

Today's Take-Aways

Advancing Compassionate Care and Safety at PRH

• Did you know that Pembroke Regional Hospital is working collaboratively to enhance care for patients who use substances?

A multidisciplinary working group - partnering with the Joint Health and Safety Committee - is exploring ways to strengthen safety, support, and compassion in our care practices. This initiative reflects PRH's commitment to dignity, respect, and professional care.

Highlights from the Initiative:

- Policies are being refreshed to better support staff and patient needs.
- Care planning tools are being developed to help teams tailor support to individual patients.
- Training opportunities are expanding, including education on stigma and patient safety.
- Harm reduction strategies are being reviewed to align with best practices.
- New screening approaches are being explored to improve patient assessments.

The next meeting of the working group is scheduled for November 28, 2025. If you're curious or have ideas to share, feel free to connect with your manager.

Together, we're building a more compassionate, informed, and safe environment for everyone at PRH.

Health and Safety

• Effective November 3rd, 7-point restraints will be included in the standard hospital restraint kits. This update supports our commitment to patient and staff safety while also aligning with the principles of our Least Restraint Program. A memo with more details about this change was issued earlier today.



Today's Take-Aways Continued

Project Horizon

• We've launched another dedicated communication tool to ensure you get the latest news as part of our Epic implementation journey! If you're on Facebook, search "Project Horizon" under "Groups" and join to have Epic information added to your newsfeed.

Also, don't forget, for any Epic-related questions, now or over the next 12 months, we have a Project Horizon email address – projecthorizon@prh.ca.

Wellness Committee

• Thank you to everyone who participated in the PRH Pumpkin Patch Decorating Contest! The creativity, teamwork, and festive spirit on display were absolutely incredible. It was an impossible decision for the Senior Leadership Team to narrow it down and score the top 10 every pumpkin was a masterpiece!

After much deliberation, the TOP 10 Pumpkins in the patch were: Obstetrics, Mammography, Food Services, Lab, OR, Respiratory Therapy,



Environmental Services, Maintenance, Materials Management and Diagnostic Imaging/Porters

The winner of the Halloween Treat Basket was 🞉 DIAGNOSTIC IMAGING/PORTER 🎉

Pumpkin Pickup – Teams are welcome to collect their pumpkin and display it on their units, or they can be left in the cafeteria until tomorrow for continued viewing. Any pumpkins left behind will be dismantled and disposed of Friday, October 31st after 4 p.m. Any personal belongings will be collected for retrieval. Thank you again for making this initiative such a success. Wishing you a safe and Happy Halloween!

Departmental Updates

Acute Mental Health / Emergency Department

• Members of our team visited and toured the Monfort Hospital Emergency Department and Mental Health unit October 20th where we explored best practices in mental health care, reviewed safety and security protocols, and learned about initiatives designed to enhance staff and patient safety.

Attending from PRH were Beth Brownlee, Sarah Selle, Cheryl Summers, Jessica Bannister and Bailey Lance-Provencal



Human Resources

• Welcome to the team! Here is a list of those who joined us in October:

Heather Ivanski (Mental Health Services), Krista Smith (Medical), Colton Chaput (Emergency Department), April Sybiraj (Mental Health Services), Katelyn Pellegrini (Mental Health Services), Amberly Hein (Diagnostic Imaging), Meghan Crozier (Emergency Department), Dan Cuddy (Spiritual Care), Ashley Conway (Finance), Emily Bourne-Tanguay (Food Services), Skye Sitler (Mental Health Services), Maria Montgomery (Acute Mental Health), Robert Mackenzie (Acute Mental Health), Victoria Groves (Food Services)

Information Technology

• Information Technology is excited to host its first-ever IT POP UP INFORMATION BOOTH!

Today's Take-Aways Continued

Come see us outside The Lunch Box, Friday October 31st (TOMORROW), between 11 a.m. and 1 p.m. Meet some of the team, have some of your questions answered, play a game, win a prize!!!

Thanks to all who responded to our recent survey - your feedback has provided direction on the areas of support you would like to receive. We look forward to meeting you, and we are excited for you to get to know us a little better.

Medical Affairs

- Please give a warm welcome to the newest members of our professional staff:
 - Dr. Ali Talehy joined the Family Medicine Department October 22nd.
- Dr. Gilgamesh Eamer will join the General Surgery Department on a locum basis starting November 10th.

Occupational Health and Safety

• Thank you to all who have chosen to receive their flu and/or COVID-19 vaccines so far this fall. Our clinics have been a great success, and we're pleased to share that more opportunities are on the way with additional clinic dates being announced soon.

As always, you are welcome to book an appointment with Occupational Health to receive your vaccination.

If you received your flu or COVID-19 vaccine outside of the hospital, please send proof of vaccination to lori-ann.borne@prh.ca so that we can include you in our records and ensure you're entered into our draws – some exciting news about those coming soon!

And as an added incentive, everyone who receives their vaccine on site is welcome to a full-size chocolate bar!

Spiritual Care and Ethics

• Introducing Dan Cuddy, Spiritual Care & Ethics Coordinator: I was born and raised in Pembroke and care deeply for this community. My previous career focused on meeting people where they are and walking alongside them in life's joys and challenges—a perspective I carry into this role. We recently recognized Spiritual Health Awareness Week which invited us to reflect on how people connect with meaning, purpose, and hope—whether through religious traditions, personal reflection, time in nature, creative expression, relationships, or the rich spiritual practices of Indigenous Peoples. All expressions are welcome and honoured.



Our hospital's Catholic connection reminds us that healing is sacred work. We support a healing ministry inspired by Jesus' example—attending to all people, but especially those who are vulnerable or marginalized—and we are called to care for the whole person: body, mind, and spirit.

I look forward to walking with you in this meaningful work. Please feel free to drop by—whether to share your thoughts on how spiritual care might evolve at PRH, or if you're navigating an ethical dilemma and would appreciate support.

REMEMBER
THE CLOCKS
GO BACK
SUNDAY MORNING



Christmas * Dinner & Dance

2025



Saturday, December 6, 2025

Germania Hall, Pembroke

Let's celebrate the holiday season!

Tickets

Tickets: SA Members \$20 - Non-Members \$40 Dance Tickets Only: \$10 in Advance

Events

Doors: 5:30PM

Buffet Dinner: 6:30PM Schmidt's Roast Beef Dance: 9:00PM - 1:00AM

- Music by VSM Entertainment
- Prizes
- Pizza Late Lunch
- Complimentary Non-Alcoholic Beverages

· Pay by Cash or E-transfer to carolyn.levesque@prh.ca

Reserved Seating

- · Full tables or single seats will be booked on a firstcome, first-serve basis.
- If booking a full table, all tickets must be paid for at the same time to reserve. All tickets are nonrefundable.
- For more information, call Andrea @ 7103 or email prh.staffassociation@prh.email.

Ticket Sales

- · Ticket Office 231B Tower C, 2nd Floor
- On sale from October 30th at 9:00AM to November 27th at 12:00PM
- Dance only tickets will remain available until December 5th



In Case You Missed It - Highlights From Sabine's Messages

Hello. We've got some exciting news involving the Phoenix Centre for Children and Families and our hospital which, if approved by the Minister of Health, will represent an important step forward for mental health services in Renfrew County.

For context, The Phoenix Centre reached out to us a number of months ago to see if there would be an interest in amalgamating their services in order to strengthen delivery, support their staff with competitive compensation and benefits and ensure the continuity of care for children, youth and families in our region.



Since then, we've been working behind the scenes to evaluate all aspects of this proposal in order to ensure that it would be beneficial to all involved and, more importantly, that there would be no disruption in service to clients.

Having recently completed this process and received approval to proceed with amalgamation from both Boards, we began communicating this news the week of October 13th with all involved including the Phoenix Centre's staff, our Mental Health Services team, our CUPE rep and the Phoenix Centre's clients and families.

We are also reaching out to inform key partners and stakeholders of both organizations about this decision as part of the amalgamation process and once this process is complete, a proposal will be submitted to the Minister of Health for final approval.

Assuming the proposal is approved, the Phoenix Centre's services will become part of Mental Health Services of Renfrew County under the new designation "The Phoenix Centre for Children and Families of Pembroke Regional Hospital". All services will continue to be offered in their current locations, with no changes to contact numbers or registration processes.

This new partnership represents the deep-rooted commitment of both organizations to meet the needs of all in our region when it comes to mental health services and I, for one, am excited to move forward and welcome approximately 30 new staff into our health care team, hopefully by the spring of next year.

Seeking Support For Physician Coverage In Our Emergency Department

In other news, I wanted to let you know that Dr. Rowan and I recently sent joint correspondence to the Hospitals Branch of The Ministry of Health, Ontario Health, Health Force Ontario and the Ontario Medical Association detailing the continued challenges we are having in ensuring physician coverage in our Emergency Department.

We are currently short three full time equivalent ED docs which equates to about 42 shifts per month. While these shifts are being covered by locum physicians and by members of our own core coverage group who have stepped up and gone above and beyond to take on additional shifts, this cannot be sustained. In addition, we are doing all we can from a recruitment perspective but ultimately we need Ontario Health, the Ministry of Health and the Ontario Medical Association to develop with us a sustainable, regionally responsive funding model that reflects the complexity and demands of hospitals like ours. So far, we have received good response to our request with everyone looking to meet and assist us with our staffing struggles, so more to come!

Recruitment Efforts Taking Place On Canada's East Coast

Speaking of recruitment, I want to extend a very special thank you to Dr. Needham-Nethercott who accompanied Medical Affairs team members Katie Hollahan and Terra Bouliane the week of October 13th in Halifax at the 2025 Canadian Society of Internal Medicine (CSIM) Conference! Her energetic and upbeat presence apparently drew in many Internists to learn more about rural practice in our community and she served as a great ambassador for life in the Ottawa Valley.

In Case You Missed It - Highlights From Sabine's Messages

Feast Day For Saint Marguerite D'Youville

I was very pleased to be part of a great turnout for the October 16th Mass in celebration of St. Marguerite D'Youville's – founder of the Grey Sisters. With a filled Chapel, including representation by some local members of the Grey Sisters, we heard a great sermon about the work that Sister Marguerite did to support the sick and the vulnerable, and her legacy, and there was a nice opportunity at the reception which followed to continue the conversation about how we are continuing her work and her mission today.

Code Grey Debrief

I want to take a moment to reiterate my appreciation to all who played a part in getting us safely through the October 19th power outage, the subsequent systems and communications failures and the work that followed into the October 21st planned Code Grey to get everything reconnected to our backup system.

As was explained in the memos that were sent out, the unfortunate series of events were the result of unusual power fluctuations during the windstorm. The switch that transfers our hospital's power from the main grid to our generator became misaligned causing the transfer to fail. This unexpected failure impacted several of our core systems.

Many staff members went above and beyond - working extra hours and providing critical support throughout this disruption and I can't say enough about our Maintenance and IT teams. Your dedication and teamwork during this challenging time was very much appreciated.

One point I do want to clarify, which appears to have caused some concern and discussion on our clinical units was the question of whether or not, in outages like this, we can access all medications in the med carts and ADUs. I want to reassure you that we do indeed have an emergency access ability for all medications under any circumstances. The way we would need to access the carts is not ideal so we would work with Pharmacy to explore all other options first.

A Code Grey debrief was held as part of our Senior Leadership Team meeting on October 22nd during which we had some good conversations with key members of our team as we reviewed the situation.

We are making plans to conduct regular power outage exercises, assess what additional emergency equipment we should have on-hand including things like large battery-operated lights and battery packs that can charge equipment like cell phones.

I also want to give a big shout out to the Renfrew County paramedics who were a tremendous help and stayed until all systems were back up and running.

A Most Memorable Gala

I want to extend my gratitude to all involved in the 20th anniversary Black & White Gala that took place on October 18th – the volunteers, the vendors, the sponsors and of course, all who attended and supported this signature fundraiser that brought in \$418,000 towards the purchase of our next CT scanner. For those in attendance, it was a magical night full of fun and fellowship, but each of us recognized the greater purpose as so many community leaders came together in support of our hospital and local healthcare.

Many had great stories to share with me about the compassionate care they or their family members have received at PRH and that care, in part, is why they choose to give.

I had a chance to highlight the many fundraising successes of the past two decades and the incredible advancements that have been afforded by these efforts and again, all of this would not be possible if people in our community didn't appreciate the care that is received and the work that each and every one of you does every day.

Thank you. Your dedication and compassion and your commitment to each patient experience is what truly makes us great!

LEAN IN

On October 22nd, our Senior Leadership Team joined members of the Occupational Health and Safety team for this month's Gemba Walk, focusing on a critical aspect of staff safety: N95 fit testing compliance.

Fit testing is essential to ensure that N95 masks provide the necessary seal to protect staff from airborne viruses. Knowing who is fit tested is vital for assigning roles in high-risk situations, especially in departments like Medicine and Emergency, where exposure risks are higher.

Historically, tracking compliance was a manual and time-consuming process, often driven by urgent needs. Recognizing the need for a more efficient and transparent system, the team transitioned from a spreadsheet-based method to Surge, a new digital platform designed to streamline fit testing management. Surge offers a user-friendly interface with intuitive navigation, colour-coded visuals (red, green, white) to easily identify testing status and automated reminders sent one month before fit test expiry.

In addition, the platform offers real-time data access for managers to view compliance, mask sizing, and testing status as well as data extraction capabilities for reporting and planning.

A demonstration of the new system showcased how Surge simplifies the process and enhances visibility across departments.

Since implementing the use of Surge in July, fit testing compliance has risen from 60% to 77%, with a goal of reaching 80% in key areas. The system has empowered managers and staff alike, fostering a collaborative approach to improving safety. While some learning is still needed to maximize the platform's potential, the shift has already made a significant impact.

This initiative exemplifies how innovation and teamwork can drive meaningful change. Thank you to our Occupational Health and Safety team and all involved for your dedication to keeping our hospital safe.



Epic: WHERE ARE WE AT?

Fall 2025





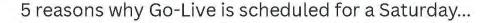


October 24, 2026 is just ... One Year to Epic Go-Live!

Together we are building something extraordinary- and every role matters!

Teams across the organization have been laying the foundation for a transformational shift in how we deliver care, collaborate and support our patients.

... it's a Saturday?!





Lower patient volume: fewer schedule procedures and outpatient visits.



Safer Transition: lower pressure and quieter environment for focused support and troubleshooting without compromising patient care.



Maximized Support: Go-Live support teams (Credentialed Trainers, Super Users and IT) can be fully deployed without competing with weekday workflows.



Hands on Learning: Staff can apply recent training in real time with immediate access to Super Users and support teams.



Stabilization Time: Provides a buffer to resolve issues before Monday's full operations resume (billing, scheduling, ect.).

This approach has been successfully used by many healthcare organizations to ensure a confident start with Epic. Your readiness, flexibility, and teamwork are key to making this transition a success.

Epic is coming. Together, we're ready.

SHARING UPDATES

Find information, ask questions, concerns and thoughts you would like to voice!







Blue Jays Day At PRH











CELEBRATIONS

To include a special message in this section, email celebrationandrecognition@prh.ca.

- I would like to acknowledge **Elias Kefalas** for his excellent care and support in facilitating a complex discharge. Your commitment to patient-centered care truly stands out and does not go unnoticed. Great job! *Dr. Reducka*
- Laurie Tomasini celebrated **Cheryl Summers** for making a special effort to come in to conduct and ED tour with our PFAC while on vacation. Much appreciated.





Our hospital sells surplus items on GovDeals.ca.
Check it out to find great deals.





October 19th - 25th, 2025

This week we celebrate National Infection Control Week and recognize the integral role that our Infection Prevention and Control (IPAC) team plays in the care that we provide every day at PRH.





Our Occupational Therapists Celebrate As OT Month Comes To A Close





Pictured from left to right: Jen Maitland, Amanda Landry, Nic Crozier, Angela Stiller, Melody Dellaire (OTA) and Maryse Nobert.

For well over a year, despite active recruitment efforts, our hospital has experienced a shortage of OTs. This has made it challenging for our existing OT team who have had to provide hospital-wide coverage.

Melody Delliare, PRH's only Occupational Therapy Assistant (OTA), has done an incredible job, often without the support of an OT on the inpatient units. The OT Department is grateful for Melody's contributions and have noted that while she was often stretched to the brink of her scope of practice, she capably kept her finger on the pulse of the hospital's OT referrals and needs, she was the liaison between the floors and the OT Department, and she put out many many fires.

When there was OT coverage on the floors, Melody was the OT's "go-to" person summarizing what the OT needs were within the hospital. This made the OT's job of prioritizing referrals more manageable. As part of OT month Melody was celebrated with a cake that read, "Melody: Best OTA Ever!!!"

Newer team member Amanda Landry who came to PRH with vast experience in pediatrics quickly learned everything she needed to know about being an inpatient OT at PRH, and having a caseload exclusively of adults and seniors. Trained by Maryse Nobert, before Maryse went on maternity leave, Amanda became the only designated inpatient OT and did an absolutely fantastic job. However, partway through the year, Amanda took a full time position at CHEO, pursuing her passion of pediatrics. Amanda was very generous in remaining on PRH staff up to one day per week to assist us during our OT shortage, and also to assist as a mentor and to provide orientation to our newly graduated OT, Nic Crozier.

Nic actually started with us as a student, then came on as an intern, and now we are delighted that he has chosen to practice at PRH expanding our team.

And lastly Jennifer Maitland, OT, who also works at the Lavalee Centre, joined our team to assist us during our OT shortage until she goes off on maternity leave. Jennifer's presence has allowed Amanda and I to breath, for the first time in a year which we appreciate immensely.

What a team!!!

Upcoming Recognition and Celebration Dates

<u>November</u>

Allied Health Professional Week - November 2-8

Diabetes Awareness Month

Medical Radiation Technologist Week - November 3-9

National Patient Transport Week November 2-8

Disability Employment Awareness Month



















Thank you for all your hard work!

Health Information Professionals Week



October 20th - 24th, 2025



Clinical Education

In case you missed it, Delirium Tip 2 & 3! Stay tuned for more delirium tips over the next several weeks.





Tip 2: Fluid Status and Nutrition





Fluid Status

- "Give a senior a sip" at each round (Non-fluid restricted patients)
- Check skin turgor and mucous membranes.
- · If low/poor fluid intake, for how long?
- Alert the team to low intake/dehydration.

Nutrition

- . Eating more than 75% of their meals?
- Swallowing concerns? Frequent throat clearing?
 Consider aspiration. Refer to SLP or dietitian for texture changes.

Reasons why older adults may not drink enough:

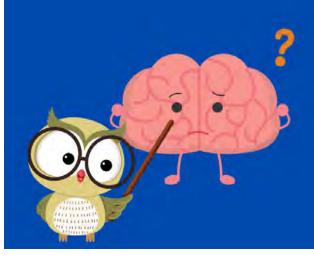
How might these reasons apply to the hospital environment? How can we cater these strategies to the hospital environment?

Reasons	Strategies
Access	Offer fluids; Hydration stations; Carry a water bottle
Habit/Forget to Drink	Pair with a routine; Offer a drink; Drink with others; Mimicry; Preferred cups
Lack of Awareness	Education; Reminders (e.g., glass at bedside table, by sink)
Ignore thirst signals	Learn cues; Make drinking a habit; Pair with other routines e.g., meals
Avoid urination/fear incontinence	Educate; Provide/plan for washroom access
Physical challenges	Easy to handle cups; Straws; Provide assistance
Swallowing problem	Identify preferred thickened fluids; High-fluid foods
Sipper	Drink with others; Carry a water bottle; Focus on preferred beverages



(RIA, 20)





TEACHING TIPS -











Tip 3: Agitation and Confusion

Causes of agitation or confusion:

- · What are they trying to tell you?
 - Behaviour is a form of communication (person-centered approach)
- · Treat the cause.
 - Before giving sedatives, rule out pain/discomfort, urinary retention, constipation, thirst, or hunger
- Avoid medications known for sedation, confusion, dizziness.
- · Remove lines/tubes (per MD) or use distraction covers
- · Lack of sense of control
 - Offer choice using closed questions (e.g. red or blue shirt)
- . Use events rather than time if disoriented to time
 - Do you want to go for a walk now or after breakfast?
- · Introduce yourself with your purpose.
 - Terms like HCA, PSW, OT/PT may be unfamiliar and cause confusion. "I'm Susan, the healthcare aide, and I'm here to help you get washed up this morning"
- · Reinforce time via familiar events at each interaction
 - Good morning, good afternoon, good evening, it's almost lunch time/bedtime, etc.
 - Refer to season or weather "It sure is cold today out there, we're having a chilly winter!"

Manager or Delegate - Host a Guided Discussion:



Restraints, lines & tubes, including telemetry can contribute to delirium, agitation, and confusion. Ask at huddle: What strategies can be used to reduce or limit tubes/lines/restraints for delirium prevention?

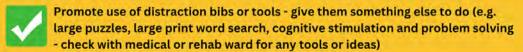


Promote oral fluids and advocate for re-assessment and possible discontinuation of IV fluids. If a patient requires IV, weigh the risks and benefits of covering the IV.



Advocate for re-assessment of telemetry - does this patient need it or can we do serial ECGs?







Determine whether a sitter or family member can help provide re-inforcement not to pull or pick at lines and give gentle reminders about what they are for



Consider a large print, simple note on the bedside table that explains where they are, what they are here for, and what the tubes are.



If confusion or agitation occur, use restraints (chemical sedation and physical restraints) as a last resort only, after other non-restraining strategies

Foundation News Pembroke Regional Hospital Foundation







Gary McKay, Peer Connections Program

"The Stroke Rehab team would like to extend our deepest thanks for your generous time, energy, and heart in supporting our Peer Connections program. Your commitment to fostering meaningful relationships and creating a welcoming space for the patients has already made a significant impact. Your presence has offered encouragement and support to those who truly needed it. The compassion and empathy you bring to every interaction has made the initiation of this program a success. Thank you"



Samantha Riopel, ED/Medical Nurse

"My uncle was visiting from out of town for a celebration when he had a medical episode on Saturday night. I understand that the care, kindness, and compassion shown to him were truly outstanding. We're so grateful for everything you did! He was released that same night, and we were able to continue the celebration with him during breakfast the next morning!"



Dr. Kate Quirt

"Thank you! My uncle was visiting from out of town for a celebration when he had a medical episode on Saturday night. I understand that the care, kindness, and compassion shown to him were truly outstanding. We're so grateful for everything you did! He was released that same night, and we were able to continue the celebration with him during breakfast the next morning!"



Robbie McLaughlin, ED Nurse

"I would like to nominate Robbie, a nurse from the Emergency Department. On September 19th my mother in law was in the Emergency department due to heath issues. Robbie was one of the most kind, comforting, caring and compassionate nurses I have ever encountered. My mother in law was very anxious and confused about being at the hospital when we arrived, as we all are at some time in our lives. and Robbie was just a joy to be around. He was being funny to make her smile, he was quick and efficient when she had questions or concerns. I watched him give 110% to all his patients even though it was quite busy. We are lucky to have him as a nurse at Pembroke Hospital. He is an asset to every life he touches with his warmth, kindness and compassion. Thank You Robbie" Signed, a grateful Megan

ENERGIZING BREAK

Enjoy a moment of relaxation in the **Recharjme** cabin, compliments of **Pembroke Regional Hospital**.

An immersive and revitalizing experience awaits you.

Reenergize in a soundproof cabin equipped with a heated, vibrating, zero-gravity chair, light therapy, and relaxation programs designed for ultimate comfort.



Free to use for all staff.

Service available
in the corridor
beside the
Foundation office 1st floor in tower A

1. Download the free mobile app on







2. Scan QR code on outside of the cabin to start registration.



3. Book a session on the mobile app



SHOP.TICKETS.TRAVEL.



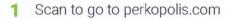






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How to Register





- 2 Enter your corporate email address
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SAMSUNG













