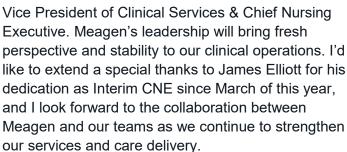
CEO'S CORNER

CONNECTING WITH OUR DRDH TEAM AND COMMUNITY

As the air begins to cool and the leaves turn, we welcome the arrival of fall, a season of change and reflection. With the return to school and the transition back into our regular routines, this time of year often brings renewed energy, but it also signals an increased risk of illness as colder weather approaches. As champions for healthcare in our community, it's more important than ever that we remain vigilant and proactive in protecting ourselves and our community from the uptick in circulating illnesses, including the flu and other respiratory viruses.

I encourage everyone to take simple, yet impactful steps to stay healthy this season by practicing regular handwashing, wearing masks when needed, staying home if you feel unwell, and getting your flu shot and other recommended vaccines. Together, we can reduce the spread of illness and continue to safeguard the health of those around us.

On a positive note, I'm thrilled to officially welcome Meagen Boisvenue as our new



Our organization sadly lost a long-time volunteer this month with the passing of Annebell Harvey. Annebell was a remarkably dedicated member of the DRDH Auxiliary, having volunteering countless hours of her time in the Whistle Stop, the Gift Shop, and previously serving as the Auxiliary's President. On behalf of all of us at DRDH, we send our deepest condolences to Annebell's friends and family, and we are so grateful for her many years of support.

As we look forward to the rest of the year, I'm pleased with the progress we're seeing on both of our construction projects. The site is buzzing with activity, and each week we see significant milestones being reached. All this activity is a testament to the hard work and vision of everyone involved, and it's exciting to witness how fast things are taking shape.

Let's embrace the opportunities this fall season brings together, while staying focused on the health and well-being of our community and continuing to build toward our shared future.

Your sincerely,

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

BOARD HIGHLIGHTS

Click here to read the latest edition of our Board Meeting Highlights.



DRDH ANNOUNCES NEW CHIEF NURSING EXECUTIVE

Deep River and District Health (DRDH) is pleased to announce the appointment of Meagen Boisvenue as the new Vice President of Clinical Services and Chief Nursing Executive, effective September 24, 2024. Meagen brings over 14 years of extensive experience in healthcare leadership, clinical excellence, and person-centered care to this pivotal role.

As Vice President of Clinical Services and Chief Nursing Executive, Meagen will collaborate with key partners to advance quality and organizational performance across the Deep River and District Health campus, including the Deep River and District Hospital, the North Renfrew Family Health Team, and the Four Seasons Lodge Long-Term Care Home. In this role, Meagen will also lead initiatives to enhance nursing practice, promote professional development, and ensure the highest standards of care.

"We are delighted to welcome Meagen to our leadership team," said Janna Hotson, President and CEO of DRDH. "Meagen's deep commitment to innovation in rural healthcare, her enthusiasm for quality improvement, and her proven ability to lead multidisciplinary teams will be instrumental as we continue to expand our services and deliver excellent care to our community."



Prior to joining DRDH, Meagen served on the leadership team of the Cornwall Community Hospital as a Director of Professional Practice, and has held roles of progressive clinical leadership in hospitals, long-term care homes and home care agencies across Eastern Ontario. Meagen is a Registered Nurse with a Masters Degree in Health Management, is a Doctor of Nursing student through the University of Toronto, and holds designation as a Certified Healthcare Executive from the Canadian College of Health Leaders.

"I am honoured to join Deep River and District Health at such an exciting time," said Boisvenue. "I look forward to collaborating with such a dedicated team to build on the organization's legacy of excellence and to drive forward initiatives that enhance the health and well-being of all those cared for by DRDH."

The addition of Meagen Boisvenue to our leadership team underscores DRDH's dedication to continuous improvement in healthcare. Please join us in extending a warm welcome to Meagen as she assumes the role of Vice President of Clinical Services and Chief Nursing Executive.

- WELCOME MEAGEN -



LONG-TERM CARE BUILDING PROGRESS









Our construction crew continued with rock-breaking activities this month, after extensive bedrock was uncovered during excavations. At the same time, work has begun on pouring forms for the home's foundation.

In the photo to the right, you can see actually the elevator shaft being formed, which will be in the center of the new home!

Stay tuned for more updates as construction progresses!







PRIMARY CARE BUILDING PROGRESS





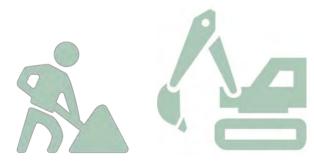






Our new Primary Care Building is looking more and more like a building with each passing day. This month, the construction team completed framing in of the walls, and are currently finishing up the roof membrane. Up next, it is planned that the team will be completing paving in the parking lot area, as well as rough-ins for electrical, plumbing, and mechanical services.

Stay tuned for more updates as construction progresses!



BOARD MEMBER TOUR—CAPITAL DEVELOPMENTS













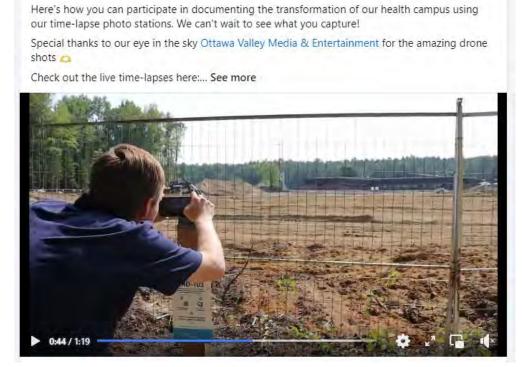
On September 17, 2024, new and returning members of our Board of Directors were able to tour the construction sites for our new Primary Care Building as well as our new Four Seasons Lodge Long-Term Care Home as part of their orientation.

It was an exciting opportunity to see both these projects coming to life, and envision how they will transform care in our community!

HOW TO: DRDH TIME-LAPSE PHOTO STATIONS

Thanks to everyone who has used the time-lapse photo stations to help document the transformation of our health campus as construction progresses on our new Primary Care Building and our new Four Seasons Lodge Long-Term Care Home!

If you haven't participated yet, click on the image below to watch a short video on our Facebook page on how to use the time-lapse stations:





By taking just a moment to participate, you'll be helping create a unique visual history of these important milestones.

We encourage everyone to join in and be part of this exciting project. We can't wait to see what you capture!

You can see the live time-lapses by clicking on the images below:

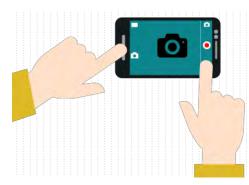


DRDH - Primary Care Building

Deep River and District Health









DRDH - Long-Term Care Home (View 2)

OVOHT COMMUNITY ENGAGEMENT SURVEY



The Ottawa Valley Ontario Health Team is conducting this survey to understand what's working in healthcare and what needs improvement in the Ottawa Valley. Through this survey, the OVOHT is collecting feedback to better understand the needs, priorities, and experiences of residents across our region.

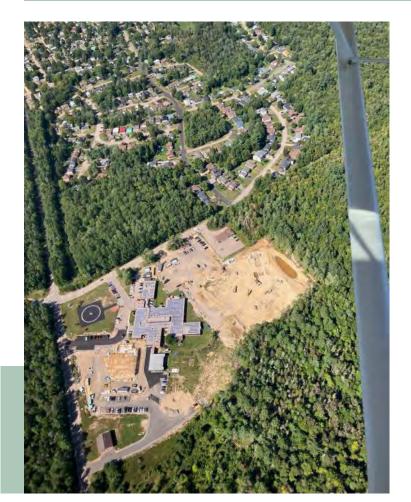
We are looking to hear specifically from patients, caregivers, and community members <u>who do not work</u> in healthcare or social services. That being said, all survey responses will be considered.

Your participation in this survey is greatly appreciated, and we hope that the data gathered will be impactful for our organization as well as the OVOHT.

Take part and help us build a better healthcare system!

Find the survey here: https://www.surveymonkey.com/r/VRN8M22

DRDH FROM ABOVE





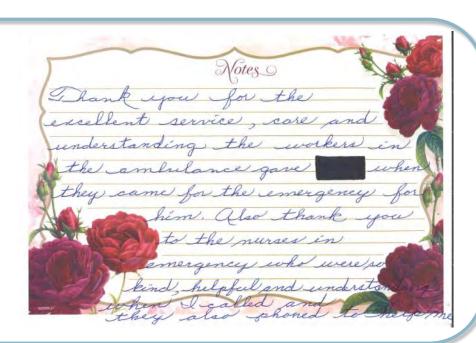


We're lucky to have friends in high places! These aerial shots of our health campus were taken earlier this month by Bill Simmons.

These birds eye views really capture progress on construction for both our new Primary Care Building as well as our new Four Seasons Lodge Long-Term Care Home. Thanks Bill!

GRATEFUL PATIENT MESSAGE

Check out this kind thank you note we received in recognition of the excellent, compassionate care provided in our emergency department to the sender's loved one.





MANDATORY EDUCATION OCTOBER 2024

Please see the assigned education for the month of October on Surge Learning. This is due to be completed by Wednesday, October 30, 2024. Please contact Rebekah if you are having any issues accessing the education.

Topic	Target Staff
Infection Prevention and Control (2016) - Chapter 4 Additional Precautions Transcription	All
Hand Hygiene - PHO Just Clean Your Hands	All
Code Blue	All
Vulnerable Sector Screening Declaration	All
Mechanical Lifts and Client Handling - Part 1	RN, RPN, DI, NP, PSW, Rec, Physio- therapy
Continence Care and Bowel Management	RN, RPN, PSW
IMS, EOC Policy Reviews	AOC, RN
Best Practices for Environmental Cleaning: Regular Room or Bed Space	Housekeeping
Bed Safety Management	Maintenance, PSW, RPN, Rec thera- py, Housekeeping
DRDH Documentation of Care – Nursing and Allied Health policy	RNs/RPNs
CNO Documentation Learning Module Chapter 1: An Overview	RNs/RPNs











STAFF HAPPENINGS NEW HIRES

















WELCOME -

This month we are pleased to welcome six new members to our team. **Jessica** is a Medical Radiation Technologist, **Crystal** is a Food Service Worker, **Lauren** and **Emilie** are Registered Nurses, and **Victoria** is a Personal Support Worker, and **Meagen** is our Vice-President of Clinical Services and Chief Nursing Executive. In addition, we are pleased to welcome **Jordyn**, who was part of our Medical Records team, into the role of Administrative Assistant. Please join us in extending a warm DRDH welcome to all the new members of our team and those transitioning to new roles!

WELCOME STUDENTS









We also welcomed five high school co-op students this month—see page 12 for more!

This month we are pleased to be hosting four students. Rhea is a third year medical student at Queen's University who is completing a rotation with us, and Isabella, Sarah, and Kay are all BScN students at Algonquin College who will be working with our Family Health Team until December of this year.

WELCOME HIGH SCHOOL CO-OP STUDENTS







DRDH is happy to be hosting five high-school co-op students this semester. **Kali** is paired with the DRDH Foundation, **Faye** is with our Maintenance team, and **Mariam** (not pictured), **Maeve**, and **Maryam** are all spending their co-ops in the Four Seasons Lodge Long-Term Care Home.

High school co-op placements provide students with hands-on experience in healthcare, offering a unique opportunity to learn, grow, and explore a variety of potential career paths. We hope these placements help inspire the next generation of healthcare professionals and arm them with valuable skills that support their success!



ORANGE SHIRT DAY



ENVIRONMENTAL SERVICES WEEK

September 9-15, 2024 was Environmental Services Week! This week is an opportunity to recognize the critical contributions of our housekeeping, laundry, and maintenance teams and the vital roles they play in providing excellent care for our community.

Please take a moment to join us in thanking all our environmental services team members for their incredible work in maintaining a clean and safe environment for our patients, residents, visitors, and everyone at DRDH!

A special shout out to Darlene, Keith, and Terry, who are pictured here representing our housekeeping, laundry, and maintenance teams.







We also celebrated Environmental Services Week with an all-staff BBQ on September 18, 2024. Thanks to our Dietary team and everyone else who helped out!







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FAMILY HEALTH TEAM NEWS

Create a Balanced Lunch Box for Back-to-School

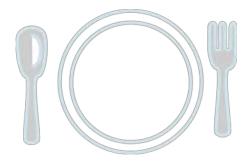


Check out these top tips from our Registered Dietitian, Rebecca Poirier, on how to create a balanced lunch box this back-to-school season:

CHOOSE WHOLE GRAINS: Choose whole grains instead of white refined grains, for example whole grain wheat bread or tortilla, quinoa, brown rice, or whole wheat crackers.

Benefits:

- Feel full longer
- Fuel for the brain
- Improved mood & energy



POWER UP WITH PROTEIN:

- Greek yogurt has more protein than regular yogurt
- Hummus can be store bought, or made at home from canned chickpeas. Click this link for a recipe that swaps tahini for an ingredient that many people already have in their fridge- plain Greek yogurt. https://www.yummytoddlerfood.com/homemade-creamy-hummus/
- Use luncheon and deli meats less often, and instead cut up leftover roasted meat from supper to use in sandwiches.
- Nut free? No problem. Try a seed or soy butter alternative.
- Get creative with eggs! A boiled egg makes a great snack. It can also be served in many different ways as part of a lunch, for example as an egg salad sandwich, chopped in a salad, or as part of ramen soup.
- Fish is the protein that is often forgotten: canned tuna and salmon make an easy sandwich or are great with whole grain crackers.





INCLUDE FRUITS & VEGETABLES: Strive for 5—two fruits and three veggie servings per day is a great start.

(A serving size of fruit is one medium fruit or ½ cup of fruit. A serving size of vegetables is ½ cup of raw or cooked vegetables or 1 cup of raw leafy greens.)

Raw veggies like carrot sticks, cucumbers, and peppers are easy to wash and cut up ahead of time. Ask your kids to help.

Cook extra veggies at supper and add them to the next day's lunch.

Fruits like apples and bananas do not need to be refrigerated so they are easy to throw into a backpack. Just don't forget them there!

Choose fruit salad cups or applesauce with no added sugar.

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

Caring

Excellence

Safety

Innovation

Partnering

Nominations open all year round!

Integrity

FAMILY HEALTH TEAM NEWS CONT'D

BEVERAGES MATTER:

Bring a water bottle to school every day.

Limit juice and pop because they are high in sugar.

Get calcium, vitamin D, and other nutrients through cow's milk or fortified plant beverage. Soy beverage has more

protein than other plant-milks like almond or oat.

2 cups per day of cow's milk or fortified soy beverage is recommended for kids and teens.



DO YOU HAVE FOOD ALLERGIES IN YOUR FAMILY?

Visit these websites for allergy-friendly lunch ideas for kids:

Food Allergy Canada article on school lunches: https://foodallergycanada.ca/ask-the-dietitian-allergy-friendly-lunch-and-snack-ideas-for-back-to-school/

Peanut-free: https://www.unlockfood.ca/en/Articles/Food-allergies-intolerances/Peanut-free-Lunches-and-Snacks.aspx

Blogs:

District Health.

Milk-free: https://milkallergymom.com/category/blog/lunch-for-kids/

Gluten-free: https://www.theglutenfreeblogger.com/easy-gluten-free-lunch-ideas/

Safety tip: Always read food labels carefully.



JOIN OUR PATIENT AND FAMILY ADVISORY COUNCIL

The Patient and Family Advisory Council at Deep River and District Health is inviting new volunteer members!

Contact Kelsea at kmadore@drdh.org or 613-584-3333 x 7100 to learn more about this opportunity

Are you interested in improving experiences for patients, residents, and their families at Deep River and District Health (DRDH)?

We are looking for individuals who:

- Have experience with DRDH's hospital, long-term care home, and/or family health team personally or through a loved one
- Want to collaborate with other volunteer Advisors and participate in ongoing education opportunities
- Represent the diversity of the patients, residents, caregivers and community members served by DRDH
- Want to get involved in the governance of our local healthcare organization and share your ideas



OUT OF THE BLUE — TEAM COORDINATION!



Everyone was feeling the *blues* in the best way on September 10, 2024. Members across our teams at DRDH were twinning in shades of blue – pure coincidence or teamwork in action? Either way, we loved the vibe!

HAPPY RETIREMENT COLLEEN



On August 29, 2024, we celebrated the retirement of Colleen, who is a long-standing member of our extended DRDH team.

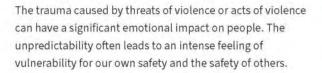
Colleen is a Nurse who spent many years at DRDH before caring for our community in family practice alongside Dr. Bushby, Dr. Noulty, and Dr. Ben Amor. Congratulations Colleen!



AN ARTICLE FROM OUR EFAP PROVIDER, HOMEWOOD HEALTH

Experiencing Threats of Violence: Coping Strategies

In today's globalized world, religious and cultural groups continue to face threats of violence that not only undermine their safety but also erode the fundamental values of freedom and tolerance. These threats manifest in various forms, from threats of violence to cause fear, hate crimes, and targeted attacks to systemic discrimination and government oppression. The impact is profound, leaving deep scars on communities and perpetuating cycles of fear and mistrust.



Although we all react in different ways, there is a commonality in that we will most likely initially experience a strong or perhaps overwhelming sense of fear and anxiety. Your reactions may also depend on current life stressors and previous life experiences.

What reactions might be experienced?

Threats of violence or terror typically result in a range of moderate to overwhelming anxiety and stress reactions for individuals from groups who are targeted. Some of the more common reactions you might experience include:

- Overwhelming feelings that may become unpredictable
 you may feel shaken up, fearful, anxious, irritable, easily startled and experience mood swings.
- Physical symptoms such as headaches, muscle tension, nausea, gastrointestinal symptoms and fatigue.
- Intrusive and recurring unpleasant images, that may also be accompanied by physiological reactions such as sweating and rapid heartbeat.
- Difficulty concentrating, making decisions or becoming easily disoriented.
- Moderate to major disruption with your sleeping and eating patterns.
- Becoming withdrawn and isolated, avoiding others and disengaging from normal life activities.

Need more information or assistance? All calls are completely confidential.

1-800-663-1142 | TTY: 1-888-384-1152 | International (Call Collect): 604-689-1717

Numéro sans frais - en français : 1-866-398-9505

HomewoodHealth.com



AN ARTICLE FROM OUR EFAP PROVIDER, HOMEWOOD HEALTH

Experiencing Threats of Violence: Coping Strategies

What can you do to take care of yourself?

- Engage in calming self-talk, minimize negative thoughts and preserve your balance as much as possible.
- · Prioritize your personal safety and health needs.
- Actively seek the support of others who care about you by reaching out and talking with colleagues, family and friends.
- Prioritize your health, by eating at regular intervals, obtaining as much rest and sleep as you can.
- · Follow your normal routines as much as possible.
- Stay active, by engaging in exercise, go for a walk or go for a work out even though it may be difficult.
- Listen attentively to your body's needs and always follow your instincts regarding personal self-care.
- Attempt to restore your own sense of personal control and self-confidence in your ability to manage these threats. In this way, you can also help others in need of your support.

Remember...

Overcoming anxiety and managing your reactions may take time and this time can vary from one person to another. Recognize that people are inherently resilient; that we all have the ability to cope with difficult, stressful life experiences. Individuals who take good care of themselves and who obtain professional support (if and when needed) will experience diminished symptoms and recover over time.

We understand this situation can be unsettling. If you or a colleague continue to experience significant distress, difficulty coping caused by these threats, please know that Homewood Health's Employee and Family Assistance Program (EFAP) is available and will direct you to a counsellor who can provide extensive support for you and members of your family. Access to Homewood Health is available to you and your family 24/7, 365 days per year.



Need more information or assistance? All calls are completely confidential.

For more information, to book a counselling session, or to access any of your EFAP services our Client Services Representatives are ready to speak with you 24 hours a day, seven days a week, in English or French. All calls are completely confidential.

1-800-663-1142 | 1-866-398-9505 (Numéro sans frais - en français) International (Call Collect): 604-689-1717



a system would allow Joseph Introduction against 2024



ESTORE —NEW ITEMS ADDED!



DRDH EStore

SHOP EXCLUSIVE DRDH BRANDED:

TSHIRTS | TOQUES | SWEATERS |
DRINKWARE | JACKETS | SCRUB TOPS

Buy directly from the online store, or by payroll deduction! A portion of each purchase goes to the DRDH Foundation

www.drdhstore.org







RESIDENTS' COUNCIL CORNER

The Residents' and Family Council met for their monthly meeting on September 19, 2024. At the meeting, a brief overview was provided of the Ministry Inspection that took place over a week long visit in July. The Inspection Report was included for review and findings were shared. Abbie shared that the Council structure will be adjusted in the coming months to reflect the requirements as outlined by the Ministry.

Further to this discussion, the Council welcomed Alana, Infection Prevent and Control Nurse, who provided an update on vaccinations, RSV season, hand hygiene, and plans for IPAC Week in October 2024.

The Council also discussed plans for Thanksgiving dinner which will be held on October 4, and residents and family will enjoy turkey, different types of potatoes, stuffing, and so much more, including pumpkin pie for dessert.

Additionally, the Council expressed a desire to begin crafting for the holidays early this year to get into the spirit of the season.

As part of an ongoing review of the Residents' Bill of Rights, the fundamental principle was reviewed,

which states "the principle will be applied in the interpretation of this Act and anything required or permitted under this Act is that long-term care home is primarily the home of its residents and is to be operated so that it is a place where they may live with dignity and in security, safety and comfort and have their physical, psychological, social, spiritual and culture needs adequately met."



September 16—22, 2024 marked Residents' Council Week, and we want to recognize the important role that long-term care residents play in representing their neighbours and providing vital advice and recommendations into the operation of the home. Stay tuned here for monthly updates from our Resident's and Family Council!



FOUR SEASONS LODGE NEWS

Crafting with the Cubs









On September 25, 2024, the Deep River Cubs paid a visit to the Lodge. The Cubs and residents spent the evening chatting and crafting together —creating some awesome fall décor for Thanksgiving. Thanks to the Cubs and their leaders for another great visit.



FOUR SEASONS LODGE NEWS

Campfire S'mores Night and BBQ









It was perfect late summer evening at the Lodge on September 4, 2024! Our residents had an amazing

time gathering around the campfire, sharing laughs, and making delicious s'mores.

It was the ideal way to soak up the last bits of summer warmth together.











On the evening of September 12, 2024 residents enjoyed a delicious BBQ dinner on the patio.

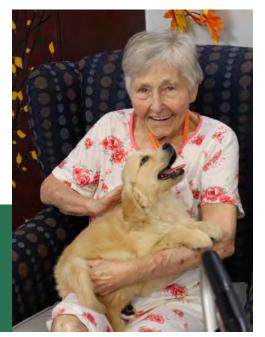


Thanks to our dietary team for putting on an impressive spread including steak with mushroom and onions, chicken, pasta salad, mashed potatoes, roast potatoes, corn on the cob, and a fruit pizza with shortbread crust!

4

FOUR SEASONS LODGE NEWS

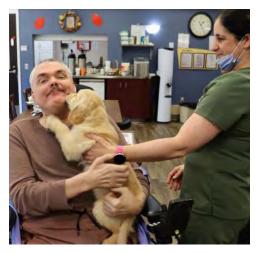
Puppy Visit



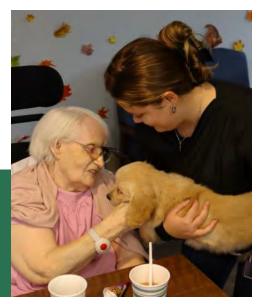












September 10, 2024 was absolutely paw-some at the Four Seasons Lodge! Our residents were all smiles as a group of playful Golden Retriever puppies came over to visit. Our home was filled with snuggles, kisses, and little tail wags, brightening everyone's day.

Huge thanks to team member Patti for making this special visit possible!





22ND ANNUAL GOLF TOURNAMENT A SUCCESS!

The Deep River & District Health Foundation is thrilled to announce that its 22nd Annual Golf Tournament has successfully raised over \$26,000 for the Closer To Home campaign.

The event, held at the picturesque Deep River Golf Course, was a resounding success thanks to the generous support of our sponsors and participants.

Teams enjoyed a day of golf on the course under perfect weather conditions—sunny skies, a gentle breeze, and ideal temperatures.

Participants then enjoyed a delectable meal prepared by Janelle Hogue and her team at The Turn Restaurant & Bar followed by an impressive dessert table.

We extend our heartfelt thanks to everyone who participated and contributed to the success of this year's tournament. Your support is crucial in advancing the Closer To Home campaign and enhancing healthcare in our community.













22ND ANNUAL GOLF TOURNAMENT CONT'D

















22ND ANNUAL GOLF TOURNAMENT CONT'D

















22ND ANNUAL GOLF TOURNAMENT CONT'D

















HEALTHCARE HEROES



Congratulations to paramedics, ER staff, and to Doctors Ourahma and Sage who were recently nominated together as DRDH Healthcare Heroes! This is what the nominator had to say:

"To the paramedics, the emergency staff, and especially to Drs. Ourahma and Sage: your hard work, dedication and compassion kept our loved one alive! Words are unable to express our profound gratitude. Thank you so very, very much."

If you appreciate a team member or volunteer at DRDH and wish to nominate them as our next Healthcare Hero, you can make a donation of any amount on our website and pick "Healthcare Heroes" at the checkout. Write a little message and submit!

SHOW AND SALE

Take time out of your schedule to visit this stunning art show displaying the impressive collection of the late Eileen and Warren Thurston.

Opening: September 21st Running until October 17th

Open during library hours

Location: Deep River Public Library

Proceeds go to the Deep River & District Health Foundation's Closer To Home campaign and the North Renfrew Long-Term Care Centre.



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 amcdiarmid@drdh.org.