

## Today's Take-Aways

### Special Thank You

A special thank you to Laurentian Flowers for their donation of 30 vases filled with fresh cut flowers for patients on our Rehab and Medical floors. Their generosity is much appreciated. Representatives of the vendor Jennetta Witt (plaid jacket) and Martina Witt (brown jacket) accompanied the delivery. Missing from the photo was Heather Witt.

[laurentianflowers.ca](http://laurentianflowers.ca)

### Departmental Updates

#### Information Technology

- In order to align with other hospitals in the region, we will be changing our email domain name from prh.email to prh.ca on the morning of October 30th. With this change, all users will need to use @prh.ca instead of @prh.email, as follows:

Current: john.smith@prh.email New: john.smith@prh.ca

Current: jsmith@prh.email New: jsmith@prh.ca

Along with hospital alignment, several organizations do not recognize prh.email as a valid domain and will not send to it. As such, the switch to prh.ca will greatly improve communication with external organizations. Please note that incoming messages sent to prh.email will still reach your mailbox.

### Lab

- Last week, we hosted a special celebration for our Lab staff as we aligned their years of service recognition with the hospital's Long Service Recognition program. A total of 19 staff were recognized for five to 30 years of service with milestones achieved over the past five years. In 2025, their milestones will be recognized as part of our hospital-wide celebrations. Congratulations to all!

5 years: Aleigha Vaillancourt (5 years in 2022)

10 years: Kaitlin Bell (10 years in 2022), Ashton Brumm (10 years in 2022), Kaitlyn Farrell (10 years in 2023), Jessica Geneau (10 years in 2023), Jocelyn MacDonnell (10 years in 2019)

15 years: Tania Charette (15 years in 2019), Melissa Drew (15 years in 2021), Robin Gagnon (15 years in 2019), Lisa Lewis (15 years in 2019), Tiffany Wagar (15 years in 2019), Christine Walker (15 years in 2020)

20 years: Jodi Colligan (20 years in 2021), Amy Ethier (20 years in 2021), Catherine Moreau (20 years in 2023)



## Today's Take-Aways Continued

25 years: Wanda Howlett (25 years in 2023), Lori Warren (25 years in 2022)

30 years: Merina Angelkovski (30 years in 2020), Nancy Bechamp (30 years in 2021)



### Maintenance

- Please be advised that, starting October 21st, the main entrance to Medical Records (Tower A rotunda) will not be accessible. Access to Medical Records will be through the back entrance in Tower B. This is expected to last approximately three months as we continue the final construction phase of the Surgical Project.

### Medical Affairs

- Please give a warm welcome to the newest members of our professional staff:
  - Dr. Anas Ben Musa has joined the Critical Care (ICU) Department effective October 11th.
  - Dr. Lian ting Ni will join the Ambulatory Clinics - Nephrology department October 30th.
  - Dr. Mikaela Peters will join the Orthopaedic Surgery Team on a Locum basis November 1st.

### Mental Health Services of Renfrew County

- Mental Health Services of Renfrew County is grateful to the Pembroke Knights of Columbus for their generous donation of 20 winter coats for women and men. These coats will be offered to clients throughout Renfrew County who are in need of a good, warm winter coat.

Pictured at right are Grand Knight Tony Jacyno of Pembroke Knights of Columbus and Rob Wynja of Mental Health Services of Renfrew County.



### Occ Health

- With *Workplace Bullying Awareness Week* in mind, we are fortunate that we do not have a lot of reported incidents. However, that's not to say that it never happens. If you are experiencing workplace bullying or another form of harassment, please review the *Prevention of Harassment and Discrimination* policy, complete the *Workplace Harassment & Discrimination Complaint* form, submit this to HR for follow up and know that there are supports available.

- We would like to remind staff that PRH is a scent sensitive environment. As everyone's response to various scents is different, solutions need to be found when a concern is raised. For example, if a unit receives a bouquet of flowers, consider placing it where it is visible but not near a high traffic area where a scent sensitive staff member might react to it.

At PRH we have a Scent Sensitive Environment policy. This not only helps protect scent sensitive staff and patients, but it improves our overall air quality. Please be mindful of the scents you are wearing and bringing in to the work environment.



## Today's Take-Aways Continued

### Spiritual Care

• Yesterday, we celebrated the Feast Day of Saint Marguerite D'Youville who was highly regarded as the foundress of Catholic health care in Canada with a special mass and reception. Born in 1701, Saint Marguerite was the founder of the Sisters of Charity of the Hôpital Général de Montréal, also known as the Grey Nuns. She was also the first Canadian-born Saint, canonized by Pope John Paul II in 1990.

The annual Feast Day of St. Marguerite D'Youville provides us with a good opportunity to reflect on our mission and newly updated values. How are we showing Compassion, Collaboration, Commitment and Courage in the work we do caring for patients every day?

For those of you who would like to learn more about St. Marguerite, the video linked below has a great introduction.

<https://www.youtube.com/watch?v=4hqNYtrzdLA&t=82s>

### Surgical

• Recently, we shared that eight of our OR RNs participated in an upskill training course through Algonquin College to practice skill competency with the scrub role with gynaecology and general surgery surgeries. On October 7th, one of our RNs (pictured at right) who participated in this training got the chance to practice scrubbing.



## Lean Report Out & Project Horizon Kickoff



For those unable to attend in person, this event will be live-streamed on The Loop Facebook page.

**Tuesday, October 22nd**

**10 a.m. - 10:30 a.m.**

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

Light refreshments and cake provided for those attending.

### FEATURING:

- The Who, What, Where, Why and When of Epic
- Key take-aways from our October 10th Epic launch session.
- What are the next steps?
- How projects like Connected Vitals are part of our Epic journey.

# Connecting with the CEO - In Case You Missed It

October 4, 2024

*It's hard to believe that we are already into our first weekend of October. While the nights are getting crisp, and the days are getting shorter, I'm finding there's a real sense of excitement building within our organization as we have many milestone events taking place over the next couple of months, some of which I'm highlighting today.*

## **Surgical Project**

*Last week, I had the opportunity to tour the inpatient Surgical unit and what I have seen is absolutely beautiful. As I have told many people now, I never thought a 1950s era building could look so good and I have been proved wrong as the results of this project are spectacular! The patient rooms are huge with accessible washrooms and everything looks so clean and fresh and modern, and will bring so much comfort to our patients.*

*At this point we are planning to celebrate the completion of this project and host an open house in early November at which point we will invite all of you and the broader public to come and take a look at the new space and I encourage you to take this opportunity when it comes.*

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## **Launch of our Epic Implementation Phase**

*Over next Thursday's lunch hour, we are anticipating a packed house in our Board room as members of our Management team, physician leads, and many others who will have key roles in the implementation of Epic, will come together for an exciting event hosted in collaboration with The Ottawa Hospital (TOH) Epic Team.*

*At this time, we will officially launch our Epic project with an overview of the project, an outline of projected milestones, and discussion focused on the next steps leading up to our Epic GO-LIVE in 2025. Recognizing that not everyone will be part of this meeting, it's our plan to share the highlights so that all of you will have the key information first-hand, so stay tuned!*

## **Auxiliary Makes \$50,000 Contribution To New Fundraising Project**

*This past Wednesday, I was very happy to join guests at the Auxiliary's Fall Luncheon and Fashion Show where the hospital was presented with a cheque in the amount of \$50,000 towards the purchase of new Bone Density Test equipment which is valued at \$150,000.*

*This purchase represents the latest fundraising endeavour for the Auxiliary and equipment that will benefit many in our region's senior population.*

*I want to thank all members of the Auxiliary, not only for their hard work in fundraising for our hospital but also for the many services they provide for our patients and staff including television rentals, The Mural Café and The Sunshine Gift Shop.*

*In addition, their members support Delta Bingo & Gaming in Pembroke in exchange for a portion of their revenue. In fact, of the \$50,000 donated to PRH, \$27,000 was gifted from Bingo proceeds while the remainder were proceeds from their other activities.*

*Have a great weekend. Sabine*

October 11, 2024

*Before we head into Thanksgiving weekend, I want to share with you a few details about yesterday's incredible Epic Kick-Off meeting and the fact that our countdown towards Epic implementation has officially started - with a launch date of November 29th, 2025.*



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

*We are planning to share an overview of information from this session with all of you at a special Lean Report Out on October 22nd so watch for more details and please join us in the cafeteria for that event.*

*As we set off on this exciting journey which we know will have some ups and downs, I know that by working together and supporting one another, we will get through this incredible transformation. Like many of you, I cannot wait!*

*As the Ottawa Hospital team shared with us yesterday, there is so much more to Epic than digitizing patient records and getting new electronic equipment.*

*Putting this system in place will fundamentally change the way care is delivered. It will enhance clinical workflows, improve communications and align us with best practice processes as part of a collaborative group of hospitals and health care facilities.*

*I think you will be amazed at what Epic will bring to PRH. So stay tuned, the journey has just begun!*

### **Introducing The Name Of Our Epic Project**

*I am happy to share our Epic project name which was announced at yesterday's Kick-Off session. With a total of 284/461 votes cast, Project Horizon, as suggested by Kira Barry of the Emergency Department, was the selected finalist. This name and the attached logo will now be affiliated with all Epic communications and activities at PRH.*

*Kira's submission described her thoughts behind the name:*

*Horizon - The horizon represents the meeting point where the sky meets the ground, symbolizing the connection between our regional healthcare center and the surrounding rural communities that we support. The name Horizon captures this idea perfectly, serving as a bridge that integrates our Epic electronic health records system with the unique needs of our rural area. Horizon reflects our commitment to enhancing access to health records, empowering community members, and improving regional connectivity. This project embodies our goal to connect and unify healthcare services, ensuring that every individual has the support and information they need for better health.*

*Congratulations Kira!*

### **Our Thoughts Are With The Family Of Dr. Wen-Mei Pan**

*This week, I was very sad to hear of the September 26th passing of Dr. Wen-Mei Pan, retired pain specialist and anaesthesiologist who, along with her husband, former family physician Dr. Ah-Yin Eng, were dedicated members of our community and committed champions for health care since they first opened their practice in Pembroke in 1971.*

*Both were pioneers in their stance against public smoking and supported preventive medicine. They were also vigilant in their fight against AIDS, as well as their determination to provide young adults with sex education.*

*Their support and service to the area extended beyond their community and hospital work through the donation of their family home and office in support of our 2013 MRI fundraising campaign, the sponsoring of one of our new inpatient Surgical rooms and a donation to the Butterfly Project (Wing 1A) at Miramichi Lodge.*

*Shortly before retiring, Dr. Pan shared with me that work was her life and she dedicated her life to this hospital and the patients of our region. Dr. Pan would attend every in service, grand rounds and educational event. She was truly a life-long learner.*

*I know many of you knew Dr. Pan well and have fond memories of your time spent with her. Her legacy and dedication as well as the legacy of Dr. Eng to health care will not be forgotten.*

*Wishing each of you a safe, healthy and Happy Thanksgiving.*

*Sabine*



# OTTAWA STROKE SUMMIT 2024



This event, attended by several staff members from PRH, featured insightful presentations, starting with opening remarks by Dr. Dylan Blacquiere and Dr. Debbie Timpson. One of the most impactful sessions was "Navigating the Emotional Rollercoaster: A Lived Experience Journey Through Stroke Care," presented by Ian Whitecross, who received stroke rehabilitation at PRH, and his wife, Christine, who has been his caregiver throughout Ian's stroke recovery journey. Their heartfelt account offered an emotional, firsthand perspective on stroke care, highlighting the importance of addressing mental health and supporting caregivers and families.

The session on "The Art of Client Teaching" by Ms. Theresa Straathof was particularly helpful, providing practical guidance on how to apply the Adult Learning Model to better educate patients who have experienced a stroke or TIA. Engaging debates at the end of the event further stimulated thought and conversation. There were many practical takeaways, and we are hopeful that the knowledge gained will drive positive changes within our organization.



With the growing number of patients surviving stroke plus the increasing number of strokes projected among the aging population the demand for stroke services is on the rise. Opportunities exist to better support stroke awareness, prevention, care, treatment and recovery. The Ottawa Stroke Summit is an engaging day-long educational event organized by the Champlain Regional Stroke Network and partners and accredited by the University of Ottawa's Department of Continuing Professional Development.



September 27th, 2024

Thank you to the planning committee and to all who participated!



**Q: Is the mobile app just for hospital-initiated shift offers?**

**A:** No, in addition to hospital-initiated shift offers, the mobile app is a communication tool. You will receive notifications based on your S&A System Notification Preferences.

**Q: Can I bid on shift swaps and shift giveaways on the mobile app?**

**A:** No, you will receive mobile app notifications for shift swap and shift giveaways. To accept shift swaps and shift giveaway offers, you must log into S&A to confirm through your work calendar.

**Q: When will SMS be disabled?**

**A:** SMS will remain available until November 4th. After November 4th, you will receive shift offers by mobile app or auto call.

The S&A LGI Scheduling mobile app is now available for download on both iOS and Android devices. Simply visit the App Store or Google Play Store and search for the LGI Scheduling app. To help you get started, a quick-start is posted on your department's huddle board, and a detailed User Guide can be found on the HR Website (via the PRH Intranet).

**Next Steps:**

- Download the app.
- Log into S&A and update your preferences.

**Automated Callouts**

Mobile App

Auto Call

**System Notifications**

Notification Type	Use SMS	Use Mobile App
Availability	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Leave Management	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Schedule	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Shift Giveaway	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Shift Offer	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Shift Offer Awarded	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Shift Offer Bidding	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Shift Offer Cancelled	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Shift Offer Non-Awarded	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Shift Swap	<input type="checkbox"/>	<input checked="" type="checkbox"/>

- Review your calendar and manage available shifts.





PRH STAFF ASSOCIATION  
CHRISTMAS DINNER AND DANCE  
GERMANIA HALL

# SAVE THE DATE

SATURDAY, DECEMBER 7, 2024










# Foundation News

Pembroke Regional  
Hospital Foundation



Fondation de l'Hôpital  
Régional de Pembroke

Presented By



Catch  
the Ace



# \$52,000.00



Lottery License RAF1411739

Presented By Hyundai Pembroke



[www.AutoLotto.ca](http://www.AutoLotto.ca)

or purchase your tickets at the Foundation office.

Tickets are \$25 each for a chance to win a car or cash + Early Bird prizes of free gas or groceries!

## TAKE THE CAR OR CASH!

PLAY OUR BONUS

# 50/50



TOTAL PRIZES  
WORTH OVER  
**\$40,000**

**BUY YOUR TICKETS**

Main Draw LL #RAF1423719 | 50/50 Draw LL #RAF1421876



## ONLINE AUCTION

### Now Live!

[www.prhfoundation.com](http://www.prhfoundation.com)



# Equity, Diversity and Inclusion

## Driver Update

An Equity, Diversity, and Inclusion (EDI) module has been made mandatory on Surge eLearning as we believe that ensuring all staff understand and value equity, diversity, and inclusion in the workplace is crucial in caring for our patients, our community and each other.

By completing this training, you will gain a deeper awareness of how to create a respectful and inclusive environment for patients, families and colleagues. It helps prevent discrimination, promotes fair treatment, and encourages positive communication among people from different backgrounds.



## Upcoming Recognition and Celebration Dates

### October

Occupational Therapy Month  
Breast Cancer Awareness Month

### October 13-19

Workplace Bullying Awareness Week  
Sterile Processing (MDR) Week  
Infection Prevention Week

### October 20-26

Spiritual Care Week  
Respiratory Therapy Week  
Canadian Intensive Care Week  
Health Information Professionals' Week  
Canadian Patient Safety Week  
October 28-November 1

Halloween - October 31

Diwali - November 1



HAPPY **October 6-12**  
**Healthcare**  
FOODSERVICE *Workers*  
WEEK



**Celebrating Our  
Food Services Team  
And The Great Work They Do!**

HEALTH CARE  
**SUPPLY CHAIN  
HEROES**



**Celebrating Our  
Materials Management Team  
October 6-12**



**HSPA**  
**Sterile Processing**  
*Ask Me Why It Matters!*

**STERILE PROCESSING WEEK 2024**  
 OCTOBER 13-19

**Hôpital Régional de  
 Pembroke  
 Regional Hospital**

**ACIPC**  
 Australian College  
 for Infection Prevention and Control

**MOVING THE NEEDLE**  
 ON INFECTION PREVENTION APIC

**INFECTION PREVENTION AND CONTROL WEEK**

**13-19 OCTOBER 2024**

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

**Hôpital Régional de  
 Pembroke  
 Regional Hospital**

## Spotlight on Ambulatory Clinics

The Ambulatory Clinics play a significant role in our community's health, yet not everyone knows what services are available in our PRH clinics and the work that happens here.

Did you know that every day, our nurses, physicians, dietitians, and respiratory therapists have encounters with over 125 patients or clients, with over 28,000 encounters each year?

Our clerks schedule, greet and register dozens of patients daily in our systemic, general clinic and fracture clinic areas.

### Multifunction Rooms

In our multifunction room on the ground floor of Tower D, our nurses assist local and visiting physicians and specialists who provide procedures and treatments. These services range from gynaecology to wound care, plastic surgery to ophthalmology. Many patients have been waiting a long time for these minor procedures, so they are happy to have this service available closer to home, in their own community.

Our newly renovated multifunction room located on the third floor of Tower A within the Surgical Day Care area, is now home to our urology clinics and planning is underway to expand the use of this clinic space to other specialties.



**Andrea Mielke (Clinics) and Patient Margaret Crocker.**



**Orthopedic Fracture Clinic - Dr. George Mathew, Michelle Ingram, Sandra Bretzloff-Hammell and Melissa Campbell**

### Orthopedic Fracture Clinic

The fracture clinic led by our orthopaedic surgeons, Drs. Chang, Dejesus, Holder, and Mathew sees approximately 400 patients each month. This program is supported by our specialty trained clinic nurses who place and remove casts, splints and help assess patients with fractures pre and post-surgery.

### Procedure Room

In the procedure room, our nurses apply ambulatory blood pressure and Holter monitors, remove sutures, staples and catheters and assist family physicians with minor procedures.

### Stress Lab

Our stress lab uses state-of-the-art technology to perform treadmill stress tests in the Diagnostic Imaging Department. With the guidance of an internal medicine physician, our nurses prepare and support the patient and physician as the test is performed.

### Telemedicine Program

Our telemedicine team helps bring specialized care closer to home. Physicians from across Canada can dial in to our big screens to see their patients. Specialized equipment allows our telemedicine nurses to be the eyes and ears of the physician.



## Medical Day Care

Our systemic therapy and medical daycare clinic provide necessary cancer care treatments closer to home, as well as blood transfusions, intravenous iron transfusions, IVIG and community paracentesis.

## Vascular Health

Our diabetes education, heart function and stroke prevention clinics offer chronic disease management with our trained nurses dieticians and educators. By phone, in person or in one of our group settings, our team works hard to give quality care to those living with a vascular health condition.

We also host a myriad of other important clinics, including respirology, pain management, plastic surgery, geriatric assessment, nephrology, ophthalmology, amputation clinic, a satellite dialysis clinic (staffed by RVH) and an EORLA community lab.



### Telemedicine Clinic

**Colleen Gribbon (Diabetes Education),  
Karen Lavigne (Clinics Registration),  
Lisa Gravel (Telemedicine) and  
Sandra Mask (Telemedicine) on screen.**



### Vascular health team

**Danielle Malone (Stroke Prevention),  
Michele Smith (Diabetes) and  
Jenny Huang (Diabetes)**



### Cystoscopy Suite

**Andrea Mielke (Clinics) and  
Kaitlyn Vaillancourt**

# Emergency Preparedness

October's *Code of the Month* is Code Red. The Pembroke Fire Department will be coming on site to offer Fire Extinguisher Training Friday, October 25th using their training simulator in the Boardroom (C142).

There will be six training sessions available: 9 am, 10 am, 11 am, 1 pm, 2 pm, and 3 pm. Each session will be limited to 12 participants.

The Fire Department requested that the staff attending the training view a video prior to October 25th. The video is located in a folder on the common drive (C: /Fire Extinguisher Training Video).

We invite all staff to participate with particular encouragement to those who did not receive training in previous years, including new staff hired within the past year.



# CELEBRATIONS

To include a special message in this section, email [celebration&recognition@prh.email](mailto:celebration&recognition@prh.email).

- I would like to celebrate **Christine Rossi, Angela Stiller and Sarah (PT)** for letting me shadow them. They were very welcoming. I had a great afternoon learning about Geriatric Day Hospital and the specialized Geriatric services they offer to clients in our community. Erica Mulligan

- I just wanted to say how nice the front entrance between Emergency and Tower B entrance looks. Whoever was responsible for the fall display did a fantastic job, it looks great! Jodie Bouffard

- Just wanted to send thanks to **Mila Schyrer** on behalf of a patient who received excellent care. This exemplifies that our interactions and roles are not only medical, but also those of kind human beings. Keep up the great work. Chris de Jesus

- Anne Madocks, Health Information Management Professional, celebrates **Lindsay McGuire and Shirus Mercolita, OR clerks**, on an excellent ortho joint data submission record for September!

- Mary-Anne McConnell and I would like to celebrate the **Health Care Aids on the Surgical Unit. Stefanie Summersgil, Frelly Bangloy, and Denise Bowes** work together with EVS staff as a team to ensure patient care needs are met. They are always looking to assist with discharges, linen needs and are quick to respond when patients have questions or concerns. Thank you, Cheryl Summers

- Cheryl, Bailey and Donna would like to celebrate our **champion trainers and the entire team** who recently updated the standard work for discharges and completed training on the ICU beds. Thank you for your relentless commitment, efforts and for making a positive impact on our care environment every day! Thank you, Cheryl Summers ADD photo

Pictured here are Kim Jahn, Champion trainer and Justin Mohns, EVS team member.

- **Melissa Hellmig** - Thank you so much for sharing your experiences as Team Lead with our Pharmacy Team. You have been such a great asset to the DI Team, and we appreciate that you took the time to share what you've learned over the years to support the Pharmacy Team with the development of their new role. We will miss you and wish you the best of luck with all of your future endeavours! Laurie Menard

- I would like to celebrate **Tracey in SP+**, for diligently working to find a solution to the receipt problem at the parking gates. During the Earth Day clean up, we noticed that a lot of paper litter was being generated by the receipts being automatically printed at the parking exits, whether or not people wanted them.

These little bits of paper were making a mess all over the parking lots, and were blowing into some residential properties close to the hospital.

When I raised this problem with Tracey, she said there didn't seem to be an easy way to turn that off or at least make the paper receipts optional. Recently, Tracey reported that after some lengthy interaction with SP+ IT in Ottawa, they were able to make the receipts only print when that option was selected.

This is great news for the hospital property, the neighbourhood, and the environment! Thank you Tracey! Rev. Garry Engler

- Pictured at right, the MDR team was treated to a lunch from Valley Buns and Bakery.

While there were a few key members missing, it was a great opportunity to celebrate a hardworking team as part of their recognition week!





# CONSTRUCTION CORNER

## Tower A:

- Cancer Care Project: Further commissioning is scheduled for October 23rd and 24th.
- Surgical Day Care Project: Both south and west wings are getting deficiencies resolved including final touch ups before the October 28th handoff to the Hospital. The Olympus boom was raised in the Ophthalmology Suite. Telemetry antennas will be installed before the end of the month.
- The terrazzo floor was repaired in A209 and the room was painted. The flooring was also replaced in A421 and the room was painted. The former Strategy Room A140 in AMH and the OR On Call Staff Kitchen/Lounge A421 were both painted.
- The HVAC cooling ducts were extended from A501 Pharmacy into adjoining A502, A503 and A504 and from the Chapel into the Spiritual Care Coordinator's office.

## Tower C:

- Main Entrance Project: The drywall was installed inside the new Mulvihill Drug Mart location. The HVAC duct work was completed on the roof and the air handling unit was delivered and installed on the concrete pad behind the Dialysis Unit. The heating lines were tied into the C142.1 Kitchenette for the radiant ceiling panel. Phase 2 completion is now scheduled for November 27th.
- The purchase order was issued for the electrical work for the installation of a new Reverse Osmosis (RO) in the Dialysis Unit.

## Tower D:

- Medical Day Care Project: Work is ongoing on the second phase where some plumbing and electrical were tied into the rest of the building. Phase 2 completion is now scheduled for December 16th.



### Ways To Celebrate Halloween At PRH

- Decorate your workspace/office door.
- Wear orange and black .
- Wear a costume where appropriate.

(individually or as part of a group)

### A Special Treat!

- In appreciation for all that you do, PRH is sponsoring a special treat - frosted muffins and a fall-inspired beverage **available for pick up in The Lunch Box 11:30 a.m.- 1 p.m.**
- Staff working evenings/nights will receive frosted muffin treats on the units. Those working offsite are welcome to pick up their treats.



## Thursday, October 31st

**Bring the spirit of  
Halloween To PRH!**



### **NOTES:**

- Decorations and costumes should be work/hospital appropriate and incorporate appropriate PPE.
- Send your costume/decor photos to [carolyn.levesque@prh.email](mailto:carolyn.levesque@prh.email) or schedule a costume photos by calling extension 6165.

Staff of Pembroke Regional Hospital

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## Access free advice with our Legal Assistance Helpline

If you insure your home with us, you have access to our free Legal Assistance Helpline. The helpline allows you to speak with a lawyer on almost any legal topic, with no impact to your policy. And, best of all, there's no limit on the number of times you can use this resource!

Here are some common questions – and answers – about the Legal Assistance Helpline:



**What is it?**  
A confidential service providing legal advice for Co-operators policyholders.



**What types of legal guidance can I get?**  
We provide legal guidance on family law, wills and estates as well as contract disputes and resolutions.



**Who can use it?**  
All Co-operators home policyholders.



**When can you use it?**  
Call any time if it's an emergency. Otherwise, access the helpline 7 days a week from 8 a.m. to midnight, local time.



**How much does it cost?**  
It's free. Use the helpline as often as you like.



**Will calling affect my policy or increase my premium?**  
No. We offer this service to support our policyholders!

Our legal assistance helpline is a partnership with ARAG Legal Solutions Inc., and aims to strengthen our ongoing commitment to building resilient communities across Canada.

We're here to help whenever you need us. To access the helpline, call 1-855-953-1431.

Investments. Insurance. Advice.

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### FREE ONLINE ZOOM EVENT

Tuesday November 19, 2024

9:00 am – 3:45 pm

Tower D Boardroom, Room D227

Zoom Link:

<https://us06web.zoom.us/j/86458043818>

All welcome to attend as drop in sessions!

### Wellness Day Schedule (Eastern Standard Time)



**9:00 am – 12:00 p.m.** *An Introduction to Mindful Eating: Rewriting Your Relationship with Food*

**12:00 p.m. – 1:00 p.m.** *Lunch Break*

**1:00 p.m. – 2:30 p.m.** *Caring for Self in Troubled Times*

**2:45 p.m. – 3:45 p.m.** *You Are Not Your Thoughts: Mindfulness Practices for Self-Care*





## FALL SALE!

Book online at [GREATWOLF.COM](https://GREATWOLF.COM)  
or call 1.800.605.9653

**September 27 - December 20  
2024**

**Save up to 25%  
on a 1 night stay**

**Save up to 30%  
on a 2+ night stay**

- Limited availability, blackout dates apply.
- Company ID must be presented upon check in to receive discounted rate.
- Limit 2 rooms per employee per night.
- Includes 2 days of waterpark play with a 1 night stay and complimentary parking.
- Rates are available for the dates outlined only and are based on availability at time of booking. Blackout dates apply.
- First night's room & tax due upon reservation.

**Must Book By: October 27, 2024**

**Book Using:  
YOUR PPC CODE  
PEMB1G8**



Offer valid only at Niagara Falls, Ontario location for the above dates only. Must be mentioned at time of reservation. Reservations must be made by outlined cut-off dates. Offer is subject to applicable taxes. Limited number of rooms available for each date and blackout dates apply. A minimum 2 night stay may be required for Saturday stays. Cannot be combined with any other discount or promotional offers. Offer based on 4 guests per room and may be terminated at any time without notice. Additional water park passes are \$75.00 per person. Must have one individual 21 years of age or older staying in each room. Offer is not transferable and is not redeemable for cash. Other restrictions may apply. Limited availability, blackout dates may be added at any time. Rate subject to change.