

Today's Take-Aways

Please note that due to Christmas holidays, the December 25th edition of The Pulse has been cancelled. The Pulse will resume bi-weekly publication on January 8th.

Proposed Amalgamation with the Phoenix Centre

- Since submitting our amalgamation proposal to the province at the end of October, we have received a few clarification-type questions requiring responses, but nothing that suggests concern about the proposal or any barriers to it going ahead. We remain hopeful that we will receive positive news in the new year!

Construction Update

- Tower A 1st Floor – Work continues on the replacement of the main sewage line in areas of the first floor in Tower A. As you know, most of our aging pipes have been replaced over the years as part of various renovation projects, but this one had not. One of the challenges has been the fact that we don't have blueprints for the location of these pipes which has resulted in the contractor having to open more of the flooring in different areas. The trenches they are creating are as much as six to seven feet deep and have impacted the Administration corridor, our Chapel, the Medical Records dictation room and half of the Tower A 1st Floor rotunda. The work is expected to be finished by Christmas, though this is not guaranteed.

- Tower C Ground Floor – Work to replace water damaged areas under the flooring of the new Tower C lobby is underway and at this point the contractor is hopeful that floor replacement could take place next week.

Project Horizon

- Interviews with all those interested in becoming Credentialed Trainers are now complete. Positions will be offered to the successful candidates next week.

- Following the completion of an organization-wide gap analysis, orders are being placed for additional computers, printers and other hardware that will be needed to support the transition to Epic.



Today's Take-Aways Continued

- Several team members have started a comprehensive validation process to assess whether the existing data in our Anzer system can successfully integrate with Epic.

- A reminder that there is a "Project Horizon" Facebook group for staff and physicians that you can join to embed Epic updates in your Facebook newsfeed. This will be one of the communication tools that we use for increased communications in the lead up to our go-live date of October 24th, 2026!

Also, for any Epic-related questions, now or over the next 11 months, we have a Project Horizon email address – projecthorizon@prh.ca.

Regional Update – Government Authorizes Licenses For Four Private Providers

- You may have heard in the news that Ontario's government has approved licenses for four private clinics to offer hip and knee replacements, including one in Ottawa. This decision is part of Ontario's strategy to maintain the capacity of acute care hospitals while building additional capacity for patients in need of orthopedic services. The funding provided for these clinics will support up to 20,000 additional orthopedic surgeries over two years, aiming to reduce wait times and ensure that 90% of patients receive care within clinically recommended timeframes.

At this point we do not know how this may impact our own orthopedic wait times, nor do we know how clinic patients will receive additional care if required. More details to come on this.

Trillium Gift of Life Network (TGLN)

- In November, our hospital provided 19 notifications to Ontario Health (TGLN). While these notifications were not suitable donors, we know that every notification matters, and we would like to thank the following staff for allowing the opportunity for donation to be assessed:

Kailyn Barr (Medical), Kaylena Richard (ICU), Kimberley Foster (ED), Julia Fischer (Resource Team), Kiana Yemen (ED), Danielle Doucette (Resource Team), Deann Carroll (Medical), Bethany Gold (Medical), Page Farrell (Resource Team), Ainsley Lee (Medical), Trish Groves (Medical), Chantel Rehkoph (ICU), Bailey Berniquer-McDonald (ICU), Shannon Luckovitch (ICU), Sydney Nixon (ICU), Lyndsay Couture (ICU), Amanda Arbic (Resource Team), Autumn-Lee Patovirta (ICU)

Wellness Committee

- On December 10th, the Wellness Committee hosted the first of two festive Christmas craft sessions and it was a wonderful way to bring holiday cheer and creativity to our team!

The second session will take place on December 17th. While sign-ups closed last week, if you're interested in a last-minute spot, please email humanresources@prh.ca to see if the elves are able to acquire extra supplies for you to join us.

Thank you to everyone who participated so far!



Today's Take-Aways Continued

- As the Committee makes plans for the new year, we can confirm that there will be a Trivia Night – many have asked for one. Stay tuned for more details!

Departmental Updates

Diagnostic Imaging

- The last of the site visits to look at CT scanner models will take place in January after which a purchase decision will be made by our team.

Information Technology

- Work is underway to replace the hospital's overhead paging system. We are hopeful that the new system will be operational by mid-January.
- As we inch closer to fiscal year end and the planned deadline for moving all files to Office 365, be sure to request assistance from members of the IT team if you need help doing this.

Intensive Care Unit

- As we launch our new Critical Care Response Team, we plan to do some targeted communications and marketing around this initiative starting in January.
- Tomorrow (December 12th), we will host an ICU Interdisciplinary Winter Skills Blitz on the unit. Lots to see and do – stay tuned for a recap and pictures!

Medical Affairs

- Our team has had some great conversations recently with specialists who have expressed an interest in our hospital. This includes a psychiatrist who recently visited, as well as an internist and ED physician who have site visits planned for January.
- In collaboration with Dr. Rowan and Dr. Johnson, the team is planning to partner with Bishop Smith Catholic High School to support their Medical Club for aspiring physicians.

Mental Health Services of Renfrew County



- We're proud to celebrate Brittony Osler, OT Reg., Psychotherapist, who has been recognized with the Highest Clinician Engagement Rate award in the 2025 MBC Impact Awards, presented by Greenspace Health.

Brittony is a Psychotherapist with the Ontario Structured Psychotherapy Program in partnership with the Royal Ottawa Mental Health Centre.

Brittony's commitment to deeply engaging with outcome data strengthens collaboration, enhances clinical decision-making, and helps ensure clients receive responsive, high-quality care. We're grateful for her dedication and thrilled to see her work recognized at this level!

See the full list of winners: <https://hlth.grnspc.co/ISHU>

- Thank You to MHSRC's Recovery Outreach and SHARE staff for Making the Holiday Meals a Success!

We want to extend our heartfelt appreciation to all who helped host such successful holiday meal for clients on December 10th and 11th. Their dedication and teamwork truly made a difference during this special season.



ICU interdisciplinary winter skills blitz



**Sleigh your
Skills this
Season at
the ICU
Winter Blitz!**



Questions?
Contact Heather or Erin

Join us for an interdisciplinary, interactive learning experience:

- ✓ Quick, interactive sessions and stations
- ✓ Led by our expert team
- ✓ A chance to connect with colleagues across disciplines (RD, RRT, MD, RN, PT)
- ✓ Lunch is included!
- ✓ Paid to attend/participate (ICU interdisciplinary team members)
- ✓ Fun, festive vibes (because education doesn't have to be boring!)

Don't let your skills hibernate—warm up with some winter wisdom and sleigh your learning goals before the year ends!

Program:

1200hrs - Lecture/Didactic Topics:

- Delirium Jeopardy & CAM-ICU
- Enteral feeding in ICU, special considerations
- Mobility in ICU/CCSO Mobility Toolkit
- ARDS, Recruitment, and Proning Case Study
- New CCL team lead role

1430hrs - Roaming Skills Stations

- Stroke
- Portable defibrillator (X series)
- Paralytics
- Rapid Pressure Infuser
- Chest tube and endotracheal intubation simulator

Today's Take-Aways Continued

Thanks to their efforts, approximately 70 clients in Pembroke, including those who received deliveries, and 20 clients in Renfrew, were able to enjoy a warm, festive meal.

This accomplishment reflects the commitment to creating a welcoming and supportive environment for those we serve. Thank you for going above and beyond to make these celebrations meaningful for our clients!

- Our Renfrew team has now successfully completed their move, enabling all services in the Renfrew area to be located under one roof.

- We are having a great response from local employers who are taking on participants from our Empower Forward program. We are pleased to welcome The Fountain, Siegels Sand and Gravel, Connected Counselling, Valley Buns, The Grind and PRH. We now have a total of 13 employers on board and 16 participants who have either completed their work placements or are currently employed.

Operating Room

- We recently enjoyed a very successful two days with CHEO's General Surgery team. As part of our expanding partnership with CHEO we will be able to offer pediatric surgeries two days per month for ENT and two days per month for General Surgery between January and April.

Spiritual Care and Ethics

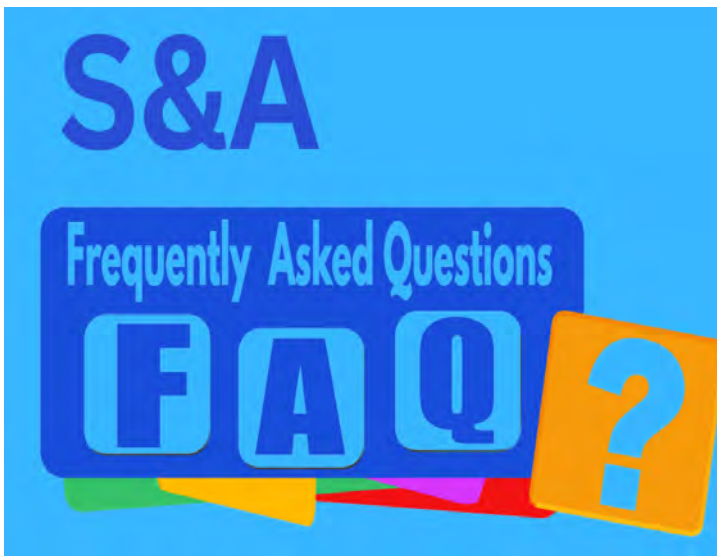
- A reminder that a Christmas Day Mass will be held this year on Thursday, December 25th at 9:30 a.m. At this point, we hope to host this in the Chapel, however a backup location is being secured in case the construction in that area is incomplete.

S&A Update – Time & Attendance

We are pleased to announce the introduction of a new module within S&A. Time & Attendance is designed to enhance and streamline the overall time keeping and payroll experience. This upgrade will provide improved accuracy, process efficiency, and transparency in managing work hours and schedules.

The first phase of this rollout will launch in January 2026 and will be implemented for Food Services and Housekeeping employees.

We look forward to sharing more updates as we move closer to implementation. If you have any questions, please email Tanya Parker at tanya.parker@prh.ca





Holiday Breakfast

- To support our Food Services team in the distribution of meals, please collect your own meal or pick up for a few co-workers (at most) at a timeslot convenient for you.
- Those working evenings/nights on Breakfast dates will receive a Tim Hortons Gift Card from their manager.
- Teams who work offsite and are unable to pick up a meal will have a budget to arrange the purchase of a similar meal.

In appreciation for all that you do,
you're invited to enjoy a FREE holiday breakfast:

Between 8:30 a.m. and 1 p.m.

Thursday, December 18th

OR

Friday, December 19th.

In The Lunch Box

**Everyone is welcome to enjoy a meal on the day
of their choosing.**

Additional meals will be available for purchase.

Our Menu:

**Scrambled Eggs, Bacon,
Croissant, Hashbrowns, Fruit,
Coffee, Orange Juice or Chocolate Milk**

**A Gluten Free Selection
Will Be Available
For Those Who Need It.**

**A very special THANK YOU to our
Food Services team for facilitating this
hospital-sponsored event for us!**

PRH Christmas Spirit Week 2025

It's Time To Have A Little Holiday Fun

**Send selfies/team photos to pr@prh.ca or
schedule a photo by calling 6165**



December 15 - Holiday Sweater Day
December 16 - Red and Green Day
December 17 - Christmas Movie Day
(Dress as your favourite holiday movie character)
December 18 - Valley Christmas (Plaid) Day
December 19 - Festive Footwear/Christmas Accessories Day



Our EVS Team Is Hosting A
Bake Sale and Raffle
Tuesday, December 16th
11 a.m. - 2 p.m.
2nd Floor Link, Tower B



In support of EVS team member Matt Pollice who was recently diagnosed with esophageal cancer and must undergo intensive treatments in Ottawa.

Raffle tickets can be purchased in the cafeteria between 8:30 a.m. and 1:30 p.m. Monday to Friday until December 16th at a cost of 3/\$5.

The draw will be held at 2 p.m. December 16th.

If you would like to contribute baked goods to the Christmas-themed bake sale, please email kelsey.maschke@prh.ca

An Important Message From Clinical Education

Attention please!



TIMED LAB ORDER
 ARE **REQUIRED TO BE ENTERED**
AS A SINGLE ORDER ENTRY
temporarily.



The most recent update to the lab entry system created a glitch and your lab orders are being lost in transit.

Even if the entry looks good on our end it is not translating to the Lab side

Effective Immediately until further notice
 Dec 2025 Clinical Education

BREAKING NEWS

Do NOT

Bulk Add your Timed Lab orders with Routine



| | | |
|---------|--------------------------|---|
| Routine | <input type="checkbox"/> | Collected Date/Time: 12/10/2025 10:00; Test: Electrolytes (NA, K, CL, CO2, AGAP); Comment: - ; |
| Timed | <input type="checkbox"/> | Collected Date/Time: 12/10/2025 11:31; Test: Troponin T; Comment: - ; |
| Routine | <input type="checkbox"/> | Collected Date/Time: 12/10/2025 10:00; Test: Complete Blood Count (CBC); Comment: - ; |
| Timed | <input type="checkbox"/> | Collected Date/Time: 12/10/2025 13:30; Test: Troponin T; Comment: - ; |

Timed orders all need to be sent seperately



| | | |
|-------|--------------------------|--|
| Timed | <input type="checkbox"/> | Collected Date/Time: 12/10/2025 13:30; Test: Troponin T; Comment: - ; |
| Timed | <input type="checkbox"/> | Collected Date/Time: 12/10/2025 11:30; Test: Troponin T; Comment: - ; |

Effective Immediately until further notice
 Dec 2025 Clinical Education

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

I want to extend my gratitude on behalf of the Board and Senior Leadership Team to our Emergency Department physician group. It's been a challenging week (Nov. 24-28) in terms of ED coverage due to unexpected illness and, as a result, there has been a real collaborative effort to step up and ensure continuity of care for our population's Emergency patients.

We recognize that the coverage challenges have been taxing on all of you and yet you continue to make it work and for that we are truly thankful.



PRH Represented At First Ever Integrated Care Action Summit

November 24-25 I was honoured to be part of the first ever Integrated Care Action Summit that was held in Toronto and brought together 58 Ontario Health Team leaders to connect, share and collaborate with partners.

The two-day summit showcased practical examples of integrated care from across Ontario, with day one focused on ways integrated care is being advanced in communities, while day two featured interactive workshops as a way of showcasing local initiatives.

We also had the opportunity to hear from Dr. Jane Philpott who was appointed Chair of Ontario's Primary Care Action Team last December and given the mandate to ensure that everyone in Ontario is connected to primary care by 2029.

Drawing on her leadership in government, health systems, and primary care, she offered some great insight on the vital role of Ontario Health Teams in Ontario's Primary Care Action Plan.

As a side note, there were a lot of primary care physicians in attendance including our own Dr. Richard Johnson who was there and able to network with other leaders.

Overall, it was really encouraging to see that many of the investments in primary care are starting to make a difference.

Advancing The Way We Address Truth And Reconciliation In Renfrew County

As you may recall, the Renfrew County Administrators' Group, comprised of leaders from both school boards, our hospital, the City of Pembroke, the County of Renfrew (which includes paramedic services and two Long Term Care homes), Family and Children's Services, and Algonquin College has been meeting fairly regularly for the past year and a half.

One of the learning objectives of this group which was initially brought together by Jamie Bramburger through his work at Algonquin College, is Truth and Reconciliation.

On November 27th, as organized by the group's Truth and Reconciliation sub-committee, leadership teams from the seven organizations came together to complete a third full-day dedicated session on Truth and Reconciliation and what we can do locally to advance work on this.

Accompanied by Beth, Scott and Dan Cuddy, the morning began with the lighting of the Qulliq by Louisa Macintosh, an Inuk Elder. The Qulliq is significant to the Inuit people both in a spiritual/symbolic way, but also in a practical way. As the oils and moss burn, it provides light and heat for cooking. However, it also represents life, community and continuity. Louisa also shared with us some deeply emotional memories of how colonization affected her and her family. Her opening inspired all to bring open minds to the day.

The day was very engaging as we discussed our use of space (indoors and out), how to make connections with Indigenous people and their culture more meaningful and less transactional,

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

the use of acknowledgment statements, the involvement of voices and perspectives of Indigenous communities that are local and further away in PRH operations, and how we can work on the calls to action found in the Truth & Reconciliation Committee findings.

Overall, it was incredible and a great space for open and transparent discussions about how far we've come as an organization, how we can advance our learning and understanding, what barriers do we need to overcome and what should be the next steps.

We came away with some concrete ideas on how to move forward which we will discuss further at SLT.

Patient Proning In The ICU

You may have seen the recent summary in The Pulse of November's Gemba Walk in the ICU. I just wanted to make mention of how wonderful it was to see a full demonstration of patient proning – a new skillset that involves our ICU's multi-disciplinary team and brings to our hospital another great example of care close to home for our most acute patients.

We look forward to sharing news of this with our community in the coming weeks as well, but in the meantime I want to congratulate all involved in the work to get this in place for December 1st.

Code Grey – Tower A

Once again, we've been challenged with a Code Grey and hopefully this is the last in a string of unusual events which have triggered "Code Grey" over the past six months, with each having a broad and far-reaching impact across our organization.

This time it's been a failure of our underground infrastructure which, given the age of our Tower A building, unfortunately isn't surprising but certainly was unexpected and has been and will be extremely disruptive over several weeks.

In terms of a recap, pipes under the concrete first floor of Tower A became blocked causing back ups into the floors above.

After a thorough assessment of the situation, we determined that an emergency replacement of the pipes was required. We were able to attain a contractor who quickly mobilized along with a few subcontractors. They came up with a plan to cut open the flooring and replace the pipes within about one week. In the meantime, they have done a great job in building an alternate drainage system that has helped us to return to almost normal operations on the floors above.

I want to thank all who responded to the initial backups and flooding which included members of our clinical staff and Management team who jumped in right away, putting in place contingencies on all floors so that we did not have to affect patient care, our Maintenance and Environmental Services staff and staff from Occupational Health and Safety.

I also want to thank all those who have helped get us ready for this additional and unexpected repair work. I could not believe how quickly we emptied offices and relocated everyone – with special thanks to Maintenance, IT and our Admin staff.

Physician Shortages In The Emergency Department

You will have seen on our social media platforms that we are regularly notifying the public when we have physician shortages in the ED so that they may anticipated longer wait times.

In addition to scheduling challenges related to unfilled Physician FTE positions in the ED, the past couple of weeks have been extremely challenging and taxing on our Emergency Department physician team. It has been truly impressive to see how everyone has pulled together to support one another and maintain the schedule.

Your flexibility in adapting shifts, covering vacancies, and taking on additional work hours demonstrates remarkable dedication. Thank you for going above and beyond to ensure that our patients continue to receive exceptional care.

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

Physician Recruitment Welcomes All Inquiries

You may have noticed in the news an increasing amount of coverage regarding Quebec-based physicians who are seeking work outside of the province. This is primarily due to Bill 2, a new law that ties their pay to performance targets around patient volume among other things. As a result, many are seeking opportunities elsewhere. We have even received some media calls around the topic asking if we have seen an increase in those looking to practice here due to our proximity to the Quebec border.

We have had a couple of inquiries and would welcome any as part of our broader recruitment program however it is sad to see physicians feeling that they have to leave the province.

One Million Canadian Hearts Initiative

The Ottawa Heart Institute has recently launched their "One Million Canadian Hearts" initiative to screen one million Canadians for cardiovascular disease risk factors. I'm excited to share that we are in preliminary discussions to support this initiative by hosting their mobile screening clinics. A lot more to come on this but it will be a great way to support heart disease prevention for Renfrew County residents.

Valvular Heart Disease Clinic

On December 2nd, we were pleased to be able to host a mobile Valvular Heart Disease Screening Clinic in partnership with the Ottawa Heart Institute for those aged 65 and older who met certain eligibility criteria.

Each of the 20 patients who attended received, within an hour, a heart ultrasound and ECG, an assessment, a rapid blood test as well as their results and recommendations. It's so great to see opportunities like this bring care closer to home!

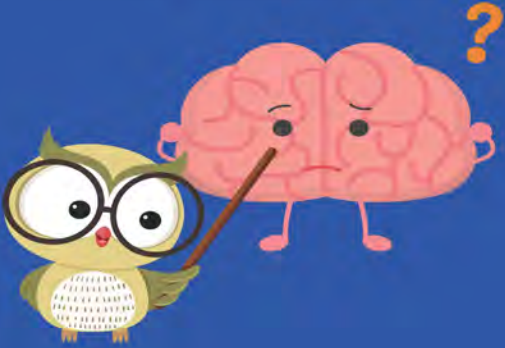



Clinical Education

The education team is continuing to publish tips on delirium to align with our driver on delirium. Strategies that are used to prevent delirium can also be used to treat delirium.

In case you missed it, delirium prevention tip #4 focuses on mobility and ways to prevent delirium and deconditioning through activity.

Here are some tips and strategies that you can use with your patients.




TEACHING TIPS –

TIP 4

4

Mobility & Physical Activity



Mobility & Physical Activity



“Move to Improve”

- Track it - How many days did your patient get out of bed? Target 3x/day - up for meals.
- Use appropriate mobility aid and staff assistance level (falls safety)
- Minimize tubes/lines that prevent mobility (e.g. catheters, IV poles)

“Use it or lose it”

- Support independence/perform own ADLs
- Ambulate to washroom & minimize use of bedpans/incontinence briefs

Manager or Delegate - Host a Guided Discussion:

It's 1400 hours and you think to yourself
“Has this patient gotten out of bed today?”

Question 1: Ask the team to suggest a method that we can better track and communicate among our team whether this patient has been out of bed each day. How should we flag this to each other in the healthcare team so that we focus on mobility for the patient?

Question 2: What are benefits of staying active?

Benefits of staying active in hospital

| | |
|-------------------------------|--------------------------|
| More able to cope at home | Less pain and confusion |
| Better appetite and breathing | Less risk of bed sores |
| More able to fight infections | Less weak and fatigued |
| Better sleep and mood | Less falls and dizziness |

British Geriatrics Society
Improving healthcare
for older people

4 Mobility & Physical Activity

Review this poster on ways to enhance mobility in older adults.

Use mobility and meaningful activity to prevent delirium.

British Geriatrics Society
Improving healthcare
for older people

British Geriatrics Society
Improving healthcare
for older people

Sit Up Get Dressed Keep Moving

Preventing deconditioning and enabling independence for older people

Assess

- A comprehensive assessment should be completed to determine usual capabilities
- A risk assessment should be completed
- Glasses, hearing aid, clock and calendar should be accessible

Support

- Are there appropriate mobility aids available?
Ask: Is it the right size and reachable?
- Walking to the toilet helps to prepare for going home.
Ask: Is the catheter really needed?
- Sitting in a chair can help you.
Ask: Do you need help getting out of bed?

Encourage

- Feed and take fluids independently
- Wash and dress independently in own clothes
- Keep arms and legs moving, even in bed or on a chair

#SitUpGetDressedKeepMoving

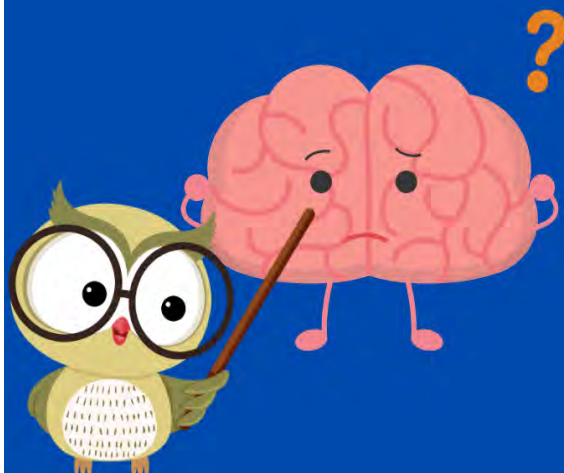
University Hospitals of North Midlands



TEACHING TIPS -

Prevention TIP

5



5 Sleep-Wake Cycle

Sleep Promotion Bundle

Sleep-Wake Cycle



Promote Sleep

- Cluster care (Reduce interruptions between 2400 -0600 hrs)
- Reduce noise at night (e.g. ear plugs)
- Discourage daytime napping - limit to no more than 1 hour.
- Establish a "sleep routine" at bedtime (warm blanket, warm drink, snack, no caffeine within 6 hours of bed, prayer or calming music)

Light/Dark

- Bed near a window, blinds open in the day and closed at night.
- Lights on in daytime/low light in night

Manager or Delegate - Host a Guided Discussion:

Question 1:

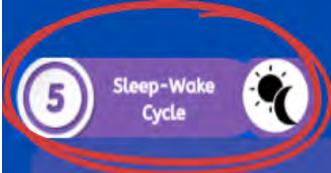
Why is maintaining a normal sleep-wake cycle critical for preventing delirium in hospitalized patients?

Question 2:

How can we balance necessary nighttime care (e.g., vital signs, medications) with minimizing sleep disruption for patients?

Thought provoking:

- Ask the team to share examples of what happens when this cycle is disrupted in clinical settings.
- Discuss creative scheduling or alternative approaches that could reduce interruptions and how we can share/communicate so that team interventions are consistent
- What are the risks of using sedatives for sleep promotion and should this be our main strategy?



HOW TO DOCUMENT DISTURBANCES IN SLEEP-WAKE CYCLE:

Tips for documentation:

- Focus on Observable Behaviors and Environmental Cues
- Describe Sleep Pattern Using Objective Indicators
- Record Interventions and Measurable Responses, including the 4 Ps (Pain, Positioning, Potty, Possessions).

Example of narrative note - PRH Documentation Policy using Data-Action-Response (DAR) formatting:

Date/Time: 02-Dec-2025 06:30

Data: Observed awake and restless throughout night, pacing and calling out. Difficulty following commands, disoriented to person/place. No continuous sleep longer than 30 minutes overnight. Attempted to remove IV line twice and consistently pulling at urinary catheter.

Action: Re-oriented to person, place, time at each interaction. Warm blanket provided and repositioned for comfort. Warm fluids provided. Lights dimmed TV turned off, noise reduced, care clustered to minimize interruptions.

Response: Despite interventions, patient remained restless and disoriented throughout overnight period. Communication left for physician regarding sleep-wake cycle disturbance and to re-evaluate lines/tubes for possible removal. Care plan updated with above interventions.

Don't forget: Update the Care Plan (Kardex/Report Sheet)!



WELLNESS COMMITTEE PRESENTS

DECK THE HALLS AND WALLS:

STARTING DECEMBER 1, 2025

How it works: Decorate your department in the theme of your choice (Winter Wonderland, Santa's Workshop, Gingerbread, etc.)

Judging:

- December 15 – Wellness Committee will do rounds and select the top 5 departments
- December 16 to 19 – Employees will vote for their favourite department display

The Top 3 departments will receive a festive treat basket

CELEBRATIONS

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

- Scott Coombes celebrated **Sean Crozier** for the great job he did in presenting the Big Healthcare data. He did a great job putting it together and presented with confidence and humility. **Bradley Switzer, our Financial Analyst**, also did a lot of work in preparing data and corresponding with BIG which made the report possible.
- Carolyn Levesque celebrated **EVS** for the great job they are doing on the fundraiser for Matt Pollice. She commented on how amazing the gift baskets are and how they are collaborating with **Food Services**. This is so wonderful, please extend our thank you. Thank you, Sabine
- Danielle Rae would like to celebrate **Chrissy Payne** for leading a very clear and concise Epic huddle for the Mental Health Services team. As well as for taking team feedback to be brought back to the module working group, so staff have context around how these changes impact them.
- Brent McIntyre celebrated the **Maintenance department** for their work over the weekend November 29th and 30th as it related to Code Grey. Please extend our thank you to everyone who was here on site and helped with the Code Grey. We truly appreciate their commitment! Thank you, Sabine
- Beth Brownlee celebrated **Kaley Lamarche and Rachel Robertson** for leading and assisting with the Code Grey over the weekend. She said they did an exceptional job and were on site for many hours. Thank you for your commitment to PRH! Thank you, Sabine
- Jeremy Paplinskie celebrated **Ashley Duhn** for doing an excellent job at huddles. He said she follows up on tickets, engages and empowers staff and also holds people accountable. Well done! Lean is an important management structure for PRH and we need leaders like you to engage our staff in this process. Thank you! Thank you , Sabine
- Celebrating **Alisha and Katelyn** in their relentless pursuit of advocacy and referral to optimize patient recovery. The hospital is very fortunate to have such dedicated professionals who foster patient centered care and capacity regarding systems. Sincerely, Michael Peters
- Rose Bennett celebrated **Paula Adshade** for the great support she gave her. She said Paula is very attentive and is always so very nice. Thank you for the great collaboration with your team members! Thank you, Sabine
- Big thanks to **Dr. Long Truong** for taking a few minutes out of his busy ER shift to give this doctor a quick procedure tutorial. It was much appreciated! Keri Ladd
- **Ann Hisko** worked really hard along with the nurses in keeping rooms clean / organized. She is on top of everything everyday especially the past few days while we are experiencing Code Grey. We appreciate her! Ashley Duhn
- Celebrating **everyone who participated in this year's Christmas Angel program** for their generosity in sponsoring gifts for 50 local children and teens.



PRH Staff Association Treat Day!

December 18, 2025

Distribution

When: December 18, 2025,

- Pick-up from 1pm - 3pm

Where: The Lunch Box - PRH
Cafeteria

Each member receives:

- One individual cupcake from 7th Heaven Sweets
- As well as a package of pre-ground coffee from Madawaska Coffee



No need to pre-order this month. Staff Association members are welcome to select their choice of cupcake and coffee, on a first served basis, within the distribution time-frame.

Foundation News

Pembroke Regional
Hospital Foundation



Fondation de l'Hôpital
Régional de Pembroke

Presented By

OK TIRE

Week 26

Catch
the Ace



\$224,000.00

Estimated Jackpot if the Ace of Spades is caught



Crystal Thomson, Rehab

"I was incredibly impressed by the exceptional care I received from both the paramedics and hospital staff during my recent emergency visit to Pembroke Regional Hospital for A-Fib. If I hadn't made it to the hospital when I did — and without the quick, decisive action of the staff — I might not be here today. I've never seen people move with such speed, skill, and professionalism. Thank you — my heart truly thanks you!"



Patricia Defoe, Obstetrics

"We would like to extend our gratitude to our RN, Patricia, from L&D, for the compassion and kindness shown during the delivery of our baby girl in September. You can tell she has a passion for her job and truly cares about her patients and their birthing experience. Her calming presence and knowledge did not go unnoticed. Thank you Patricia!"



Brianne Schizkoskie, ICU

"On Sunday November 13, 2022, on an ambulance drive to the Ottawa Heart Institute, my heart stopped. It was because of us and your perseverance, that I am here today. You did not give up on me and you returned me back so that I could continue to be a father, husband, son and brother. If you find yourself having a bad day, I hope the memory of what you did for me and my family will encourage you and give you peace."



Annette Davidson, Clinical Manager—Patient Flow

"Thank you for going above and beyond, showing tremendous compassion towards a patient and their family in need."



Ria Campbell, Emergency Department Nurse

"I was incredibly impressed by the exceptional care I received from both the paramedics and hospital staff during my recent emergency visit to Pembroke Regional Hospital for A-Fib. If I hadn't made it to the hospital when I did — and without the quick, decisive action of the staff — I might not be here today. I've never seen people move with such speed, skill, and professionalism. Thank you — my heart truly thanks you!"



PEMBROKE REGIONAL HOSPITAL
AUXILIARY GIFT SHOP

Located
Across From
Coles

Christmas

AT THE GIFT SHOP

**JOIN US AT THE GIFT SHOP OR
OUR POP-UP SHOP AT THE PEMBROKE MALL**

SCHEDULE

| Pembroke Mall Pop-Up Shop | Sale of the Week | PRH Gift Shop |
|---|-----------------------------|------------------------------|
| November 28 - 5-8 pm November 29 & 30 - 10 am-4 pm | 20% Off | November 28 to December 5 |
| December 6 & 7 - 10 am-4 pm | 30% Off | December 6 to 12 |
| December 13 & 14 - 10 am-4 pm | 40% Off | December 13 to 19 |
| December 20 & 21 - 10 am-4 pm | 50% Off | December 20 to January 4 |

**Sale on Regular Priced
Merchandise
No Further Discounts
Applied**



Starting December 3rd



BLITZ

**Occuring Every 3 MONTHS
Starting In December**



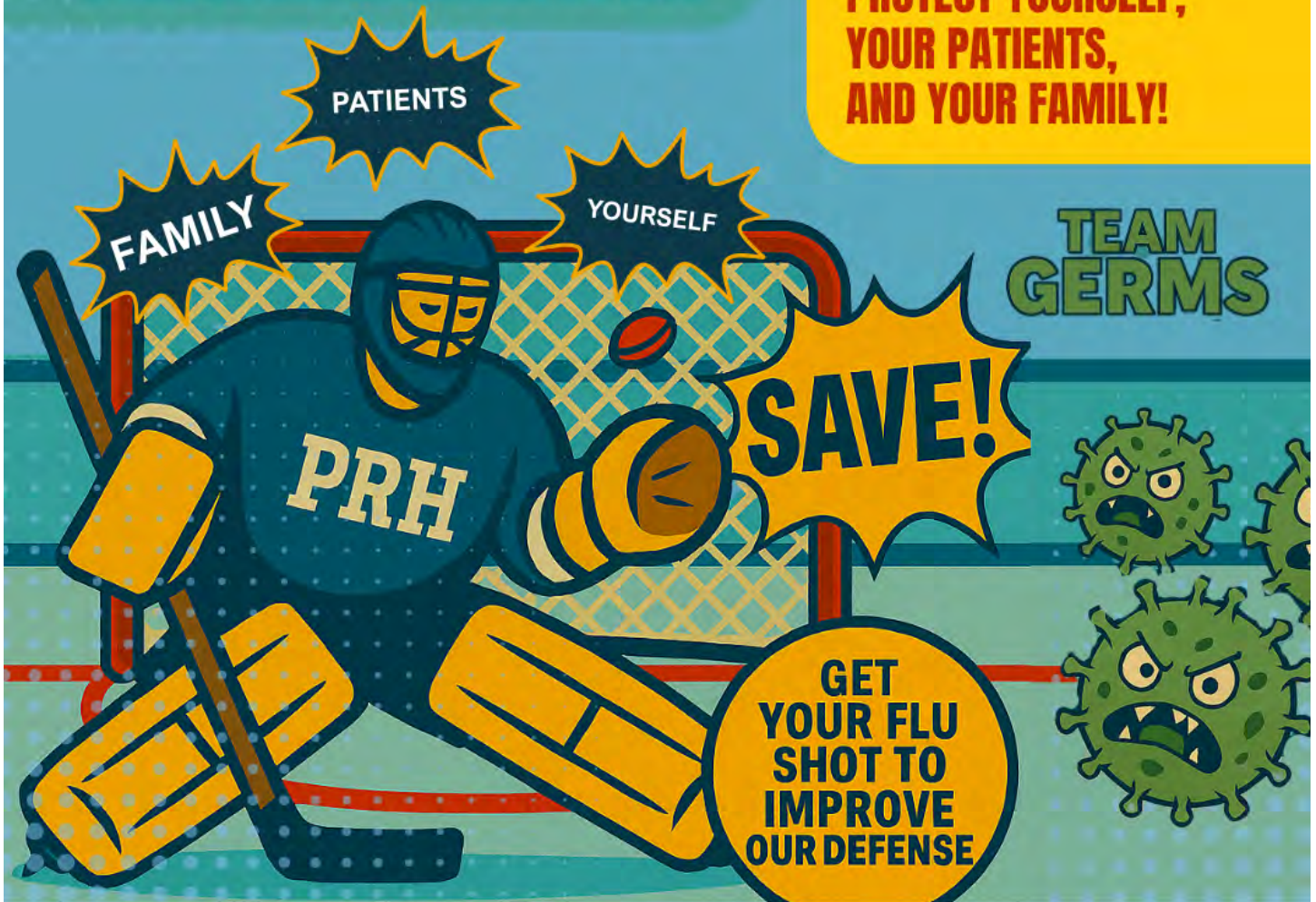
**Featuring Code White Educational Themes Including:
Verbal De-escalation, Least Restraint
Policy Review, Team Roles and
Coordination, and Required Documentation**

GET YOUR FLU SHOT!

**JOIN TEAM
FLU FIGHTERS!**

***STRENGTHEN
YOUR DEFENSE!***


**PROTECT YOURSELF,
YOUR PATIENTS,
AND YOUR FAMILY!**





EVERY SHOT COUNTS!

**GET YOUR FLU SHOT AND
WIN SENATORS TICKETS!**


Getting your flu shot enters you into a raffle for two tickets to see the Ottawa Senators vs. Winnipeg Jets!


 **Game Day:** Saturday, January 3, 2026

 **Time:** 7:00 PM

 **Location:** Canadian Tire Centre

 **Seats:** Section 109, Row J, Seats 1 & 2

 **Courtesy of**

 **co-operators**

Investments. Insurance. Advice.



Submitted By
Naomi Beaulieu

Microsoft Office 365 Tips & Tricks

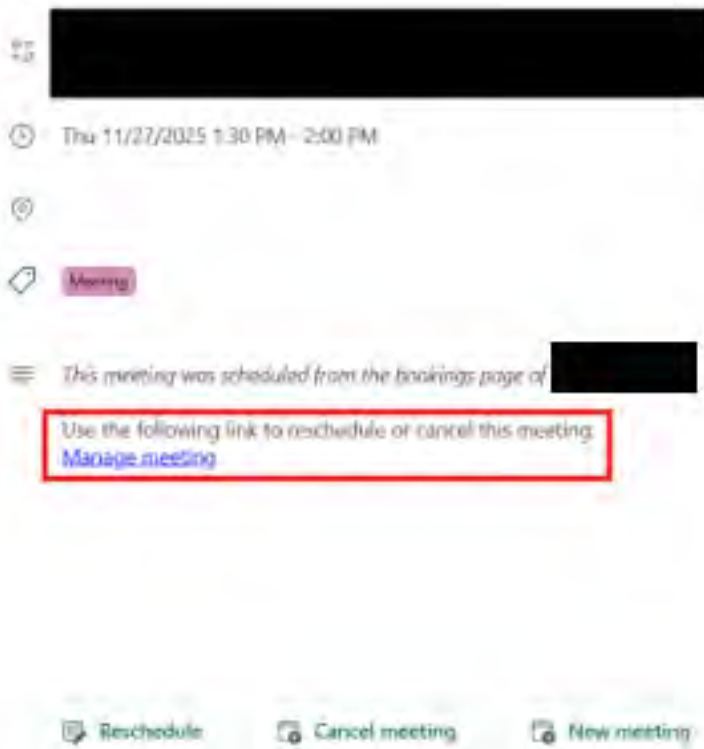
Cancelling a bookings meeting

To cancel an appointment made with Microsoft Bookings, you must access the bookings appointment.

Note: deleting the meeting from your outlook calendar will not cancel the meeting.

Locate and open the meeting details, select *Manage meeting*.

You will have the option to reschedule, cancel or create a new meeting.



CONSTRUCTION CORNER

Tower A:

- Cancer Care Project: High temperature heat trace cabling had to be ordered with two additional controllers. The equipment should be installed by Monday, December 15th.
- Dealing with a Code Grey - Plumbing Issue where the end-of-life drainpipes blocked in the 1st floor North wing and urgently needed to be replaced. The work is ongoing and is expected to be completed before Christmas.



- The replacement of the AMH roof is almost complete with the gravel coat, skylight replacement and wall flashing remaining. The work was placed on pause due to the cold temperatures.
- An additional door access control unit was installed on the ED back doors for better security at night.

Tower B:

- The Zone B waiting area and hallway were painted.

Tower C:

- Main Entrance Project: The entrance sidewalk was completed and the new entrance double doors were installed. The vinyl flooring was completed. The replacement flooring in the foyer area was delayed due to a moisture problem found underneath the flooring. The painting and the installation of the suspended ceiling were also completed. A window was installed in the Mulvihill Drug Mart entrance wall. Work in the storage room is almost complete. The panels were installed in the new electrical room. The revised scheduled for completion is now into January.

Tower D:

- Pembroke Family Medicine Teaching Unit: The plumbing work in the OR Recovery area was delayed due to complications in the ceiling space but was completed on Saturday, November 29th.

D'Youville Warehouse:

- Roof replacement was placed on pause due to the cold temperatures.

MERRY
Christmas





Christmas

ARTS & CRAFTS WORKSHOP

Spend your lunch break getting festive with the Wellness Committee as we make fun Christmas crafts together. It's the perfect way to relax, get creative and share some holiday cheer.

December 10 and 17

From 12 pm to 12:30 pm
Located in the Lunch Box
Cafeteria

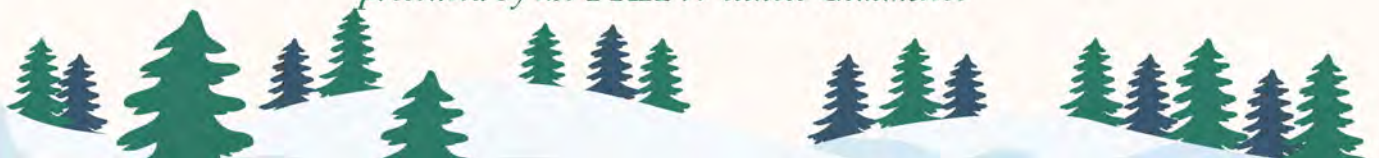


**Sign up required, please
scan here:**



**CAN'T MAKE IT? NO PROBLEM! WE'LL HAVE TO GO
BAGS AVAILABLE SO YOU CAN STILL JOIN IN ON THE
FUN AT HOME OR ON YOUR TIME.**

presented by the PRH Wellness Committee



Reimbursement up to \$300

French Language Training Reimbursement Program

I work in a health care organization that is **designated** or **identified** to provide French language services in Ontario ☒

I have direct contact with patients and clients ☒

I want to improve the experience of my French-speaking patients and clients ☒

I want to improve my French language skills ☒

I have already reached the **intermediate** level ☒

Take a French course online or in person at an approved institution and receive up to \$300 reimbursement per course.



For more information:

Please consult the tab "Our programs" at www.accueilfrancophone.com

Program Coordinator

program@accueilfrancophone.com | 1 888 382-6452



The French Language Training Reimbursement Program is funded by the French Language Services Office of the Ontario Ministry of Health and the Ministry of Long-Term Care.

Ontario 
Ministère de la Santé
Ministère des Soins de longue durée

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



Free to use
for all
staff.

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

1. Download the free
mobile app on



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



3. Book a session on the
mobile app



SHOP.TICKETS.TRAVEL.



Show me the **perks**



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

How to Register

- 1 Scan to go to perkopolis.com
- 2 Enter your corporate email address
- 3 Look for an email from us with a link to complete your registration.



Save on everyday purchases and so much more

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.

WESTJET

CINEPLEX

SAMSUNG



HELLO FRESH

AVIS

Lenovo



IHG HOTELS & RESORTS

Vitamix

Why CAA as an Employee & Member Benefit?

To join, email groups@caaneo.on.ca or call 1-800-267-8713



At CAA, we understand the unique preferences of employees & members when it comes to benefits, and we go beyond the standard offerings by checking all the boxes for you. Life isn't one-size-fits-all, neither is CAA - ensuring personalized solutions for every employee & member.

- ✓ Recognized and trusted brand
- ✓ Well rounded inclusive offerings. Something for everyone.
- ✓ Provides good value for the money
- ✓ Provides day-to-day cost saving benefits
- ✓ Offers a wide variety of services, deals/ discounts
- ✓ Provides benefits to family members
- ✓ Easy to implement, turnkey solution. Our customer service team handle all the details and management for you.

How much did North & East Ontario Members save overall in one year by using their CAA Memberships?¹

AVG. INDIVIDUAL SAVINGS

| | |
|-------------------------|-------------------|
| AUTO AND HOME INSURANCE | \$279 |
| TRAVEL INSURANCE | \$44 |
| DULUX PAINTS | \$58 |
| SHELL CANADA | \$62 ¹ |
| SWISS CHALET | \$13 |
| AIRPORT PARKING | \$55 ² |
| VIA RAIL | \$43 |
| OTTAWA SENATORS | \$53 |
| CAR RENTALS | \$38 ³ |
| MONTANA'S BBQ & BAR | \$14 |

The average individual Member* saves **more than four times the cost** of the highest CAA Membership!

\$659

| Member Paid - MP | | | |
|------------------|-----------|-------------|----------|
| Coverage | | Without Tax | With Tax |
| Everyday (MPREW) | Primary | \$28.00 | \$31.64 |
| | Associate | \$28.00 | \$31.64 |
| Classic | Primary | \$113.00 | \$127.69 |
| | Associate | \$78.00 | \$88.14 |
| Plus | Primary | \$135.00 | \$152.55 |
| | Associate | \$103.00 | \$116.39 |
| Premier | Primary | \$165.00 | \$186.45 |
| | Associate | \$135.00 | \$152.55 |
| RV | Primary | \$170.00 | \$192.10 |



- ✓ Reserve ahead and save
- ✓ Lowest rates available on the app or online
- ✓ Optional detailing and oil change services
- ✓ Optional EV charging at select locations

Pembroke Regional Hospital Reserve and Save on Airport Parking

With a network that spans coast to coast, Park'N Fly is focused on providing travellers with cost-effective parking options while enjoying a park happy experience with every stay. To access your member discount and save you have three options:

1. **Reserve via Park'N Fly App:** Easily reserve your next parking stay using the Park'N Fly app by adding your discount code to your profile. Plus, save your payment information to your reservation and you'll be able to check in and out from the convenience of the app. Download today or click to learn more at www.parknfly.ca/app.
2. **Reserve as an Existing Park'N Fly Rewards Member:**
 - Sign into your Park'N Fly Rewards account using the Park'N Fly app or online at parknfly.ca and reserve your next stay.
 - Rewards Members: Be sure to complete your vehicle drop off and pick up in the app - every completed stay will qualify you for more status and rewards!
 - **Not a Park'N Fly Rewards Member?** Enroll on the Park'N Fly app or at parknfly.ca/rewards. The more you park, the more you earn!
3. **Reserve Online:** Click **RESERVE ONLINE** (to the right), select your preferred location, and enter your travel dates and times along with your discount code, to reserve your next parking stay.



Plus, earn valuable Aeroplan points on every eligible stay. *



Vancouver • Edmonton • Winnipeg • Toronto • Ottawa • Montreal • Halifax

Association rates are discounted off regular rates. Various conditions apply. Rates are subject to change. Discount cannot be combined with any other offer or discount and must be reserved in advance. Park'N Fly Rewards Program and app are not applicable in Halifax. The Park'N Fly mobile app is required to be a member of Park'N Fly Rewards. Park'N Fly Rewards program benefit eligibility will be determined by member tier. Eligible members must redeem available points during the reservation process. Eligible points accumulated prior to or before December 31, 2023 will be available for redemption in the new Park'N Fly Rewards program in 2024. Current Park'N Fly Rewards members will be required to confirm their acceptance into the new program and confirm their personal information. As of January 2024, Park'N Fly Rewards point earnings will be available to qualifying members who meet the minimum number of defined parking stays within the qualifying time period. Conditions apply and program details are subject to change. Please visit parknfly.ca and enter discount code to validate rates. Taxes, surcharges, and car care services are excluded from corporate pricing. *Aeroplan not available at Montreal location.

*Aeroplan is a registered trademark of Aeroplan Inc., used under license. *The Air Canada maple leaf logo is a registered trademark of Air Canada, used under license. Park'N Fly is a registered trademark of Park'N Fly Canada Inc. Updated January 2025.