Community Connection



# Pembroke Regional Hospital Fall 2014 Edition

Leading, Learning, Caring Low

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# PRH Launches New Publicly-Funded Community Physiotherapy Clinic

As part of a provincially-funded initiative, the Pembroke Regional Hospital is pleased to announce that it is now one of a number of new sites across Ontario to offer publicly-funded physiotherapy services through a community-based clinic located at PRH.

Funded by the Ministry of Health and Long-Term Care and operated by the hospital's outpatient physiotherapy department, the new physiotherapy clinic was launched in late July and has been accepting referrals through local family physicians and nurse practitioners.

"A key objective of this provincially funded program is to expand access to publicly-funded physiotherapy services in communities which are currently underserviced," said Sabine Mersmann, Vice-President of Patient Services – Seniors and Community Care.

"Being able to provide this service locally will help ensure that our seniors and other eligible patients receive the physiotherapy assessment, diagnosis and treatment they need in a timely manner close to home," she said.

Both a physiotherapist and a rehabilitation assistant have been hired to facilitate this service which provides

goal-oriented physiotherapy treatment to patients with specific health conditions, over a period of time with a defined health outcome. The number, frequency and duration of visits offered will vary by patient at the determination of the physiotherapist.

Guidelines for program eligibility have been established by the province. To be eligible for the PRH publicly-funded physiotherapy clinic, patients must have a valid Ontario health card and a referral from their physician or nurse practitioner and be:

Age 65 or older;

Age 19 or younger;

Any age after overnight hospitalization for a condition that requires physiotherapy (and for which they are not otherwise eligible through other publicly funded programs);

OR

Be a recipient of Ontario Works or the Ontario Disability Support Program (with or without a valid Ontario health card).

Any patients wishing to find out if they are eligible for this service are asked to contact their family physician or nurse practitioner.

# Pembroke Regional Hospital Awards MRI Construction Contract

The Pembroke Regional Hospital is a step closer to bringing an MRI to the region with the announcement that following a competitive tender process, the contract for the MRI construction project has been awarded to Bradford Construction Ltd. of Nepean.

"We look forward to working with



Bradford Construction on this important project which began November 10th and based on the 45-week timeline for construction will put us in line for a

Pierre Noel

September 2015 opening." said Hospital President and CEO Pierre Noel.

"The momentum in our community for this project continues to be strong and we are nearing the end of our MRI fundraising campaign with approximately \$4 million of the required \$4.5 million now raised by our Foundation." Mr. Noel said.

No stranger to projects in the healthcare industry, Bradford Construction has over 19 years of experience in construction and construction management, particularly in the healthcare field at hospitals including the Queensway-Carleton, The Ottawa Hospital and the University of Ottawa Heart Institute. Bradford has been involved in more than 130 hospital projects over the years, including similar installations of MRIs. Several local subcontractors will be working on this project with Bradford, including Eastway Construction and Harrington Mechanical.

The construction to house the MRI will be taking place at the rear of the hospital, adjacent to the existing Diagnostic Imaging department and neighbouring the CT suite.

#### Hospital Welcomes Dr. Sarah Leavey



The Pembroke Regional Hospital is excited to announce that Ottawa Valley native Dr. Sarah Leavey has returned home to join the Hospital's medical staff and begin her practice as the community's third obstetrician/gynaecologist.

"We are very happy to welcome Dr. Leavey who joins Dr. Siddhartha Mukherjee and Dr. Ashraf Yacoub in bringing our facility to a full complement of obstetricians / gynaecologists," said Pierre Noel, Hospital President and CEO.

#### **Ebola Preparedness At PRH**

Given the heightened awareness about Ebola Virus and the ongoing media attention to the global effort to contain this disease, there is an understandable level of concern among healthcare workers and the public. Our hospital has been monitoring this situation closely and has taken appropriate precautionary steps.

In addition, we continue to work closely and communicate with our provincial and international health authorities as well as our community partners in order to observe loarnings and expertise

Dr. Leavey, whose parents worked for the Ministry of Natural Resources, grew up in Ontario on the border of Algonquin Park, before moving to the Pembroke area when she was eight where she attended Our Lady of Sorrows elementary school and Bishop Smith Catholic High School.

While many of her early summer jobs were based at or related to provincial parks and natural resources, Dr. Leavey said she had a strong interest in science which led her to earn a Bachelor of Science, with Honours in Biomedical Science at the University of Guelph.

It was during her time in undergraduate studies that she decided upon a career in medicine and while she first explored the option of family medicine, she soon realized she had a greater interest in women's health so opted to pursue a specialty in obstetrics and gynaecology.

"Obstetrics tends to be such a positive profession. You get to be part of many joyful and memorable moments with women and their families and that's something you don't take lightly or forget," Dr. Leavey said. **Continued on Page 3**  snare learnings and expertise.

Here is an update on the disease and an overview of the preparations already in place at Pembroke Regional Hospital:

#### Facts on Ebola Virus Disease

To date, no one infected with Ebola Virus has presented in Canada, and the likelihood of seeing actual Ebola cases remains low. However, there is a possibility we will see potential cases present in our Emergency Department that require Ebola to be ruled out. In these situations, it is critical that we treat any potential case the same as actual ones until the risk has been completely cleared.

- The incubation period is 2 to 21 days. Anyone who becomes ill more than 21 days after exposure does not have Ebola virus disease.
- Unless symptoms are present, a person cannot transmit the infection. Exposures that occur before a patient develops a fever are not a risk.
- Transmission of Ebola is solely through contact; people who do not have direct contact with a person or with body fluids from a person cannot get sick.
- In spite of recent reports of health care worker transmission, Public Health Ontario, consistent with the US Centers for Disease Control and Public Health Agency of Canadian remain confident that robust infection control systems and practices can safely care for patients with suspected Ebola virus disease. Continued on Page 3



# Message From The Pembroke Regional Hospital Foundation's Board Of Directors



2014/2015 Board of Directors From left, Kelly Hollihan, Dave Gen, Barb Schoof (Chair), Eli Boucher, Frances Lemke (Vice-Chair), Brendan Mark (Secretary), Kate Quinn (Treasurer) and Pierre Noel. Missing: Dr. Anne Marie Savoie

As the new Chair of the Pembroke Regional Hospital Foundation I would like to thank all of you for your tremendous support on our journey to bring an MRI to our community. We are 88% of the way in reaching our goal of \$4.5 million dollars.

As you know, the Ministry of Health and Long Term Care gave their approval for PRH to have an MRI. They will provide the funding to operate the MRI once we have it but the hospital is responsible for raising the money to purchase the machine,

prepare the site for its location, and to install the machine once we have it.

Our Foundation Board and MRI committee want to thank all of you who have contributed to this cause through your individual donations, third party

events, In-Memoriam donations, purchase of lottery tickets, etc.

If you have not made a donation to this very important cause please consider doing so. You never know when you or your family may need this diagnostic tool.

In addition to raising funds for the MRI, the Foundation Board developed a Strategic Plan for 2013-2016 to take us forward for Funding the Future Needs of Pembroke Regional Hospital.

The four goals established by the Foundation Board of Governors are:

- Raise the Profile of the Foundation. 1.
- 2. Raise Funds for the Current Capital Need.
- 3. Become the Preferred Beneficiary of Charitable Donations.
- 4. Secure a Financial Future.

With the continued support from all of you, we hope to meet these goals in order to support programs and services at Pembroke Regional Hospital programs and services that are integral to the advancement of health care and the total well-being of the citizens of Pembroke and surrounding communities. I look forward to serving as chair of the PRH Foundation and working with all of you to attain these goals. Barb Schoof, Chair

# A Message Of Heartfelt Thanks

Every day I am privileged to witness the genuine caring and generosity of people in our region. Our community family definitely watches out for one another and we help each other when there is a need. As a proud member of this community, I want to thank those who give of their time to volunteer, and those who give financially so that we have the best healthcare available here at home. It is often challenging for those who give to also receive but please accept this note of thanks and be proud of all that you do to enrich the lives of others. Nancy Warren, Executive Director



Pictured here, from left, Monique Partello, Jodi Martel, Nancy Warren, Greg Junop, Lisa Edmonds, Marianne Minns, Chantelle Leslie Leach, and Janice Hollingworth. Front from left, Sarah Neadow

#### 2014 Black and White Gala Committee

Special thanks goes out to the attendees, the sponsors, Ullrich's Fine Catering, Garrison Petawawa, The Ghost Town Cryers, and Creative Edge Studios...together we raised \$90,000 for local healthcare!

#### Thank you to our 2014 Gala Sponsors:

Scotiabank - Frank Carroll Financial - Lisa Edmonds & Tony Donnelly - Dr. Fred Matzinger & Jocelyn Brault - Dr. John Menzies, Leslie Menzies and Family - Dr. Scott Murray - Dr. Marlene VanGentevoort - M&R Feeds & Farm Supply of Micksburg, Pembroke & Shawville - Assante Financial & Fleury's Valu-Mart - AECL - Lindsay Blair & Blockhouse Investment Group - Edmond larnden - Kelly and Kelly Lawyers - Meridian Credit Union - Roy & Associates - Frances M. Lemke Insurance - MacEwen Petroleum - Jim Noble - RBC Securities - Dr. Joan Tyler - Ernst & Young LLF - Algonquin Chiropractic, Mark Faught - Buske Office Equipment - East Side Mario's - The

Honourable Justice Grant & Maureen Radley-Walters - Harrington Mechanical Ltd. - Helferty's Disaster and Restoration Services - Dr. Colleen Haney - MIP Inc. - Pierre & Penny Noel - Dr. Kathryn Reducka - Sysco - Dr. Kenneth Whitmore - Active Automated Doors Ltd. - Beach West

Pharmacy - BJ Greer Trucking - Bruham Foodmart -Donna & Ed Cotnam - CSI Power & Environmental Inc. - Custom Draperies, Blinds, Bedding & Décor - Judy DeGreer - Eastwood Jewelers - Jim & Nancy Fogarty - Dr. Peter George - Dr. Clive & Gwen Greenstock - Ron & Helen Hamilton - Great Canadian Warehouse -Bob & Denise Holmes - Darlene Dumas & Don Lauzon -Malcolm, Devitt and Binhammer Funeral Home - M. W. Miller Logging - Alex Decaire & Laura Murphy - Marty Murphy - Pembroke Golf Club & Island Brae Golf Club, Dan Shields - Pembroke Tile Carpet & Drapery - Mr. & Mrs. Pat Quinn - Dr. Declan Rowan - Sandstone Imports - Robert &

# Valentine's Dance Committee

To date, this event has raised more than \$30,000 and we hope that you will join us for our third annual Valentine's Dance taking place at the Best Western Inn and Conference Centre on February 14th, 2015.



From left, Mike Moncion, Jessica Bray, Kathy Harrington, Kelly Simon, Eli Boucher, Tara Neville, Connie McCabe, and Neil Carroll. Missing from photo: Aileen Leblanc.



The Pembroke Regional Hospital Foundation received a generous bequest of \$25,000 from John (Jack) and Adele Cameron to be directed to the MRI Campaign.

"Jack worked at the family-owned Esso Station for many years and later he worked at Levoy Furniture, eventually retiring from the Assessment Office. Sadly, his wife Adele passed away in 2001 from Leukemia," explained John's sister, Iris Biggs.

"Jack spent some of his final days at the Pembroke Regional Hospital and often remarked at the exceptional care he received; now their legacy will benefit others who need care at our hospital," shared Iris.

Timoth Law Insurance Ltd. - Wave Optical - Helen Whelan - John & Trudy Wren - Jeff & Louise Doran - Gallant Media - Cassidy's Transfer and Storage - John Butler Photography



## Drive MRI Match Program

Butler GM, Hyundai Pembroke, Westland Auto Sales and the family of the former Upper Valley Dodge Chrysler are at the top of their class when it comes to performance. Engineered right here in Pembroke, this impressive line-up is making a big impact on local healthcare. From November 15th through January 15th, 2015, this dedicated group will match MRI contributions up to a total of \$30,000, meaning a donation of \$100 becomes \$200, and that's good mileage for your charitable dollar. We're 88% there so this is a great time to donate and take part in the Drive MRI Match Program.

Butler GM Hyundai Pembroke Westland Auto Sales	I AM MAKING A GIFT OF \$ DOUBLE MY DONATION AND DRIVE MRI HOME!	I wish to pay by: Cash VISA MasterCard American Express Cheque (Payable to Pembroke Regional Hospital Foundation)
The Family of the Former Upper Valley Dodge Chrysler	DONOR'S NAME: ADDRESS: CITY: PROVINCE: POSTAL CODE:	CARD#: EXPIRY: / SIGNATURE: YES! I wish to make this gift a monthly contribution. I would like my gift to be anonymous
RIVE	PHONE: ( ) - E-MAIL: For more information on how you can help, drop by our office at the Pembroke Regional Hospital, Tower A, 126, call 613.732.2811, ext 7408, or email us at foundation@pemreghos.org	PLEASE RETURN THIS PORTION (with enclosed cheque or cash, if applicable) to: Pembroke Regional Hospital Foundation, 705 Mackav St. Pembroke ON K8A 1G8
	DRIVE MRI Donations will be doubled for two months starting November 15, 2014, or to a a cap of \$30,000: whichever occurs first.	A tax receipt will be issued for gifts \$10 or more. Charitable Registration No. 870047610 RR0001

#### **PRH Welcomes New Chaplain** By Elizabeth Hughes, Pastoral Care Coordinator

Father Jim Beanish, rector of St. Columbkille's Cathedral, is also the chaplain of the Pembroke Regional Hospital.

Father Jim was born in this hospital. He comes from a family of four boys. Sad to say, his father is deceased; however, Father Jim remains a devoted son to his mother who resides in Barry's Bay. His belief in the importance of the commandment "Honour thy father and mother" is evident in the manner in which he attends to her needs and in the way he speaks of her with such love and respect.

Father Jim's formal education began in St. John Bosco Elementary School in Barry's Bay. He then moved to Madawaska District High School for his senior years. His post secondary education was at King's College and Western University.

Once Father Jim made the decision to respond to God's call to the priesthood, he studied at St. Peter's Seminary in London, Ontario and was ordained a priest on June 14, 1997.

Following ordination he served for nine years as assistant to Father Patrick Tait, then rector of St. Columbkille's Cathedral in Pembroke. During his time at the Cathedral Father made many new friends not only amongst the parish family but also within the many community committees on which he served.

Father Jim was then appointed pastor of three parishes, St. Matthew's, Madawaska; St. Ignatius, Maynooth; and St. Martin of Tours in Whitney. He soon became well known for his humble, friendly manner as a pastor and community leader.

As our luck would have it, in July of 2012, Father Beanish was appointed rector of St. Columbkille's Cathedral where he renewed old friendships and began cultivating new ones.

Father has a wonderful sense of humour

## Dr. Leavey...Continued

Part of the appeal of this specialty, she said, is the variety as well as the opportunity to do minimally invasive surgical procedures, something she took a real interest in during residency training at Western University. "I like being able to relate to my patients and I enjoy being able to help women of all ages with gynaecological issues they may be having."

Dr. Leavey began seeing patients in early September and is looking forward to receiving referrals from family physicians for women in need of obstetrical or gynaecological care.

She is also looking forward to settling back into the community after 13 years of absence.

which not only puts one at ease but is also used to make people aware of the sunshine peeking out from behind the cloud in life's journey.

If you were to attend Mass either at the Cathedral or at the Hospital and listen as Father reflects on the scripture readings of the day's Mass, you would hear a very down to earth message of how those particular readings are to be applied to our daily lives with examples of opportunities we may have missed on our own.

It is important that everyone has some kind of recreational pastime. Ministers and priests, like the rest of us, need this balance in their well. lives as Father Jim has chosen hockey as a way of keeping in shape. He may not



**Father Jim Beanish** 

be headed for the NHL; however, it is an opportunity for fun and companionship. Being an outdoor enthusiast and having his own bush lot provides him with ample enjoyment as a hobby woodsman and time for recalling happy childhood times of father and son.

When asked, "What is it that makes you enjoy coming to visit the hospital?" Father's response was that he has always been a people person and the opportunity to bring the sacraments to those who are ill, meet people from all over as well as to be a support to the sick and to console those who have suffered a loss are all important aspects of his service here.

We consider ourselves fortunate to have Father Jim Beanish and all of the priests and ministers who come as part of our healthcare team to do their part in serving the needs of our patients.

#### **Ebola Preparedness...Continued** Precautions Taken At PRH

Since late August, an Ebola Virus Disease (EVD) Working Group has formed and has met regularly to oversee all elements of operational readiness, including ongoing training for clinicians in high-risk areas, patient care processes and acquisition of the most effective equipment and supplies. Areas of focus include:

Staff Training – All staff and physicians in high-risk areas are receiving ongoing Ebola-specific training.

Personal Protective Equipment (PPE) – Appropriate protective gear has been secured for staff working in areas where potential or actual Ebola patients might be cared for and assembled into an available "Ebola Kit". Protocols for safely donning and removal of PPE have been developed, and training and practice sessions for staff and physicians are ongoing.

 Specimen Collection and Transport – It is important to note that should we receive any suspected cases, the Champlain LHIN (Local Health Integration Network) has assigned specific hospital sites where patients will receive treatment if they are suspected of having Ebola. The two sites are the General campus of The Ottawa Hospital for adult patients and Children's Hospital of Eastern Ontario for pediatric patients. Both sites have the ability to handle lab specimen collection, transport and testing.

Waste Management – Measures are being taken to address the cleaning and disposal procedures for soiled areas.

Screening - Any patient who presents to the ED is automatically screened for Febrile or Respiratory Illness. Travel history to a West African country within the past 21 days has been added to the screening.

Thank you to all our staff who are working together to ensure a safe workplace and healthcare facility for our patients and our healthcare team.



## Hugs<sup>™</sup> Security System Keeping Our Newborns Safe At Pembroke Regional Hospital

Patient safety is paramount at Pembroke Regional Hospital and for our youngest patients, our newborns, an electronic security system is in place to ensure that.

"Our hospital's Maternal / Child Care Program provides a family-centred environment for patients, the newborn and their families. It is important that all women and their support persons feel secure and safe at all times," said

Francois Lemaire, Vice-President of Patient Services - Acute Care and Chief Nursing Executive (CNE) while providing the PRH Board with an overview of the Hugs™ Infant Protection System.

light over the exit areas. As well, the computer system indicates where the alarm was activated by showing red flashing doors on a map of the facility.

Throughout a newborn's hospital stay, nursing staff must assess each Hugs<sup>™</sup> tag site every eight hours to ensure a secure fit and to make sure it is still in contact with the baby's skin. If contact is broken for more than 10 seconds, the

alarm will be activated. Additionally the newborn census in the Hugs™ computer system is verified daily at

"My parents, sisters and their families all live in the area so I'm very happy to be home and I enjoy the outdoors so I'm looking forward to spend time enjoying rural life in the Ottawa Valley," Dr. Leavey said.

She said she's very pleased to be working as part of the obstetrical team with Dr. Mukherjee and Dr. Yacoub and will be sharing call with them as part of this.

"Overall I feel really privileged to be able to come home and support, through my profession, the community I grew up in - it's really an opportunity to give back," she said.

And PRH Chief of Staff Dr. Michael Ferri called Dr. Leavey a welcome addition to the medical community. "She is very warm, friendly, and brings with her a great deal of expertise. We are very pleased that she has joined our team of obstetric and gynaecological experts to provide good gynaecological care, to assist women during their pregnancies and provide safe deliveries for their babies," Dr. Ferri said.

As soon as a baby is born at PRH, a Hugs<sup>™</sup> security tag is attached to the newborn's ankle and the tag number is recorded on the birth record, the Newborn Identification Form and the Newborn Care Plan. That number is

then entered into the Hugs™ system software which is installed on a dedicated computer on the unit.

Parents and families are provided with guidelines and education about the system, including the understanding that the baby cannot be carried outside of the unit without the alarm being activated.

To prevent accidental activation of the alarm, red floor markers indicate all boundaries near each access point to the unit. The alarm itself consists of an audible tone alarm and strobe



**Francois Lemaire** 

shift changes.

Mr. Lemaire said that babies who have to travel to another area of the hospital such as diagnostic imaging for testing, are "signed-out" in the system on a temporary basis and must be transported by bassinet.

To date, both staff and families have given positive feedback about the system. "Thankfully we have

never had an incident in which the system was needed, but we are happy to provide this as an additional safety feature which ensures peace of mind for our families," Mr. Lemaire said.

He added that PRH is reviewing the features of the system as well as the policies and procedures that are in place in order to see if there are any areas for improvement.

He also noted that a similar security system is in place on the Hospital's Medical units for patients suffering from dementia.

# Outstanding Performance In The Emergency Department

In early July our hospital was recognized by the Ministry of Health and Long-Term Care for the substantial reduction in ED wait times that we have achieved over the past year or so. In a letter from Assistant Deputy Minister Nancy Naylor, it was noted that our hospital has "shown the most improvement at the 90th percentile for ED Length of Stay (LOS) within the High Volume Community-Hospital Group in 2013 compared to the previous year." "The outstanding ED performance of Pembroke Regional Hospital supports the Champlain Local Health Integration Network (LHIN) in achieving its Ministry-LHIN Performance Agreement targets," Ms. Naylor noted, adding that our strategies which contributed to this achievement could assist other hospitals in achieving the same outcomes.

Following receipt of this letter, at the August 27th meeting of the Champlain LHIN's Board of Directors, Dr. Shaun Visser, the Emergency Department Physician Lead for the Champlain LHIN, highlighted Pembroke Regional Hospital as an outstanding performer as a result of our efforts in improving ED wait times.

We are very proud to have our hospital recognized in this way and we are proud of all of the members of our healthcare team who have contributed to this reduction in wait times and who continue to make improvements throughout the Hospital every day.

# **Community Hoarding Action Team Launched**

A newly-formed Community Hoarding Action Team (CHAT), co-chaired by one of our staff from Mental Health Services, went public and hosted a one-day training session in Renfrew on September 25th during which best-practice interventions were shared and local supports were promoted.

Now officially recognized as a mental illness, hoarding can strain relationships and can lead to social and emotional isolation. It is conservatively estimated to be a problem among 10% of Canadians and is thought to afflict up to 400 or so individuals in Renfrew County.

The session was geared to community health and social workers, first responders, landlords, counsellors and representatives from other community agencies who may encounter hoarding situations in the context of their work.

Presenters at the session included hoarding specialists from Mental Health Services of Renfrew County, the Office of



the Fire Marshal and Emergency Management, OSPCA, pest control, the legal clinic, building inspection, public health and by-law enforcement.

Topics covered included therapeutic treatments for hoarding, common pests associated with hoarding, animal hoarding, fire cord and cost recovery, tenant rights and an overview of CHAT.

A total of 80 participants from across Renfrew County and the Ottawa area took part in the day which concluded with an open panel discussion and the challenge to service providers to connect and be part of their local CHAT group.

# Pembroke Regional Hospital Auxiliary Hosts "Brunch With Us" Fashion Event

This year the Pembroke Regional Hospital Auxiliary chose to break with tradition and forego their annual Fall Festival Tea in favour of a "Brunch with Us" fashion extravaganza!

Capitalizing on the success they have had with their merchandise sales in The Sunshine Gift Shop, the Auxiliary hosted this special event at the Marguerite Centre on October 8th, with food donated by Chef Bob and Leigh Costello of Chartwell Pembroke Heritage Retirement Residence and the assistance of other community partners.

During the event which raised approximately \$4,300, Heather Ball, Vice-Chair of the Hospital's Board of Directors graciously accepted a donation in the amount of \$37,000 from President Anne Sloan (centre) and Treasurer Helene Giroux of the Auxiliary which will be applied to their \$1 million pledge toward the MRI campaign.









Regular meetings of the Hospital's Board of Directors are held in the 1st floor Board Room, Tower C, at 7 p.m. the last Wednesday of each month, except for July, August and December.

Members of the public are welcome to attend.

# Versions Françaises Disponibles

Veuillez communiquer avec Carolyn Levesque au (613) 732-3675, poste 6165, ou au pr@pemreghos.org.

# Guest Speakers Available

Learn more about your hospital, its programs and services, or other health-related topics of interest.

Guest speakers and presentations are available. Please contact: Public Affairs and Communications by phone: (613) 732-3675, ext. 6165 or email: pr@pemreghos.org

#### Are You Interested In Volunteering? Consider Joining The PRH Auxiliary

The PRH Auxiliary welcomes anyone who wishes to volunteer with their activities.

Volunteering is a great way to socialize and meet new people.

The Auxiliary has pledged \$1 million to the MRI Campaign. All of our profits from the various activities we host go directly towards this worthwhile endeavour.

Volunteers can work a few hours a month or more if they wish. No experience is necessary. Training and mentoring is ongoing for our volunteers.

The PRH Auxiliary needs volunteers to help in the Mural Cafe and the Sunshine Gift Shop, at Bingo and with the HELPP tickets.

Shifts in the Cafe are Monday to Friday, 8 a.m. to noon and noon to 4 p.m. (2 per shift).

Shifts in the Gift Shop are 10 a.m. to 1 p.m., 1 p.m. to 4 p.m., and 7 p.m. to 8:30 p.m.

Bingo shifts are 2 or 4 hours on Tuesday afternoons.

HELPP ticket shifts are Monday to Friday, 10 a.m. to 12:30 p.m. and 12:30 p.m. to 3 p.m. Anyone wishing to volunteer is asked to call 613-732-3675, ext. 6169.