

Today's Take-Aways

Inaugural Regional Nursing Leadership Summit

• On November 8th, hospital clinical leaders from across the Champlain Health Region came together for the first regional nursing leadership summit. This event was made possible by the contributions of the Champlain Health Region's Chief Nursing Executive team and was co-chaired by leaders Beth Brownlee (Pembroke Regional Hospital VP/CNE) and Erika McPhee (Ottawa Heart Institute VP). We were very fortunate to have so many PRH leaders in attendance who took the opportunity to network, learn together and share experience, opportunities and ideas.



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Infection Prevention and Control

• In an effort to protect our most vulnerable population, please remember that universal masking remains a requirement in all clinical areas. This includes nursing stations and registration areas. Masking is also still required in all waiting rooms at PRH. We understand this is sometimes challenging and we appreciate all of your support.

Occupational Health and Safety

• The Joint Health and Safety Committee would like to celebrate the Food Services staff for their diligence in reporting objects found on food trays that have been returned to the kitchen. In most cases, medication is being found, but there have been cases where instruments have been found as well. Not only is there a potential risk to the kitchen staff, but there is also a risk to the patient as they have not received the medication they need. By finding the medication and returning it to the unit, there is an opportunity to follow up with the patient.

2023 Flu Shot Campaign

• Thanks to all who have already received their flu shot on site or provided proof of immunization from the community. Don't forget – all those who receive the flu shot will be included in a draw to win Ottawa Senators tickets for the December 23rd game against the Pittsburgh Penguins (section 209, Row E, Seats 17/18- right behind the benches!). The draw will take place December 12th so there is still time to get your shot! To book your appointment, contact Lori Ann Borne at extension 7202.

Today's Take-Aways Continued

Another “surprise” Early Bird draw will be held November 22nd for five pairs of tickets to the Staff Association’s December 1st Christmas Dinner and Dance. All winners will return to the draw for the grand prize on December 12th!

Staff and Physician Snapshot Survey

- Just a friendly reminder that there are only a few days left to complete the Staff and Physician Snapshot Survey. We have received 303 responses so far! Thank you to those who completed the survey. Our target is to get at least 350 respondents to ensure a fair representation of all our staff. Please take two minutes to complete the nine question anonymous survey to help determine if some of the improvements being made across PRH are achieving what we had hoped for!



The graphic features a central illustration of four diverse people (two men and two women) jumping joyfully in front of a large screen. The screen displays a 'WIN A PRIZE' message with a star. To the left, a banner reads 'Let Us Know HOW WE'RE DOING'. Below the banner is a clock icon showing '2 MIN'. To the right, a QR code is provided for access. Below the QR code, a list of instructions is provided: 'To access the survey: 1. Scan this QR code using your phone's camera 2. Visit: www.surveymonkey.com/r/PRHsnapsurvey 3. Access on Citrix storefront when logging in 4. Access on the Intranet 5. Access on The Loop Facebook page'. At the bottom of the graphic, a text box states: 'This 9 question anonymous Snapshot survey focuses on assessing whether improvements we have been making across the organization have impacted your experience with respect to engagement, satisfaction and communication.'

Human Resources

- Welcome to the team! Please extend all new staff a very warm welcome.

October 2023: Jennifer-Lynne Childs (Medical), Pauline Godin (Resource Team), Rafaela Jobbitt (Mental Health Services), Michelle Perry (Surgical), Erin Ready (Mental Health Services), Vanessa Robert (Health Records), Erica Robinson (Resource Team), Erica Sennett-Wall (Health Records), Emily Thaw (Mental Health Services), Jennifer Thrasher (Resource Team), Angela Zhu (Diabetes Education)

Christmas 2023 Celebrations

- With the holiday season just around the corner, we are happy to share that we have a lot of activities planned for Christmas season and our return to in-person celebrations.

We are hoping to see many of you out at our hospital-wide Christmas Dinner and Dance at Germania Hall on December 1st. Our Staff Association has put a lot of work into bringing this event back so we would really like to see it as a success!

Tickets will remain on sale until 12 p.m. November 24th. For those looking for a shorter evening, or for those who may be working, Dance Only tickets for 9 p.m. to 1 a.m. will remain on sale until November 30th.

The Staff Association is also hosting a Family event on December 10th at the Petawawa Civic Centre from 10:30 a.m. to 1 p.m. featuring the Junkyard Symphony’s “Rudolph Rocks” show, a pizza lunch, and a visit from Santa. Participants will also have the option of joining a public skate after the event from 1-2 p.m. Check out the poster in this edition of The Pulse for more details!

Today's Take-Aways Continued

In the spirit of giving back, we have partnered with the OPP once again to sponsor 49 Christmas "Angels" in the community. Thanks to all who have signed up to assist!

And stay tuned...we will be having a Christmas Spirit Week in December and once again the hospital will be sponsoring a Staff Appreciation Christmas Breakfast for the whole team! More details to come!

Departmental Updates

Maintenance

- Please be advised that a crane will be set up adjacent to the south side of Tower D across from the Paramedic Building tomorrow morning (November 17) from approximately 9 a.m. to 3 p.m. in order to remove air conditioning condensers from the roof. Please exercise caution when entering or exiting the staff entrance.

Operating Room/Surgical

- On November 9th the surgical ward hosted a mock code blue exercise. This event is part of the hospital education plan for mock clinical codes. This was a great learning experience for all involved! Thanks to surgical ward for the great display of teamwork and BLS response!



Pharmacy

- On November 2nd, a hospital operations advisor from the Ontario College of Pharmacists conducted our annual accreditation assessment. With a focus on patient safety, our assessor visited both the pharmacy department and a clinical unit to evaluate our medication management practices. She was particularly impressed with our new sterile compounding facilities which meet the required standards.

As a team, we were also able to highlight many of the recent quality improvements that have been made. She was able to witness and appreciate 'image capture' just a few days post go-live, one of the steps leading toward the implementation of the Automated Dispensing Units this coming year. Thank you to everyone who contributes to medication safety throughout the organization. Together, we strive to provide the safest care possible to our patients.



Connecting with the CEO - In Case You Missed It

November 3, 2023

I wanted to touch on a couple of items this week starting with the recent launch of our “Go-See” Gemba walks! As you may know, the word “Gemba” comes from the Japanese word meaning “the real place” or “the place where the work is done”. The idea behind a Gemba Walk is to go to the actual place where the work is done in order to better understand the work and the processes first-hand.

For many years, our Senior Leadership Team has conducted monthly Gemba walks where we learn about and celebrate an improvement or process change that has happened in one of the areas of the hospital. We also attend at least 20 huddles per month to hear first-hand from staff about the work that is taking place.

In addition to both of these, one SLT member per month will now be participating in a “Go-See” Gemba walk where they may:

- *Speak directly with patients to learn about their experience*
- *Connect with staff to build relationships, learn about a process from the people who actually do the work, hear about any challenges and celebrate their successes*

Already, Melanie Henderson has participated in one of these, visiting all of the areas in Diagnostic Imaging. In November, Brent McIntyre will also visit some areas.

The introduction of these “Go-See” Gembas is the direct result of feedback from you to have SLT be more visible and better understand the work that is being done across the hospital.

Supporting Our Partners In Crisis

As many of you are aware, our partners at The Ottawa Hospital’s General Campus were seriously impacted by a fire that broke out last Friday afternoon while work was being done to replace a transformer. With subsequent failure of their backup generator, the hospital had to contend with simultaneous emergency codes as the building was plunged into darkness and black smoke spread over four floors.

As a result, nearly 100 patients had to be transferred to other areas or moved out of the hospital, including 17 babies from the neonatal ICU. That’s almost equivalent to our total number of admitted patients on any given day.

TOH has now returned to normal operations, however it will take some time to recover and many surgeries that were impacted now need to be rescheduled.

While other hospitals in the Ottawa area stepped up to make room for additional patients, I am very proud that our team, in collaboration with Renfrew County Paramedic Services, also stepped up to assist by doing what we could to quickly repatriate many of our own patients and expand our reach for Code Stroke, Orthopaedics and Diagnostic Imaging.

I want to personally thank all staff and physicians who went above and beyond to assist as well as Martin Burger, Director On Call, Melanie Henderson, Vice-President, Clinical and Support Services, Partnerships & Integration, and our Clinical Resource staff who worked over the weekend to stay connected with TOH, respond to their needs and do what we could to help out.

It’s in times like this that the true meaning of partnership comes into play and all of the training we regularly do in emergency preparedness comes into practice. We are thankful that the team at TOH kept everyone safe and we look forward to learning from their experience when the time is right. Sabine



Connecting with the CEO - In Case You Missed It (Continued)

November 10, 2023

Despite having received an extra hour this week, I'm sure many of you are feeling the same time crunch as we edge towards the holiday season and are in the midst of tackling so many exciting projects on top of our regular workload. In these busy times, be sure to take care of yourselves and get the rest and relaxation you need when you can.

I also want to encourage you to consider attending this year's Christmas Dinner and Dance at Germania Hall on December 1st. Our Staff Association has done a great job, as always coordinating this event and it will be our first in-person hospital-wide party since 2019. That alone is something to celebrate!

While I recognize that many of you may have plans within your own groupings, there's something special about having us all come together for an informal night of fun, food and great music!

Digital Transformation Of The Patient Experience Survey

As you know, there is great value in receiving feedback from our patients and their families, especially as we are continually working to provide the best care possible and improve the patient experience. One way we do this is through distribution of our Patient Experience Survey. The results help us measure the success of our work, including some of the work that forms part of our Quality Improvement Plan.

Until now, this survey has been paper-based, distributed to inpatients and those visiting the Emergency Department. However, this will change within the next month as we will be launching an electronic survey that will be distributed through email.

As you can imagine this is an exciting change for us! Not only will the improved technology allow us to distribute more surveys to more patients, but it will also decrease the workload for frontline staff as we phase out distribution of our paper survey over the next few months.

The switch to electronic distribution will also enable us to collect survey responses in real-time as all results will automatically populate a dashboard that we can access through a software called Qualtrics. This will allow us to see patient feedback as soon as it is submitted, making it possible for us to assess the patient experience in a far more timely manner.

I'm personally looking forward to hearing from more patients and families as we strive towards continuous quality improvement, and deliver the highest quality of care to every person, every encounter, every day.

ICU Stabilization

I wanted to share some good news about our ICU in that we've been able to stabilize physician coverage in recent months and that the schedule has been successfully filled without any vacancies since September 1st.

At present, the ICU schedule is complete and full through the holiday season until the end of December which is also great news!

I want to thank our Medical Affairs team for their efforts on this and the work they are doing with the physicians to complete the schedules for the months of January through March 2024.

With one permanent full time Intensivist, one part-time Intensivist and a growing group of regular locum physicians, we aren't anticipating any issues with gaps in ICU coverage.

Translation Services

And one other thing I wanted to touch on actually came up as a topic of discussion at our first Lunch with the CEO event – translation services for our patients and their families.

As you know, clear communication with patients and their families is vitally important as we help them understand, navigate and make informed care decisions. Although it is not a frequent occurrence in our community, there are times when patients in our care don't speak English.

Connecting with the CEO - In Case You Missed It (Continued)

To bridge this language gap and ensure equitable access to information, we use translation services. Staff can access these services by calling Clinical Resource.

This month, our Clinical Resource team will also be trained on how to access a new translation service which will provide video conference capabilities. Having this service available will provide even more accessibility, particularly for patients who identify as deaf or hearing impaired and prefer sign language as their language of choice. Sabine

We were thrilled to host the next generation of bright minds Nov. 1st for *Take Our Kids to Work Day!* Our team had a fantastic time sharing the world of health care and the incredible work we do with all these eager young learners. Thank you to the students who joined us and to their supportive parents/mentors for helping facilitate.



Quality Improvement Plan (QIP) Driver Update

Discharge Communication Driver

As part of the Discharge Communication driver, many of our clinical departments are implementing improvements to ensure that patients and families receive enough information about what to do if they are worried about their condition or treatment once they leave the hospital:

AMH- Improving family involvement in discharge planning to ensure families are involved as much as the patient wants them to be.

ICU – Improving the utilization of the Patient Discharge Tool in ICU to ensure patients are given clear instructions on discharge.

LDRP - Improving patient understanding of post-discharge information for both vaginal and caesarean section delivery through simplified discharge information sheet.

ED – Improving the utilization of the Patient Referral Communication Form which is used to let patients know how long the wait times are for outpatient clinics to which they have been referred.

SURGICAL - Improving identification and involvement of family/caregivers in discharge communication post-surgery

MEDICINE - Improving the completion rate of Gap Teaching Tool for eligible Acute Coronary Syndrome and Chronic Heart Failure patients to ensure patients and families receive the information they require about managing these conditions prior to discharge.

REHAB - Improving the quality and value of the Stroke Gap Tool for both the patient and healthcare provider to ensure patients and families receive the information they require about managing their condition prior to discharge.

CONSTRUCTION CORNER

Tower A:

- **Cancer Care Project:** Updates to the controls will be performed November 13th. The second part of the project regarding the HVAC extension into the old sterile rooms is still scheduled to be completed between November 30th and December 4th.

- Regarding the **Surgical Day Care Project**, Phase 2 is delayed because a wall has to be moved in the endoscopy area. Ceilings, partition walls, lockers and lighting are being installed. Relocation of the water and drain lines in the vertical stacks on the 3rd floor south wing is ongoing. This requires access to the 2nd floor patient room ceilings one room at a time. The HVAC system was started and we are working through some issues with the commissioning.

- On the 4th floor Obstetrics south wing, the ventilation ducts were cleaned, and the paint has been touched up. The rooms have been refurbished and are now occupied. Asbestos abatement was completed in the A402 Med Room which was required for the installation of emergency power for the Automatic Dispensing Unit (ADU). The medical gas system still has to be commissioned and tested before occupancy of the Nursery.

- Minor renovations started in the Emergency Department for the ADU project.

- A new commercial washer was installed in the Housekeeping laundry room.

- The cracked concrete sidewalk from the Heliport to the Paramedic door entrance was replaced with a smooth continuous asphalt for a better patient experience.

Tower C:

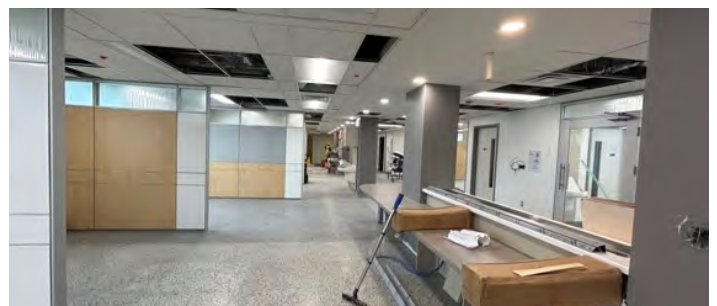
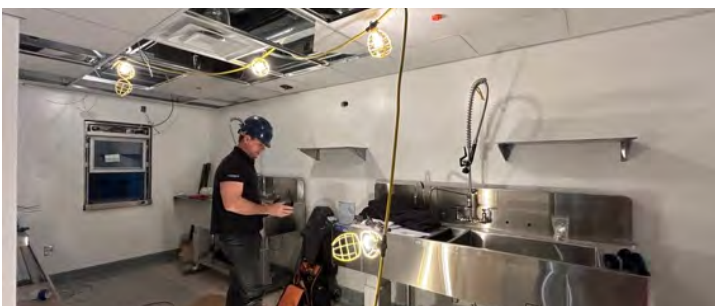
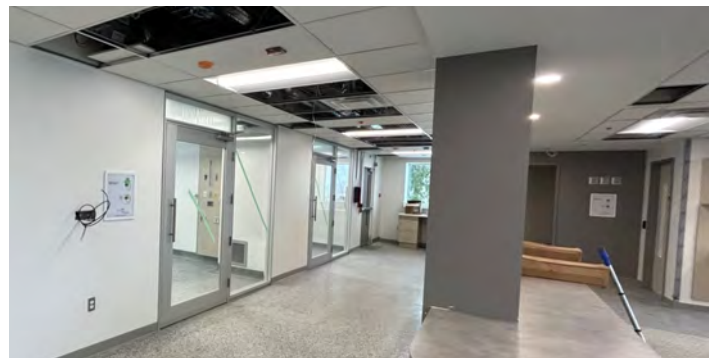
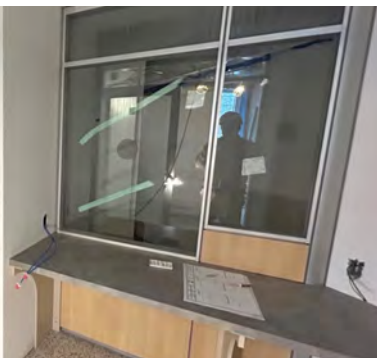
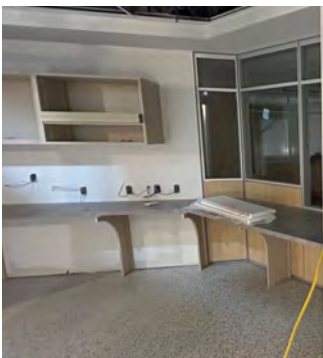
- The **Main Entrance Ground Floor Renovation Project** continues to be reviewed for cost savings.

- New flooring was installed in the Geriatric Day Hospital room C013 following the plumbing repairs of the drain pipes.

- Work started to create five additional parking spaces for Caritas (Grey Sisters) staff parking in the adjacent Tower C parking lot.

Tower D:

- The **Medical Day Care Phase 2** of the **Cancer Care Project** is going out for public tender on November 15th.



The PRH Staff Association Presents The
2023 Christmas Dinner and Dance
Friday, December 1st
At Germania Hall, Pembroke

Doors open at 5:30 p.m. / Ullrich's Roast Turkey Dinner (Buffet) Served at 6:30 p.m.
Dance 9 p.m. to 1 a.m. (Music by VSM Entertainment) / Prizes
Pizza late lunch / Complimentary Non-Alcoholic Beverages

TICKET COST: SA Members \$30 / Non-Members \$60
Dance Tickets Only (9 p.m. to 1 a.m.) \$10 in Advance.

Tickets (Office A128 next to the Foundation):
Sales open 9 a.m. Monday, November 6th and close 12 p.m. Friday, November 24th

Dance Only tickets will remain available until November 30th.



All payments by Cash, Cheque or
Etransfer (carolyn.levesque@prh.email)



RESERVED SEATING:

Full tables or single seats will be booked on a first-come, first-serve basis.
If booking a full table, all tickets must be paid for at the same time to reserve. All reservations are final.
All tickets are non-refundable. For more information, call Carolyn @ 6165 or email pr@prh.email.

THE PRH STAFF ASSOCIATION PRESENTS



Featuring

10:30 a.m. Christmas Craft

11 a.m. - 12 p.m. "Rudolph Rocks" stage show

12-1 p.m. Pizza Lunch / Visit with Santa

For those wishing to skate, passes can be reserved for the Public Skate that runs 1-2 p.m.



Dressed as Santa's Helpers, Junkyard Symphony adds a Christmas theme to their circus/junk music show as they introduce the children to their friend Rudolph the Red Nose Junkdeer. Children are encouraged to dress up in their favourite Christmas costumes as Junkyard Symphony adds some joy to the festive season.

Sunday
December 10th,
10:30 A.M -1 P.M.
Petawawa Civic Centre
(Upstairs Hall)

FREE for Staff Association Members and their families.

However, advance registration is required.

At registration please provide:

Name, # of adults attending, # of children attending,
and the # of skating passes required (if applicable).

Registration is \$10 Per Child for Non-Members.

A128 (Next to the Foundation Office) Or By Phone
Ext. 6165 or email carolyn.levesque@prh.email

Registration/Ticket sales close at 4 p.m. Dec. 6th
Sorry, no exceptions.

CELEBRATIONS

To include a special message in this section, email celebration&recognition@prh.email.

• Scott Coombes recently celebrated **Jody Kulas**. She has had numerous extra tasks loaded upon her with retroactive payments and pulling reports and adjusting salaries and benefits. Thank you for your diligence and huge efforts! You are doing a wonderful job! Thank you, *Sabine*

• Beth Brownlee celebrated **Scott Coombes** for keeping us on track with all the budget discussions and helping with the Surgical Construction Project. She identified that Scott is under a lot of pressure but he is always supportive and calm and a great colleague to work with. Thank you for your great leadership! *Sabine*

• Beth Brownlee celebrated **Grace Weisenberg and Tina Davidson** for a successful pharmacy accreditation. So much work goes into preparing, on top of so many changes in the last two years and the need to adapt to many different construction issues. Thank you for being great leaders for us in meeting and exceeding our standards and keeping our patients safe! Thank you, *Sabine*

• Congratulations to **Samantha Riopel, RN, ED** who has successfully completed the Critical Care Orientation Program and exam. She has been a great addition to the team! *Erin, Kaley and Laurie*

• Katie Hollahan celebrated **Karen Boire** for the great support she provides to Medical Affairs in training new physicians on our HIS. She said that you are super helpful and quickly come to the rescue when there is a last minute new physician who requires training. Thank you for the great work you do! *Sabine*

• HUGE shout out and thank you to **Tim Graham of IT** for making a QR code dream a quick reality for Medical Affairs! *Rita*

• Sarah Selle celebrated **Sharon Allain, Sam Moreau and Sean Turner** for their great motivation to get huddles back up and running in IT and really assist with the overall improvement of Lean implementation in the IT department. She said you all did great at huddle training! Thank you for your support to the hospital and all the work you do every day to make things better! *Sabine*

• Thank you Erin and Julieta for your help with the Family Flu Shot Clinic. Job well done! *Kirsten Johnson*

• I am so proud to work along side two amazing leaders here at PRH ~ “Kudos” to **Beth Brownlee** and **Melanie Henderson** for their lead roles in two recent regional events held: Champlain Nursing Leadership Summit (Beth) and the 2023 Ottawa Patient Safety Conference (Mel) *Laurie Tomasini*

• Celebrating the retirement this week of two fabulous nurses - **Shelley Zadow, SDC RN** and **Kim Laronde, Surgical RN** - and wishing them well in their next adventure.

Both have been committed to PRH for over 30 years! (Shelley 37 years - started in 1986 and Kim 34 years - started in 1989). As the team likes to say, they are both the "OG" ("Original")! We are sad to see them leave but so happy for them. Thank you ladies for your commitment, kindness, energy, hard work, mentorship and all the best. *Heather Macmillan*

PS - Kim has accepted a casual position for the Surgical floor starting January 2024 so we look forward to having her as part of our team.



CONGRATULATIONS!



PRH Staff Association Treat Day

Featuring One Individually Wrapped Cinnamon Roll

Distribution Time/Location:

NOTE DIFFERENT DATE

Tuesday, November 28th

10:30 a.m - 12 p.m.

(The Lunch Box, Tower A, 2nd Floor)



Pre-Order Deadline Is Still

12 p.m. (noon), Friday, November 17th

PLEASE NOTE:

1. Everyone needs to pre-order - either as part of a group or individually.
2. Pre-orders must be submitted by email to pr@prh.email by 12 p.m. (noon), Friday, November 17th.
3. All pre-orders must be picked up during the distribution times on November 28th.
4. Please ensure that those on group lists:
 - are active Staff Association members
 - want to be part of your group's pre-order



New Fall/Winter: PRH Clothing



Softshell Vest - Navy/Black (Women's/Men's styles)
\$60 including tax and PRH logo
• Optional embroidery on the right sleeve \$5 extra

Long Sleeve Shirts (Women's and Men's styles)
\$45 including tax and PRH logo
• Optional embroidery on the right sleeve \$5 extra

Spring/Summer items are still available to order as well.

Please note that all PRH items are sold at cost.
As a result, no additional discounts will be applied.



Medication Transformation Project

Automatic Dispensing Units (ADUs) will be introduced at PRH in early February 2024. A total of 19 Pyxis MedStations have been purchased through BD (Becton Dickinson) for all clinical units. The BD Pyxis MedStation will help clinical staff deliver medication safely and efficiently. This patient-centric system simplifies user management, and it has multiple safety features throughout to decrease the risk of medication errors. The hospital is working very closely with BD to implement this technology according to the following implementation timeline.

October-December- Unit Readiness

In preparation for installation of the Pyxis MedStations, we have begun construction and setup on all units and we have ensured that network and backup power is available on every unit. Some units have required more work than others, but ICU, 2nd Medical, LDRP, and AMH are already complete. Work is still needed in the ED and the OR. This project also required completion of a 5S on many units. This stands for Sort, Set in Order, Shine, Standardize, and Sustain. This process gave staff the opportunity to look at the units and complete a “Spring cleaning” to ensure the areas contain only what is required.

November- Validation and Arrival

Throughout November, we will complete validation. This involves staff from many departments who are working to ensure that our current EMR connects with the new equipment at all stages of the patient journey, from registration, to unit admission, and everything in between. The ADUs will be shipped and received by the end of November at which point they will be unboxed and stored in the 2A West wing.

December- Staging/Completion

BD will be onsite to program and set up all 19 machines to ensure they are ready for our go-live date. We will also be testing all the machines thoroughly to make sure they are ready for any scenario and will begin filling the units with medications. In December, we plan to see the completion of all construction and renovations.

January- Training

BD will be in the hospital to train staff and approximately 50 super users on various aspects of the new equipment. Later in the month, the MedStations will be set up to allow all staff the opportunity to come familiarize themselves with the machine to prepare for the go-live date. Online training will also be available through eLearning for all staff which will need to be completed before the go-live date.

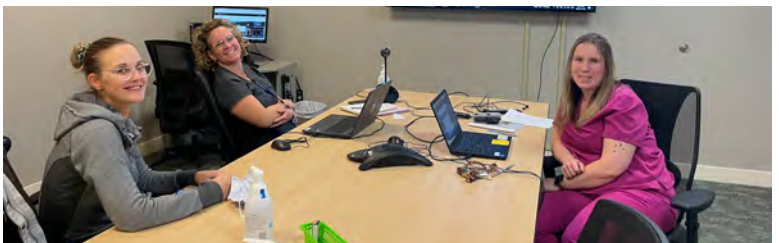
February- Go-live

On February 6th, the MedStations will be live on most units for use. There will be super users on all units to help staff with this transition. On February 12th, the remaining units will go-live in the Clinics/Tower D. We will be working with Staffing to ensure there is enough support throughout the building over the first few weeks. Once all ADUs are implemented, we will no longer need our Night Cupboard “Charlie”. All medication on the formulary should be readily available for use in a MedStation in the facility. 3rd Medical will be getting an extra tower to act as a night cupboard for the infrequent medications.



Above, Jamie Lynn Thibeault and Josi Curry have joined the ADU working group to help with the validating and testing of the Anzer and BD Pyxis systems. Every possible admission, discharge and transfer scenario was put to the test.

Below, Christa Duff also joined the ADU working group as part of the validation and testing phase. Thank you Christa for your input.



Foundation News

Pembroke Regional
Hospital Foundation



Fondation de l'Hôpital
Régional de Pembroke

Hyundai Pembroke Presents



3RD EARLY BIRD DEADLINE IS

NOVEMBER 30TH AT 11:30AM

WIN
\$3,000
TRAVEL
VOUCHER



SPONSORED BY



Brian Kendrick



Guardian Angels



Ella Chauder



Lori Trenhaile



Dr. Debbie Timpson



GIVING TUESDAY

November 28th



YOUR
DONATION
WILL
BE MATCHED
BY MYFM!



Equity | Diversity | Inclusion

Upcoming Recognition and Celebration Dates

November

Christmas - December 25

International Men's Day - November 19

Boxing Day 26

National Child Day - November 20

New Year's Eve's - December 31

Hanukkah - December 7-15

PRH SUNSHINE GIFT SHOP PRESENTS:

A Christmas Celebration

Starting Sundays	Christmas Theme Weeks 2023	ENDING the Following Saturday with 30% off
Nov 5	Woodlands & Cardinals	Nov 11
Nov 12	Gnomes & Snowmen	Nov 18
Nov 19	Sports & Plaids	Nov 25
Nov 26	Evergreens & Poinsettias	Dec 2
Dec 3	Glitter & Glow	Dec 9
Dec 10	Angels & Snow	Dec 16
Dec 17	40% off all Merchandise Storewide Exceptions – Cards, Food, TV Rentals and Sale Items	Dec 23



STAFF APPRECIATION

From the PRH Foundation team and Board of Directors we would like to send you our gratitude, not only for what you do every day, caring for our family, friends and community, but also for your support of the work of the Foundation.

As a small token of our appreciation we will be delivering goody baskets to each department over the next couple of weeks.

We look forward to meeting you all!

NOVEMBER 20TH - DECEMBER 1ST

What's the tea

If you have some news to share with your co-workers, email the information to carolyn.levesque@prh.email.

This could include news about weddings, births, special vacations, personal achievements, and other proud moments.