

## Today's Take-Aways

### Departmental Updates

#### Information Technology

- Please note that our Helpdesk is on the 5th floor of Tower A. A sign is posted in the corridor indicating the location of the reception desk.

#### Medical Affairs

- We are pleased to share several important leadership updates within our medical departments. These appointments and continued commitments reflect the shared dedication to clinical excellence, collaboration, and the highest standards of patient care.

#### New Department Chiefs Effective July 1st, 2025

- Dr. Chinmay Roy – Chief of Emergency Medicine
- Dr. Chika Offiah – Chief of Internal Medicine
- Dr. Krishna Pulchan – Chief of Critical Care (ICU)

Each of these individuals brings a wealth of experience, a passion for patient care, and a commitment to innovation and collaboration. We are excited to welcome them into their new roles.

#### Leadership Update: Department of Anesthesia

We are pleased to share that Dr. Aviva Stewart will continue in her role as Co-Chief of Anesthesia, working alongside Dr. Paul Lavigne. In addition to her departmental leadership, Dr. Stewart has now assumed the department's seat at the Medical Advisory Committee (MAC). We thank her for taking on this important responsibility and representing the department at the MAC level.

#### Continuing Department Chiefs

We would also like to express our sincere gratitude to the following physicians who continue to serve in their leadership roles with dedication and excellence:

- Dr. Pawel Stefanski – Chief of Diagnostic Imaging
- Dr. Richard Johnson – Chief of Family Practice
- Dr. Anne Marie Savoie – Chief of Hospitalist Medicine
- Dr. Sarah Leavey – Chief of Obstetrics
- Dr. Valentine Okechukwu – Chief of Psychiatry
- Dr. Debbie Timpson – Chief of Rehabilitation
- Dr. Colleen Haney – Chief of Surgery

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

*In discussions with our Board about the recent Code Grey incident, members offered their congratulations to our entire health care team for the way everyone responded, came together and supported each other in order to ensure that most of our programs and services were able to continue operation with minimal impact to our patients.*

*They appreciated the volume of work that this took behind the scenes and the fact that some of our teams are still working through recovery.*

## **Great Value In Sharing Our Patient Care Stories**

*At the July 10th Management meeting, we had a great presentation from Jodi Bucholtz of Algonquin College on the topic of enhanced marketing and the value of storytelling. It reminded all of us of the hundreds of wonderful stories we have to tell about the care and services delivered here at PRH.*

*With Digital Content Creator Rose Bennett now on board, we have more capacity to tell these stories in a variety of ways, but we need your help to do this.*

*When you see things happening – consider if it would be something worth sharing and if so, let Rose, Carolyn, or myself know then we can take it from there.*

## **CHEO Is Conducting Partner Outreach**

*On Thursday, I had the opportunity to join other health, mental health and social service leaders from Renfrew County as part of a listening tour by Vera Etches, CHEO's new President and CEO.*

*Hosted in Renfrew by the Phoenix Centre for Children and Families, the goal was to share ways in which CHEO can better support the care provided to children, youth, and families, and how, together, we can enhance collaboration through the Kids Come First network.*

*It was a great meeting with some good conversation and brainstorming.*

*Kudos to Dr. Needham-Nethercott, Dr. Szczepanik, and Erin Van Allen!*

## **Enhanced Beautification At PRH**

*With the summer now fully upon us, I wanted to make mention of the amazing work that has taken place to beautify our property in terms of added greenery and flowers at our entrances, the atrium on the ground floor of Tower B and the entrance to Tower D among other locations. Work is also being done to upkeep the gardens on our Rehabilitation patio.*

*All of this represents the work of Alastair Hugli from Sunset Nursery, supported by our student groundskeeper Emily Hoffman who will be with us until the end of August.*

*We have received many positive comments on the visual improvements these plants and flowers have made by both staff and visitors.*

## **Financial Milestones For Project Horizon**

*At our leadership meeting held last week, it was shared that a couple of investment milestones have been met as part of our journey to Epic.*

*Specifically, the final sign off on funding loan for the project took place, and we made our first significant payment towards the project!*

*While this may not sound overly exciting, it does add another layer of realism to the project, coupled with the amount of work that is already taken place.*



## **CT Scanner Back Online!**

*I recently shared the challenges that we were having with our CT scanner being down and having a great deal of trouble finding a fix for it despite a great deal of support from experts in the field.*

*As of July 12th I'm very happy to report that following multiple part replacements, our machine was back up and has since been running at full capacity to the point where we were able to lift our Code Stroke bypass protocols on July 14th.*

*The team has worked through the backlog to ensure that our patients whose tests were postponed could now be rescheduled in a timely manner.*

*I want to express my thanks to the whole Diagnostic Imaging department for their support during this downtime. It's not easy I know.*

*In the meantime we are continuing to work through the RFP (Request For Proposal) process in order to purchase our hospital's next generation of CT scanner.*

## **New On-Call Radiology Service Launches July 28th**

*In other DI news, I wanted to let everyone know that we have engaged GTR Radiology to provide after-hours coverage for our radiologists from 5 p.m. to 8 a.m. seven days a week starting July 28th.*

*Our radiologists will continue to provide coverage 8 a.m. to 5 p.m.*

*What this means is that our systems and processes for image reading will remain the same, all that will change is who will be reading the images depending on the time of day.*

*I want to thank our radiologists for vetting and selecting this new service provider and our IT team for providing a tremendous amount of support in the setup required.*

## **PRH Staff Support Tim Hortons Camp Day**







# NINE & DINE 2025

**ISLAND BRAE GOLF CLUB**

**7388 RTE 148, CHAPEAU, QUEBEC JOX 1M0**

**SUNDAY, 7 SEPTEMBER, 230PM**

**Deadline to  
purchase:  
August 29**

**\$50**

LIMITED QUANTITY

**STAFF ASSOCIATION  
MEMBERS RECEIVE A  
\$10 SUBSIDY AT  
EVENT**

No Refunds  
No Exceptions  
(Unless event  
cancelled)

**REGISTER AS A TEAM OF 2 OR 4 (OR A SINGLE - WE'LL PAIR YOU)  
COST INCLUDES 9 HOLES, POWER CART, AND CATERED DINNER  
SHOTGUN START: 300PM**

**Register here: <https://forms.office.com/r/5JGvTXuQDG>  
Questions? Contact [prh.staffassociation@prh.ca](mailto:prh.staffassociation@prh.ca)**



# LEAN IN

On July 23rd, as part of the Senior Leadership Team's monthly Gemba Walk, OR Manager Heather Macmillan, Anesthetist Dr. Clarissa Sugeng and Registered Nurse Tonya Chandler welcomed the group as they shared details about the Anesthesia Assist role that Tonya has taken on and how it's making a difference in the OR.

Tonya explained that she completed additional training in anesthesia back in 2021 at a time when she was looking for ways to expand her scope of practice which made her a suitable candidate for this new role when it was introduced last November.

Primarily she assists in this capacity during OR joint days, saving the anesthesiologists approximately 20-30 minutes per patient in preparatory work prior to surgery. She is also able to provide some relief to the anesthesiologists in certain circumstances, among other ways she supports and assists the team.

Dr. Sugeng explained that having the Anesthetist Assist role significantly decreases patient turn around time for orthopedic cases and that in the future, this role could be expanded to non-ortho procedures.

She added that having an anesthesia assistant as part of the team can be helpful since they are able to anticipate the needs of the anesthesiologists in many instances with the deeper understanding of what is being done.

Members of the Senior Leadership Team expressed their thanks to those involved for showing leadership in taking on this initiative.





# Foundation News

Pembroke Regional  
Hospital Foundation



Fondation de l'Hôpital  
Régional de Pembroke

Presented By



## Week 6



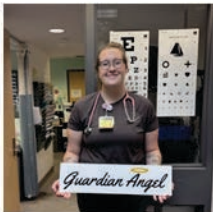
# \$32,000.00

Estimated Jackpot if the Ace of Spades is caught



### Inpatient Rehab Team

"I want to thank everybody who cared for me while I was admitted on the Acute Stroke/Rehab unit recently. The care was exceptional. Despite a worrisome situation, staff were cheerful and kept me laughing. They answered all my questions and reassured me. I also loved the food. The send off when I left was way above and beyond and I will remember it fondly. A huge thanks to this amazing team."



### Lillian Tozer, Emergency Department

"Thank you for the amazing work you do!"



### Brian McWhirter, Environmental Services

"Keep up your wonderful spirit! Thanks for being so positive. Great job!"



### Pembroke Family Medicine Teaching Unit

"To our inspiring PFMTU Residents who go above and beyond promoting family medicine and Renfrew County to students. You helped us go fully matched with six incoming residents and have altered the career path of multiple first year Medical Students to pursue family medicine. Thank you for being excellent community ambassadors, role models and promoters of family medicine."



### Ria Campbell, Emergency Department

"Ria consistently goes above and beyond, she's always quick to give a helping hand and never hesitates to stay and help when she's needed."



### Dr. Kathy Reducka

"I would like to thank Dr. Reducka for her excellent and compassionate care while I was admitted on the Acute Stroke/Rehab unit recently. She explained everything clearly and I know I was in great hands. She fully answered my questions and as a result, I felt calm throughout my stay. A huge thanks to Dr. Reducka."

## CARING from the CORE

PAYROLL DEDUCTION PROGRAM



Thank you to our generous team members who support the **Pembroke Regional Hospital's** highest priority equipment needs through payroll deductions!

### Join Today!

[PRHfoundation.com](http://PRHfoundation.com)

# CELEBRATIONS

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

• **Erin Van Allen** is a clinical educator who supports Ontario Health and the ED Nursing Education, Retention, and Workforce Program (Program) as an educator with the virtual training program. I would like to celebrate her for her dedication and commitment to representing PRH and share her knowledge and expertise to support learners. She is an incredible resource! *Beth Brownlee*

• Thank you, **Caroline Froment**, for helping support the IPAC team with educating front line staff on the ARO screening tool. Great job! *IPAC team*

• I wanted to recognize **Ashley, our amazing 3rd Medical Unit clerk!** Her efficiency, helpfulness and reliability are so appreciated! She is truly indispensable to our team. *Dr Keri Ladd*

• Shout out to **Dr. Cameron Leafloor** on his amazing first ICU week! He stepped in and filled gaps above and beyond and was so helpful and supportive. We are so excited you've joined the PRH team. *Dr. Keri Ladd*

• Big thanks to **Hillary (medical records)**. Your sunny smile and yummy treats make paperwork far less painful. *Dr. Keri Ladd*

• Kudos to **Donna Bourgoin (CMH)** for assisting the district stroke team in requesting access to a TOH program to help us expediate re-patriations. Thanks for taking the time to help us! Rehab and District Stroke Team. *Julia Reddy*

• Congrats to **Angela Zhu (Diabetes Education)** for obtaining her Certified Diabetes Educator designation. All the hard work paid off! *Diabetes Team*

• Brent McIntyre celebrated **Tanya Hamber** for her incredible commitment towards CMH and their budget. He said she has a great passion to look out for what is best for the program, and we want to thank you for this from the bottom of our heart! Well done Tanya! *Sabine*

• Last week, members of the Geriatric Day Hospital went above and beyond to ensure patient welfare in an emergency situation. **Physiotherapist Sarah Biggs** immediately recognized the severity of the situation and sprang into action. **Occupational Therapist Angela Stiller** gathered supplies and resources to support the complexity of the situation. **Dr. Linde Corrigan** provided expert hands-on care and ensured the patient received the care they needed. **Resident, Dr. Annie Ritchie** provided the team with a sense of calm and kept the patient assured and well informed. The collaboration, communication and commitment to patient welfare witnessed by the team at GDH was truly inspiring and potentially lifesaving for the patient. *Emma Peever (BPHE), Geriatric Day Hospital, Summer Student*

• Scott Coombes celebrated **Mike Godbout** for holding the fort while they are down a few staff members in their department. We know you have a lot on your plate and we truly appreciate your efforts in getting the work done! Hopefully help is on the way soon! Thank you, *Sabine*

## Upcoming Recognition and Celebration Dates

### August

Civic Holiday - August 4

### September

Labour Day - September 1

Grandparents Day - September 7

World Suicide Prevention Day - September 10

Air Ambulance Week - September 9-15

Environmental Services and Housekeeper  
Appreciation Week - September 14-20

National IT Professionals' Day - September 16

National Rehabilitation Day - September 20

Rosh Hashanah - September 22 to 24

Franco-Ontarian Day - September 25



*PRH SUNSHINE GIFT SHOP'S*

***"SUPER  
SUMMER SALE"***

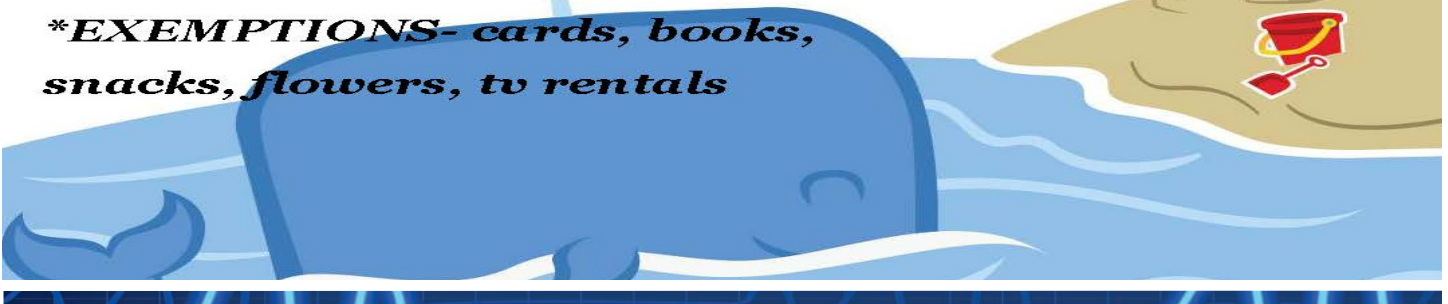
***JULY 50% OFF***

*begins JUNE 26TH*

***AUGUST 60% OFF***

*the REGULAR price of  
all merchandise (no  
additional discounts)*

*\*EXEMPTIONS- cards, books,  
snacks, flowers, tv rentals*



**PRH Staff Association Treat Day**

**Featuring A Pint Of Hugli's  
Freshly Picked Blueberries.**

**Distribution will take place:**

**Tuesday, August 12th**

**11:30 a.m. - 1 p.m. In The Lunch Box**

**Please note that everyone - groups and individuals,  
need to pre-order for this event.**

**Pre-Order Deadline - Monday, August 4th, 4:30 pm**

**All Pre-Orders Must Be Submitted Through Forms**

**<https://forms.office.com/r/Xyi6iC67M3>**



**To Assist With The Pre-Order Process, Please Note The Following:**

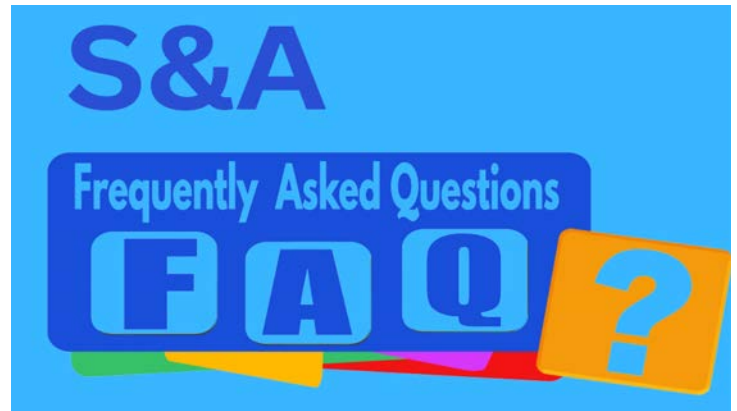
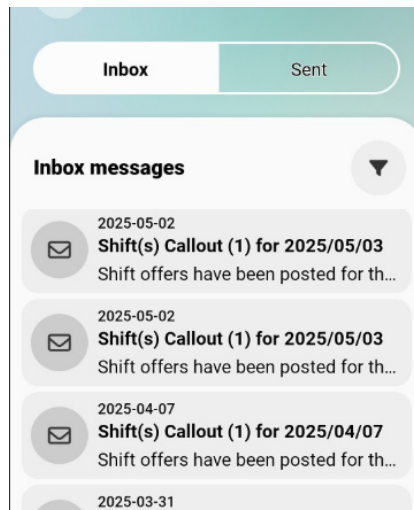
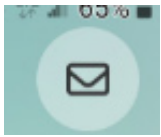
1. Everyone needs to pre-order in order to ensure that we order an accurate quantity.
2. If pre-ordering individually, please note that you will need to pick up your order. It won't be placed with existing group orders.
3. Be sure to include correct and current first and last names on pre-order lists.
4. Please ensure that those on group lists are still in your department and want to be part of the group order.
5. Please confirm that those on your list would like the treat of the month.



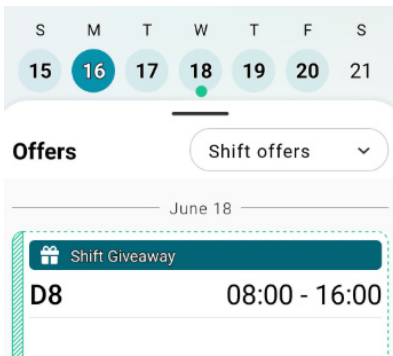
# Thanks to your valuable feedback, LGI has made some exciting enhancements to the LGI S&A mobile app!

Here's what's new:

1. **Message Access:** You can now view your messages from your dashboard directly in the mobile app – including shift offers. To view your messages, select the mail icon in the top right corner in the mobile app.



2. **Shift Giveaways:** Shift giveaways are clearly identified and distinguished from regular shift offers with a shift giveaway banner.



3. **Shift Offer Notifications:** Since the launch of the mobile app in November 2024, 88,653 automated notifications have been issued hospital wide, including offers for vacant shifts, vacation replacements and shift giveaways.

## We're Listening!

We're always looking for ways to improve your experience with S&A and the mobile app. If you have any suggestions for feedback, please email the Staffing Team at [hr.staffing@prh.ca](mailto:hr.staffing@prh.ca).

**GovDeals**  
A Liquidity Services Marketplace



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

This article serves to reaffirm our commitment to protecting patient privacy, a cornerstone of ethical healthcare and legal compliance. Every staff member plays an essential role in safeguarding patient information, fostering trust, and maintaining the dignity of those we serve.

### What does privacy encompass?

#### **1. Trust and Respect**

- Patients must feel safe sharing sensitive health details.

- All staff interactions should uphold respect for personal information.

#### **2. Ethical Standards**

- Confidentiality is non-negotiable. Breaches erode professional integrity and patient wellbeing.
- Staff must avoid discussing patient details in public or non-secure areas.

#### **3. Legal Requirements**

- Compliance with privacy legislation is mandatory: Personal Health Information Protection Act (PHIPA)
- Violations may result in disciplinary action, fines, or legal consequences.

### What are the risks to patient privacy?

Staff should remain vigilant against:

- Unauthorized access or misuse of health records.
- Data breaches in electronic systems.
- Improper disposal of physical documents.

### What are the required practices?

All departments should implement and reinforce:

- Ongoing staff training in privacy protocols.
- Use of encrypted systems and access controls.
- Secure disposal methods for physical and electronic data.
- Private spaces for consultations and care discussions.

### What are the consequences of policy violations?

Violations of this privacy policy - whether intentional or accidental - are taken seriously. Depending on the nature and severity of the breach, the following consequences may apply:

- Verbal or Written Warning for first-time or minor infractions where no data was compromised.
- Mandatory Retraining - Staff may be required to complete additional training sessions focused on privacy procedures and ethical standards.
- Suspension or Termination - Serious or repeated violations may lead to suspension or dismissal, in accordance with HR disciplinary procedures.
- Legal and Financial Liability - Breaches may result in investigations by external regulatory bodies. Individuals responsible could be subject to fines or legal action under applicable privacy legislation (e.g., PHIPA).
- Reputational Damage - Violations may harm the hospital's reputation and erode community trust, ultimately impacting patient care quality.





All staff are expected to uphold these standards at all times. If you witness or suspect a breach, report it immediately to the Privacy Officer, Kim Haley, 5th Floor Tower A, 6143.

### What is the impact on patient care?

Protecting privacy:

- Enhances patient cooperation and accurate disclosure.
- Reduces patient anxiety and improves health outcomes.
- Strengthens our hospital's reputation and community trust.

**Together, let's continue to champion respect, confidentiality, and quality care for every patient.**

A green poster with white and yellow text. At the top, it says 'STEPPING INTO FALL' in large, bold letters. Below that, it says 'July 28 to September 22'. In the center is a white line drawing of a sneaker with motion lines behind it. Below the sneaker, it says 'Bi-Weekly Leaderboards, Friendly Competition, and New Running Shoes For Our Top Stepper'. Underneath that, it says 'How to Join:' followed by a bulleted list: 'Sign up by emailing humanresources@prh.email', 'Tracking starts July 28, 2025', 'Use your preferred step tracker', and 'More information will be provided after you sign up'. At the bottom, it says 'Let's Step Up Our Wellness Together!' in a stylized font.

# STEPPING INTO FALL

July 28 to September 22



**Bi-Weekly Leaderboards, Friendly Competition, and New Running Shoes For Our Top Stepper**

How to Join:

- Sign up by emailing [humanresources@prh.email](mailto:humanresources@prh.email)
- Tracking starts July 28, 2025
- Use your preferred step tracker
- More information will be provided after you sign up

**Let's Step Up Our Wellness Together!**

The PRH Wellness Committee is excited to announce the launch of our very first initiative: **The “Stepping Into Fall” Step Challenge!** 🍁

Get ready to lace up your sneakers and join us in a fun, friendly competition to boost your wellness and stay active this season.

The challenge will run from July 28 to the first day of fall, September 22.

Full details will be provided once you sign up.

**To sign up**, please email [humanresources@prh.ca](mailto:humanresources@prh.ca) with your:

- First and last name
- Department
- Method of tracking your steps (e.g., phone app, smartwatch, pedometer)

**All participants will be entered into a draw to win a secondary prize!**

**The highest stepper will receive a new pair of running shoes (up to a max. value of \$150).**

If you require an accommodation to participate or you would like help locating a method of tracking steps, please reach out to [coursmith@prh.ca](mailto:coursmith@prh.ca).

**Let's step into fall together!**



# Emergency Preparedness

Code Silver Exercise Summary and Learnings: July 7th, 2025

## 1. Activating a Code Silver: What to Report

All staff demonstrated awareness of how and when to activate Code Silver. Key reporting elements to switchboard include:

Location/Last known location (ED Room 32), Type of weapon (hammer, knife), Description of the person (clothing, physical features), Victim or Hostage Information (if applicable)

**Tip:** Providing detailed information helps police prepare an appropriate response. Staff are encouraged to include patient attire, any tips from other patients, and observed behaviors.

**Awareness & Safety:** All staff must complete a point of care risk assessments at every encounter during the patient journey/visit.

## 2. Staff Response Protocol

Staff correctly identified that they should not respond to the Code Silver area. Instead, they should:

Stay away from the area, Allow police to take over upon arrival

**Clarification:** A hammer along with other potential objects associated with risk of harm were identified during a belongings search highlighting the importance of distinguishing between Code White (behavioral crisis) and Code Silver (weapon with intent to harm/active threat).

## 3. Protecting Self and Others

Staff reviewed and understood the protocol to remain calm, evacuate and hide:

Evacuate if safe, Hide and secure patient rooms if evacuation is not possible

## 4. Search of Patient Property Policy: When and How

Staff discussed triggers for initiating a search of patient property, including:

Patient disclosure of harmful intent towards self or others, History of violence (VACC flag), Aggressive behavior, Risk Assessments

### **Best Practices & Tips:**

Conduct searches with two staff members, Involve security, when possible, for assistance working in a team model, Use the search kit for high-risk items/situations, Ask patients to change into gowns and empty pockets, Ask the patient to remove and display belongings

## 5. Defining a Weapon

A weapon is defined as an instrument or device designed to be used or that could be used for inflicting bodily harm in causing death, injury or physical damage or to intimidate any person.

An object may not be a threat unless paired with harmful intent. The type of weapon should always be reported to police.

## 6. Command Centre Reporting

If safe to do so, the following roles report to the Command Centre:

Incident Manager, ED RN, Rehab RN, 3B Medical Nurse, Patient Flow Manager/CLRS, Health & Safety Coordinator, Public Affairs & Communication Coordinator, Maintenance

**This exercise reinforced the importance of clear communication, situational awareness, and team coordination during high-risk incidents. Staff showed strong understanding and engagement, and further training will continue to build confidence and preparedness.**

**Thank you to all staff who engaged in our emergency preparedness planning and supported the delivery of frontline staff education.**





The Atlas Alliance Communications Group has created an implementation road map for all Third Wave hospitals to share with their teams that gives an idea of where we are at in the process.



# TAKE AN ENERGIZING BREAK

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

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



Enjoy a break...

Massage Chair

Light Therapy

Nap

Meditation

CABINE DE REPOS - REST CABIN



Free to use  
for all  
staff.

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

1. Download the free  
mobile app on



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



3. Book a session on the  
mobile app







**SUMMER SALE!**

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

**Now-September 28, 2025**

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

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

**Must Book By: July 27, 2025**

**Book Using:**  
**YOUR PPC CODE**

**PEMB1G8**

- 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.



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.

SHOP.TICKETS.TRAVEL.



# Show me the **perks**



**Register** to get access to **5,000+ exclusive perks**

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- 1 Scan to go to perkopolis.com
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Your employer has partnered with Perkopolis, so you can save more on everything from clothes and groceries, to events and travel. This perks program is free for you, so start enjoying members-only offers today.

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IHG HOTELS & RESORTS

Vitamix