

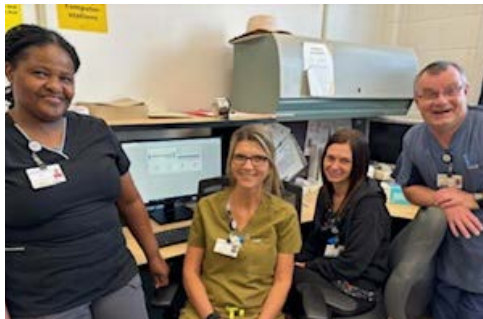
## Today's Take-Aways

### Acute Mental Health

- Rain or shine, AMH staff (Janet and Jennifer) made sure the patio gardens were ready this spring. As part of the recreation therapy on the unit, patients participate in the maintenance of the gardens for all to enjoy throughout the summer.

### Environmental Services

- Environmental Services staff who work in the Pharmacy department require special training. This includes the completion of theoretical training, assessment and documentation in the areas reserved for the compounding of hazardous and non-hazardous sterile preparations. EVS staff were trained on a new documentation system (Omni-Assistant) on May 30th by CHEO staff.



### Food Services

- We had another successful Treat Day in Food Services. A lot of people brought some really tasty salads. We had a buffalo chicken salad, pasta salad, taco salad, potato salad, marshmallow ambrosia salad, Greek chicken salad, chicken salad on a bun, and a dill pickle salad with a couple of types of cupcakes and strawberries for dessert.

It was an excellent buffet! Stay tuned for our next treat day!



### Human Resources

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

April 2024: Shanelle Abbott (Medical), Damilola Adelami (Medical), Nicole Dubroy (Mental Health Services), Christine Gilmour (HR), Erika Mayer (Surgical), Keely Moore (Diagnostic Imaging), Holly Patterson (Mental Health Services), Ian Payne (Mental Health Services) and Rebecca Savoie (Finance)

- Starting June 1, 2024, we are delighted to announce that the new Employee and Family Assistance Program (EFAP) provider will be Homewood Health. All members and dependent family members will have access to EFAP services.

Please see the flyer in this edition of The Pulse for an overview of your plan employee benefits.

## Today's Take-Aways Continued

To start benefiting from Homewood Pathfinder, you can sign up online as early as June 1st. To do this, visit [www.homeweb.ca](http://www.homeweb.ca) and use the one-time Invitation Code PRH174 to sign up for the services provided by Homewood Health.

If you prefer the warmth of a live voice, call us at 1-800-663-1142 (EN) or 1-866-398-9505 (FR) to speak with a Homewood care representative 24/7/365 who will guide you towards your care journey.

If you are in crisis, immediate support is available. Please be assured that the program is completely confidential.

### Information Technology

• IT is pleased to announce that we have added three new members to our team: Renee Therrien, Ryan St. Louis and Nicholas Gin.

Renee works in Helpdesk, fielding all your calls, creating tickets and assigning some tasks. Nicholas and Ryan are working as Helpdesk technicians along with Shelley and Paul.

We are so excited to have you all on our team!



### Maintenance

• Starting today, a roofing contractor has started work to fix and refurbish the canopy roof at the Tower A 1st floor Foundation entrance.

An enclosure has been set up leaving a path of travel between Towers A and D. The work is expected to be two weeks in duration. Please exercise caution while circulating in between the buildings.

### Mental Health Services of Renfrew County

• Our Vocational Committee is excited to share that we have initiated a number of work placement opportunities for clients looking to enter/re-enter the workforce. Our initiative started in 2021 and has grown from one employer in Pembroke with two placement opportunities to now offering 10 placements with six employers across the County. These placement opportunities are available in a number of small businesses and non-profit organizations, including: The Grind, The Pembroke Farmer's Market, the Mission Thrift Store in Pembroke, Renfrew Dollar Store, Mallard's Milk Bar in Arnprior, and Valley Manor Long Term Care in Barry's Bay.

The Vocational Committee was established in 2019 after Mental Health Services made the difficult decision to close the Woodworking Shop. In an effort to continue supporting clients to meet their vocational goals, the Committee, comprised of staff from various MHS programs, was developed to implement a framework and programming. Our programming efforts include a monthly Career Cafe group, providing information that will help reduce barriers to employment, a Volunteer Program, and the work placement opportunities.

### Occupational Health and Safety

• As we continue to strengthen our Violence Prevention program, one of the action items has been to encourage the reporting of violent incidents. However, sometimes we have found that staff aren't clear on what defines "violence" or "harassment".

The *Occupational Health and Safety Act* defines violence as actions in the workplace that:

- involve physical force against a worker which cause or could cause injury (being punched);
- an attempt to use physical force against a worker that could cause injury (punch is thrown but the worker ducks away from it);
- or a statement or behaviour that a worker could reasonably interpret as a threat to cause physical injury to the worker ("Just wait until you leave work, I'll be waiting!")



## Today's Take-Aways Continued

The *Act* defines harassment as:

- a course of vexatious comments or conduct against a worker that is known or should reasonably be known to be unwelcome or
- workplace sexual harassment

The previous two bullets would include things such as bullying, threats, intimidation, verbal abuse, cyber bullying, intimidating or offensive jokes/innuendos, displaying or circulating offensive pictures or materials and offensive/intimidating phone calls.

Sometimes the violence is not directed at a worker, but a patient, a family member or the patient themselves (through self harm). These instances would still be reportable.

Perhaps something was said, or took place, that didn't cause you to react but had the same thing taken place with a co-worker, the outcome may have been different. These instances would also be reportable as the intent of the action was based in violence or harassment.

If you have questions about whether or not something should be reported, please speak with your manager or someone in Occ Health in order to determine the next steps.



**Summer Is Here!**  
**PRH Is Celebrating With A**  
**Staff Appreciation BBQ.**  
**Join Us For Food & Fun!**

**WEDNESDAY, JUNE 26, 11am-1:30pm**

**MENU:** Hamburger or Chicken on a Bun (garnished to order), Coleslaw or Macaroni Salad, Water or Pop and an ice cream sandwich or drumstick.

Gluten free salad option will be available for those who need it and the entrees can be bunless.

Enjoy the party atmosphere while eating your meal in the cafeteria, or on the patio.

**NEW THIS YEAR!** Enjoy a bag of DB Kettle Corn from our outdoor vendor - one free Nibbler size bag per person.  
**The Magic Of Steven Anthony - His Walk Around Illusions & Tricks Will Amaze - 11 a.m. - 1 p.m. in the cafeteria.**

TIMED pre-orders can be booked for LARGE groups ONLY. Pre-ordered entrees will NOT be garnished.

15 minute timeslots are scheduled start at 11 a.m. and are available on a first-come first serve basis.

Please email all pre-orders to [pr@prh.email](mailto:pr@prh.email) by June 19rd. Specify # of burgers/chicken and pickup time.

**THE LUNCH BOX WILL BE OPEN FOR DINNER FOR EVENING STAFF FROM 4-6 P.M.**  
**PACKAGED BURGER MEALS WILL BE DELIVERED TO UNITS FOR NIGHT STAFF.**  
**STAFF WHO WORK OFFSITE ARE INVITED TO DROP BY FOR LUNCH - TAKEOUT AVAILABLE, OR MANAGERS CAN ARRANGE A SIMILAR MEAL FOR OFFSITE STAFF.**

# LEAN IN

On Wednesday, approximately 100 staff and physicians gathered in the cafeteria for the first Lean Report Out of 2024. The Report Out kicked off with Dr. Leslie Needham, Kerri Timm, and Allyssa Rabishaw outlining a newly-created guideline to help nurses determine when they should be calling a doctor regarding a patient's care, and tips for what information is helpful to have available when making these calls.

An overview of our six successful 2023-24 Quality Improvement Plan drivers was also presented along with an introduction of the four new drivers for 2024-25 – EPIC Implementation, Discharge Communication, Patient Care Teams and Equity, Diversity and Inclusion.

The session concluded with President and CEO Sabine Mersmann launching our new 2024-2029 Strategic Plan. In her remarks, she encouraged PRH team members to embody our new Vision, Values and Strategic Pillars in every encounter we have with patients, families, our community and each other.

To celebrate the launch, all attendees received a t-shirt with our new Vision and tagline, "Together, we care."

A recorded version of the entire Report Out will be available for the next 30 days on The Loop.

In addition, a number of smaller sized fitted t-shirts are still available for those who would like them. Stop by Carolyn Levesque's office (A128), if interested.

## The New Strategic Plan one-pager.

**Together,  
we care.**

**Mission**  
We are a regional community hospital committed to delivering a wide range of quality health services. Following Catholic tradition, we will meet the physical, emotional, and spiritual needs of all.

**Vision**  
Together, we care for our patients, our community and each other.

**Values**

<b>Compassion</b> We believe everyone deserves to be treated with dignity and respect.	<b>Collaboration</b> We believe in the strength of working together as one team.	<b>Commitment</b> We always strive to do better.	<b>Courage</b> We believe that being brave will unlock new opportunities and innovations.
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**Strategic Pillars**

Care for our people	Care for our community	Care with our partners
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**Enablers**

- An authentic and inclusive culture
- Robust data and digital health capabilities
- Open communication
- Financial and environmental stewardship







# Connecting with the CEO - In Case You Missed It

May 17, 2024

*As we head into the long weekend and what looks to be some nice summer-like weather, I hope each of you will have a chance to rest and do some activities that you enjoy.*

## **Heroes Run For Healthcare**

*Last weekend, we were very fortunate that the weather cooperated for the Foundation's Heroes Run For Healthcare. As you may have heard, it was a great success, involving 433 runners (222 2K and 211 5K) and raising \$41,337 for our hospital.*

*I was very happy to see close to 50 of our staff, physicians and Board members involved, either as participants or volunteers. It's great to see such a show of support and also for the community to see so many members of our healthcare team along the route. Thank you to all!*

## **New Strategy Room**

*Some of you may have heard that we have moved our main Strategy Room to the fourth floor – A414 to be exact. Previously, it was located in a locked meeting room on AMH and when we were relaunching our Lean program post pandemic it was recommended that the room and all of the information in it be accessible to all staff.*

*With the room now complete, it is unlocked daily and is available not only as a meeting room for bookings, but also anyone is welcome to stop in and take a look at our hospital-wide priorities and the work being done. As you will see from the photos, it's big and bright and is quite a change from the location we had before.*



## **Epic Journey**

*While our Epic implementation phase launch isn't scheduled to take place until the fall, preparation work is already underway and I wanted to share with you some of what has taken place and what you may anticipate in the coming weeks.*

*We held our first Epic Driver meeting April 29th, where discussions centred around the September launch of the implementation phase and plans for team members to conduct site visits over the next few months at other hospitals using Epic so that we can get some insight into what is required in the early parts of implementation and learn from those who have done this before us.*

*This summer will also be a time to evaluate our network and computer equipment needs, ensure that all of our hospital's electronic hardware is in place and that we have adequate power supply to support*

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

*all of the Epic-related technology.*

*You will also be hearing a lot about the “Connected Vital Signs” project which involves the transition to real-time electronic documentation of our patients’ vital signs (Blood Pressure, Oxygen status, Heart Rate, Weight). Currently, vital signs are documented in various parts of the patient chart so the ultimate goal is to document vital signs in one area only-electronically.*

*To achieve this, we already have 25 nurses on board as Super Users which is amazing and I’m very pleased to see this level of enthusiasm and engagement.*

*And finally, as part of this project, we will also be transitioning to colour-coded patient armbands so that, when Epic is launched, they will serve as a visual cue for staff to make sure they are scanning the right patient for the right encounter (type of hospital visit) in order to ensure that the information goes to the right part of the patient chart. We are anticipating a scheduled rollout of the new armbands later this month.*

## **OHA (Ontario Hospital Association) Health Care Leadership Summit**

*Dave Unrau and I recently attended this gathering of Board Chairs and CEOs in Toronto. The main themes were centred around innovation and how hospitals need to take leadership roles in their communities with their partners.*

*Shared data also demonstrated what is expected to be a significant increase in the burden of care over the next 20 to 30 years and how primary care and preventive medicine will need to be strengthened.*

*There were also many presentations on the use of AI (artificial intelligence) in health care. It certainly was good to look at the future of health care with leaders in the field and to see that hospitals will continue to be at the forefront of innovation.*

*First steps first for us though, and that starts with Epic!*

## **May 24, 2024**

*As you may recall, we shared with you the results of our most recent Staff & Physician Satisfaction and Engagement Survey around the end of March.*

*By now, most departments have had an opportunity to review and discuss specific results at their huddles and in many cases, the discussions have been robust! Thanks to everyone for your honesty and openness about what is going well in your department and where improvements can be made.*

*While Staff Engagement is not one of our hospital-wide Quality Improvement Plan (QIP) drivers this year, there are many departments who have chosen to make Staff Satisfaction and Engagement a departmental priority. These departments include Environmental Services, Food Services, Pharmacy, ICU, OR, Patient Information, Ambulatory Clinics, Clinical Administration, Mental Health Services and Finance.*

*Some of the emerging themes we are seeing in terms of where this work will focus centre around improved team work and morale, improved communication, expansion of training opportunities, and implementing Lean! Great job everyone and I look forward to seeing the results of improvements efforts going forward.*

## **New Benefits Provider**

*As you may recall, our hospital will be transitioning to a new benefits provider for Health and Dental insurance coverage beginning August 1st. While the actual benefits you receive won’t be changing, you will be receiving new benefit cards and will have to provide this new information to some of your service providers.*

*At a Gemba Walk earlier this week, I was able to hear first-hand from Angela Lemke and Jody Kulas in HR about the work that is being done in preparation for this change and how the new company has already been great to deal with.*

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

*We are hopeful that the new claims process will be just as easy if not easier than what we currently have through Manulife and our HR team is planning to do extensive communication around the change-over well in advance of August 1st so that everyone has all of the information they need in order to make a seamless transition.*

*In addition, staff will be taking this change as an opportunity to audit everyone's coverage in order to ensure that the coverage each employee has is the right one for them. Stay tuned for more details around next steps.*

### **Lean Report Out**

*And finally, I'm hoping that many of you will be able to join us in the cafeteria next Wednesday for a special edition of our Lean Report Out that will also serve as an official launch of our new Strategic Plan.*

*While the event will be live-streamed on The Loop, those attending in person will be able to enjoy some light refreshments and take away a special piece of PRH "swag" to celebrate the launch.*

*The rollout will continue in the days and weeks after as copies make their way to huddle boards, our website, and the broader community through various communication tools.*

*I'm very excited to hear your feedback on the final plan which is clear, concise and is very much aligned with the great work we are doing and plan to do.*

# LEAN IN

On May 22nd, our Senior Leadership Team's Gemba Walk took them to Human Resources where they met with Angela Lemke and Jody Kulas to hear first-hand about the work that is being done to transition to a new Health and Dental benefits provider effective August 1st.

This change comes as a result of our hospital joining with others across the province to create a single buying group which will not only lower insurance costs but let to a better benefit experience for all involved.

While the actual benefits received won't be changing, staff will be receiving new benefit cards and will have to provide this new information to some of your service providers. In addition there will be a new user-friendly app which will make the claims process just as easy if not easier than what we currently have through Manulife.

In the weeks leading up to the transition, our HR team will be rolling out the new benefit cards, ensuring that staff benefit data is accurate and sharing a number of communication pieces so that everyone will be well-informed about next steps.





# CELEBRATIONS

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

- The entire Medical floor and interdisciplinary team would like to celebrate **Jessica, PT and Melody, Rehab Assistant** for their dedication to our patients' progress and success. They have gone above and beyond their expectations providing excellent patient-centered care with compassion and enthusiasm. Thank you Jessica and Melody for ensuring our patients have the best possible outcome!

- Sarah Selle celebrated **Martin Burger, Albert and the entire Food Services team**. Sarah said that the team had a great discussion at huddle about the Staff Satisfaction Survey results and next steps. The team supported each other and gave space for everyone to speak. There were some great ideas generated from the discussion. Thank you to this team for coming together collaboratively to implement improvements. Thank you for the work you do for patients and staff each and every day! *Sabine*

- Tyler Graveline celebrated the **Senior Leadership Team** on a successful Lean Report Out yesterday, noting that it was very professional and well put together!

- Andrew Keck celebrated **Josi Curry** for her help with a privacy breach investigation. He said she was so efficient and very supportive. Thank you for helping out! *Sabine*

- Andrew Keck celebrated **Julia Reddy** for helping him get some specifications for the MFR. He was so happy that she assisted him with this. Thank you for supporting your colleagues! *Sabine*

**As part of our Nursing Week activities, we received a good number of celebrations which were posted in the cafeteria.**

**For those of you who didn't have an opportunity to see them, here they are:**

- Celebrating **Ashley, the Unit clerk on third Medical!** She's always willing to help!

- I want to celebrate **all the staff that go above and beyond on a day-to-day basis** to ensure patients and coworkers feel supported and cared for. Holding a door, giving directions, offering help before being asked are some of the small things I observe that have big impact. Thank you for the work you do!

- Would like to give a shout out to **all nurses on Medical Floor** for all the team work and smiles we see every day.

- I would love to give a shout out to some amazing girls that I work with on **Medical - Deanne, Carissa, Bailey, Victoria, Taylor, Nadine, Jen M, Jennifer C, Katherine S, Kaylee, Jaden, Kaitlyn**. I want you all to know how much it has meant working with you all. Every shift is full of positivity, singing and laughter despite how challenging it can be sometimes! You all make the day turn from positive to a negative-eager to help, very kind and compassionate with your patients and mine. I never have to worry if you guys are on because I know the shift will be something to look forward to and our patients will have the most elite group of nurses on. I won't forget our fantastic team of hospitalists who have been wonderful to work with, special shout out to my favourites **Dr. Needham, Dr. Lianari, Dr. Gagne and Dr. Ladd**. You are all empowering, strong, kind and patient women whom I'm so grateful to have hear us, guide us and encourage us. Thank you for having such a positive impact on my time thus far as a nurse on Medical.

- I want to thank **all of the Emergency Department staff** for teaching me their ways and welcoming me as one of their own! You have all been so kind, patient and understanding during my training and I truly appreciate all of you! The ED department morale is above and beyond anywhere I've worked and I'm so grateful to be a part of this refreshing team dynamic. **Special shoutout to my trainer Christine**. Love Bethy!

- **Kerri Timm** for rockin' her role as Clinical Scholar! She's always available to help and answer questions. She is a great resource to have!!!!

- Shout out to **Abby M.** for the organization of a labour support cart to help our labouring clients! Your compassion shines!

# CELEBRATIONS

• A shout out to all my **coworkers on Rehab** who make my day fun. Good laughs and awesome team work! Happy Nurses Week to all my caring and kind colleagues!

• **Dr. Timpson** always takes time to listen either regarding patients or personal life. She is also very appreciative of everyone she works with and always brings treats to our Rehab team meeting.

• **Medical team** rocks!! They are all so hard working and deserve to much credit!!

• I would like to celebrate **Lisa Keon** as discharge planner/charge nurse on Inpatient Rehab. She is a ray of sunshine, always positive, energetic and a great team leader. She brightens everyone's day! Thank you Lisa, *Hope Weisenberg*

• Let's celebrate our **ED docs** who are often working short...thank you for continuing to ensure our ED has the physicians it needs to continue to serve our people!!

• Celebrating **Geriatric Mental Health Nurses** who take good care of all of our clients!! The team all goes above and beyond for our clients. So proud to be part of the team.

• Thank you to our **PRH Leadership team - Coordinators, Managers, Directors, VPs, CEO** who continue to lead our way!!

• A shout out to our **Clinical Admin staff** who support so many within the organization. It makes such a big difference!

• Celebrating **ED nurse, Heather.**

• Our **wayfinding volunteers** have been a huge help with assisting patients and families navigating their way through our Hospital, especially with all of the new renovations that have been going on. Hats off to them for volunteering their time to make our patients' and families' time at PRH a little brighter.

• **Lor T.** brings in her yummy baked goods for special occasions like Count day. Absolutely love my new office chair - shout out to my **manager (Monique)** for her help. Shout out to **Nyomi** for always bringing in her positive attitude - always a pleasure to work with! Shout out to **Jamie-lynn in ED** for always answering questions in a prompt and positive manner - she is always willing and ready to help! Shout out to **Warehouse staff** for always being so insightful and pleasant to work with/help out! Shout out to our **Manager Monique**, for always being open/approachable and willing to answer questions & listen to our concerns.

• Thank you to **Beth Brownlee** who has motivated our leadership team to take a new approach and celebrate National Nursing Week with a whole list of activities. Thank you Beth for the support you give to all of our staff but particularly to our nurses in your role as CNE!

• I was at the Big Stop the other day, and I was chatting with one of their clients, and they gave a huge shout out to our wonderful **PSA, Tressa**, complimenting her for her diligence and compassion!  
*Ralph H.*

• Thank you to **Lori-Ann Borne** for your dedication to the Occupational Health Team and for helping to ensure our staff are healthy and safe at work!

• Shout out to **Kalynn Bludd RPN, Sydney Bourque RN, & Rachel Lawrence RN** for being amazing!

• Shout out to **Marc (OR charge nurse) and Brianna (ED nurse)**, and the rest of the team who helped take care of me when I had to be a patient for few hours. I appreciate all the care, you guys went above and beyond! *Shirus M.*

• **Caroline F and Erin V** are such a vital part of the PRH team - they approach every situation with a positive attitude and are always willing to help. They are friendly in every interaction, and we would be lost without them!



- I'd like to celebrate **Caroline Froment** for her positive attitude, willingness to help anyone who needs it, and her amazing active listening skills. Behind the scenes, she's working hard to advocate for the frontline and solve problems and issues, always trying to make PRH better!
- I'd like to celebrate **Sarah Selle and Brent McIntyre** for putting together leadership sessions for our informal nurse leaders and helping to establish a culture of psychological safety, where we can speak to our peers and provide kind but constructive feedback. These sessions also helped us to identify ways in which we might be able to build capacity with each other.
- I'd like to give a shout out to **Jessi-Lee in ED** for her enthusiasm and hard work as the paediatric champion. Her passion for paediatrics shines through in all the work she does. She has built networking relationships with representatives in CHEO and SickKids and her work and the training she does helps to ensure quality pediatric care at PRH
- I'd like to recognize **Alex McKnight RPN in ED** for her positive attitude, willingness to help, and for spearheading and becoming the champion for the RPN ECG process. Her smile and kindness surely make a difference to her patients
- This message is to recognize **Jen N** for all of her work that she has done over the years with regards to wound care. She shares her knowledge with others willingly and provides advice to leaders and managers regarding product changes. She really takes to heart the concept of evidence-based care!
- Shout out to the **PSAs who work in ED**. You guys make a huge difference with the work you do for the patients in the waiting room and their whole visit. We love to see you guys at the ED meetings as well as part of the team. Thanks for bringing forward your ideas for change with a patient service focus.
- To the **ICU nurses** who have demonstrated resilience these past few years with COVID, changing to a closed-model ICU with an intensivist, and constantly learning and growing to be able to care for higher acuity patients! It's been a journey but we're making great improvements and you all should be super proud of yourselves!
- To the **ED nurses** who never know what they might see come through the door, from infants to the elderly. I am always so impressed by the teamwork and the ability to pull together with effective communication and ability to stay calm in an emergency. From overcrowded departments and more patients coming, to high acuity situations, or multiple emergencies the team really shines. Great work!
- Shout out to **Ayla** for demonstrating that RPNs can be amazing in leadership projects, training, and influencing change.
- It brightens my day to work alongside **Robbie**. From his excitement to work with everyone, positive attitude and overall just general loveability. He is sunshine in the floors!!
- **Lisa Keon and Hope Weisenberg** always brighten my day. Stepping onto the Rehab unit is such an enjoyable experience. These two amazing nurses are always ready with a smile, words of encouragement for their colleagues and our patients and are always ready to lend a helping hand. thank you!!!! *Lisa Bradley*
- Thank you **Tammy-Lynne Donahue** for stepping into the Clinical Manager role on Medicine and embracing this team with your open door policy and extensive nursing experience. We are so lucky to have you! *Lisa Bradley*
- Thank you **Annette Davidson** for always going above and beyond for our patients. Your dedication is evident in the collaboration with our physicians, nurses, community partners, regional hospitals and more. 911 Annette is always willing and ready to assist and I appreciate all that you do everyday. thank you! *Lisa Bradley*
- Shout out to the **Rehab team** for being such wonderful people and coworker. Everybody is so helpful and friendly.
- **Jessie-Lee Barney** is a joy to work with and has been such a wonderful charge nurse
- **Heather Jones** is always a joy to work with, very caring and pleasant, always willing to help out.

# CELEBRATIONS

- Congratulations to **Alexandra Boyer** for successfully completing her neonatal resuscitation course. We will miss you on AMH
- Our **CEO!!** Thank you for listening and being an advocate for all of us and quality patient care!
- Celebrating **Laurie Menard** for an incredible job leading ADU implementation and now taking on Epic as a lead!
- Thank you to our **MDR team** for being a positive and vibrant team!
- Thank you **Food Services** for new menu items. Keep them coming! The food and service is great!!
- **Housekeeping** - you do an incredible job. Thank you for all you do!!
- **Ria Campbell** is such a joy to work with.

## Upcoming Recognition and Celebration Dates

### May

National Physiotherapy Month  
Critical Care Awareness and Recognition Month  
Asian Heritage Month

World No Tobacco Day May 31

### June

National Indigenous History Month  
Pride Month  
Stroke Awareness Month  
Canadian Armed Forces Day - June 2  
Father's Day - June 16  
Annual Staff Appreciation BBQ - June 26

### July

Canada Day - July 1

### August

Civic Holiday - August 5

### September

Labour Day - September 2

## Tour de BONNECHERE



**Sunday, Aug. 25th**

**5 routes to suit all riding levels**

**Cave Coaster 20 K family**

**Gravel Grinder 50K**

**Bonnechere Beauty 65K**

**NEW Bonnechere Beauty EZ 100K**

**Monarch of the Mountains 100K**

*All funds support local needs and safe, active transportation*

**BBQ  
Live Entertainment  
Swag & More!**

[tourdebonnechere.blogspot.com](https://tourdebonnechere.blogspot.com)



**Registration is OPEN!**

<https://zone4.ca/event/2024/Lrooq2/>

**GovDeals**<sup>®</sup>  
A Liquidity Services Marketplace

**PRH Sells Surplus Items  
on GovDeals.ca. Check it  
out to find great deals!**



# Foundation News

Pembroke Regional  
Hospital Foundation



Fondation de l'Hôpital  
Régional de Pembroke

## GUARDIAN ANGELS



### Morgan Desgroseilliers, ED / ICU

"Morgan always works hard and while she is always professional and amazing at her job, she also shows kindness and looks out for her patients and our family members who are in the hospital sick."

### Patricia Burke, ED

"I would like to sincerely thank you for your kind and compassionate help in the Emergency Department today. A person like you makes the world of difference when you are scared and don't know what to do. Trish ... your warm smile and caring demeanour meant so much to me."





# Catch the Ace

## Week #21

# \$220,000.00

Presented By **OK TIRE**

Estimated Jackpot if the Ace of Spades is caught!

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

Draw date June 5th at 10a  
Deadline to purchase tickets  
11:59pm on June 4th

# MAKE EVERY TICKET COUNT

PLAY SPRING LOTTO TO SUPPORT LOCAL HEALTHCARE

PLAY OUR EXCLUSIVE 50/50



OTTAWA VALLEY **YAMAHA**  
PRESENTS  
**SPRING LOTTO**  
FOR HEALTHCARE

# CARING *from the* CORE

## PAYROLL DEDUCTION PROGRAM

THANK YOU TO ALL THE STAFF MEMBERS WHO GIVE TO THE *CARING FROM THE CORE* & *DENIM DAY* PROGRAMS!

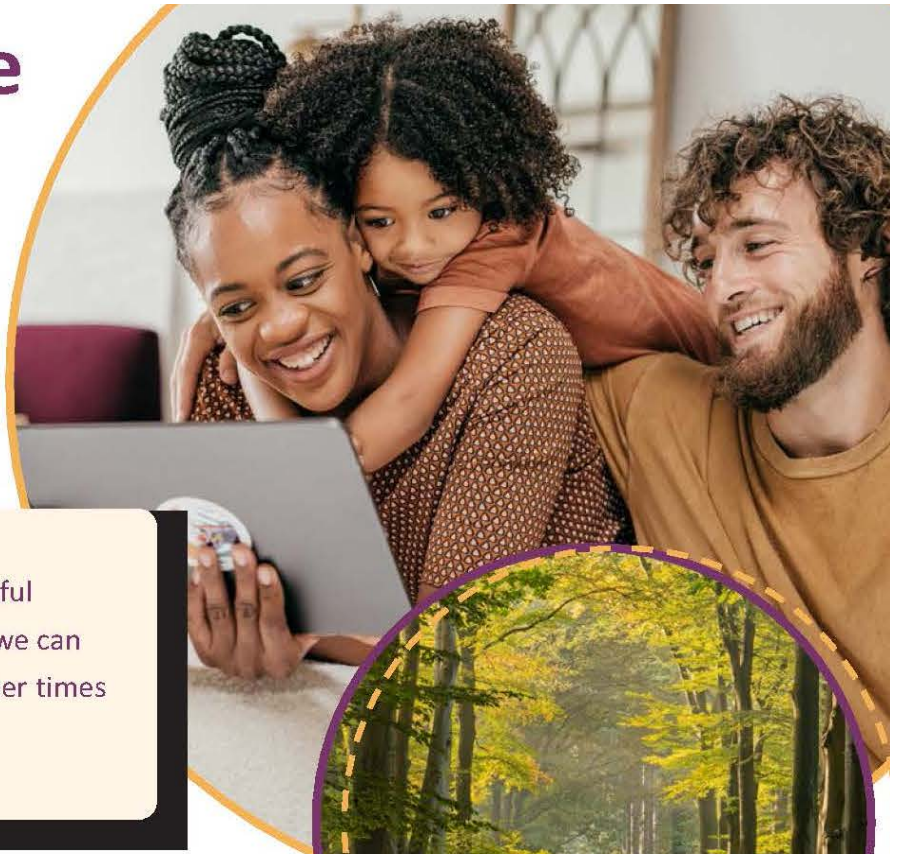
Each year these programs generate an incredible **\$13,000 +** that goes directly towards much needed equipment right here at PRH thanks to your generosity!

To join this program and receive an annual charitable tax receipt each year, please contact [leigh.costello@prh.email](mailto:leigh.costello@prh.email).



# Your Employee and Family Assistance Program

Get to know your EFAP



Everyone faces challenging and stressful events in their lives. Most of the time we can handle these situations ourselves; other times we could benefit from some support.

Your EFAP is a professional, confidential, and proactive service to support you with a wide range of personal, family, and work-related concerns.

## What benefits are available to me?

Your EFAP is here for you whenever you need it, 24 hours a day, seven days a week, 365 days of the year.

Within a confidential environment you can receive counselling for any challenge — whether it's a first step in facing a possible addiction, or managing day-to-day stress.

## We guarantee your confidentiality.

We are Homewood Health, a trusted company with years of experience delivering the best possible support for clients like you. Everyone is guaranteed confidentiality within the limits of the law. You won't be identified to anybody — including your employer.

People frequently use an EFAP for personal challenges such as relationship concerns, family or parenting issues, anxiety, depression, addictions, grief, coping with health issues, or work-related challenges.



We will match you with a counsellor who suits your needs and provide you with short-term solutions.

If you are identified as requiring additional, longer-term treatment or specialized support, our counsellors will refer you to community-based resources and programs which suit your unique needs.

## How does the counselling program work?

Counselling services can be offered face-to-face, over the phone, through video, or online. Offices are local and appointments are made quickly, with your convenience in mind. If you have a preference for location, gender, or appointment time, we'll do our best to accommodate your preferences.



## Your Employee & Family Assistance Program: Get to know your EFAP

### Life Smart Coaching

Life Smart Coaching is a suite of telephonic services that offers assessments, coaching, and resources; each service has been developed to allow you to take a proactive approach to managing everyday challenges.

A Life Smart intake counsellor will contact you within 72 hours to offer you an appointment with an appropriate specialist.

Life Smart Coaching Services include three major components with service options for each area:

### Life Balance Solutions

- New Parent Support
- Childcare and Parenting
- Elder and Family Care
- Relationship Solutions
- Financial Coaching
- Legal Advisory Services
- Grief and Loss
- Stress Solutions

### Health Smart Coaching Services

- Nutritional Coaching
- Lifestyle Changes
- Jumpstart your Wellness
- Smoking Cessation

### Career Smart Coaching Services

- Career Planning
- Workplace Issues
- Pre-Retirement Planning
- Shift Worker Support

### Online Services – Homeweb

Homeweb is part of your Employee and Family Assistance Program. You can access Homeweb on your phone, tablet, or desktop. Homeweb offers you the ability to create an individual profile, receive personalized content recommendations, and access lots of helpful resources — anywhere, anytime.

Access Homeweb for interactive tools, health and wellness assessments, child and elder care resource locators, and a library of health, life balance, and workplace articles.

### Sentio by Homewood Health™

Sentio is Homewood's internet-based Cognitive Behavioural Therapy (iCBT) program. iCBT has been proven to be an effective therapy for mild to moderate depression, anxiety and other psychological mental health issues.

Sentio contains over 20 treatment goals plus a wealth of tools and resources to help you change your thought patterns and improve your mood.

### Homewood Pathfinder

Pathfinder tailors personalized care plans and service recommendations based on your unique presenting concern(s). It includes an assessment of the severity of your concern and combines the optimal clinical solution with your unique preferences to create a customized and curated care path. In Pathfinder, you can book a counselling appointment through our on-line booking system. Where clinically appropriate, you can also chat with a professional immediately.

One click is all it takes. There's no booking and no waiting.

As of your transition date, you must register with Homewood Pathfinder by creating an account on Homeweb.ca using your organization's invitation code **PRH174**

### What if I'm in crisis?

Homewood Health staff are prepared to take your call 24 hours a day, seven days a week. **Help is always available.**

### Who do I contact?

To speak to someone in confidence, for crisis services (24 hours a day) or to book an appointment contact us today by calling the number below.

Contact us to learn more.

1-800-663-1142 | International (Call Collect): 604-689-1717

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

[Homeweb.ca](https://www.homeweb.ca)

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