



## Today's Take-Aways

### Accreditation 2027

- While our next Accreditation period is still a few years out, we are already starting to receive information about the new Qmentum accreditation program which, among other things, involves more frequent onsite assessments versus a one-time site visit. Lots more to come as we learn about the new program move closer to our re-Accreditation period.

### Trillium Gift of Life Network (TGLN)

- A special thank you to the following staff who made notifications to Ontario Health (TGLN) in June. A total of 11 notifications were received. While these notifications were not suitable donors, every notification matters, and we would like to thank the following staff for allowing the opportunity for donation to be assessed:

Kaitlyn Day (Medical – 2 notifications), Jenifer-Lynne Childs (Medical), Noah Maika (Medical), Meshwa Patel (ED), Chantal Kingsley (ED), Samantha Wojtowicz (ED), Danielle (ICU), Richard Pearce (ICU), Sharleen Doucette (ICU), Caitlin Morrison (ICU)

On behalf of Ontario Health (TGLN), please extend a sincere thank you to your teams for their continued support and contributions to donation services.

### Departmental Updates

#### Human Resources

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

June 2024: Deena Barr (Patient Information), Alida Beenen (Patient Information), Riley Chevalier (Diagnostic Imaging), Nancy Cronier (Pharmacy), Nicholas Crozier (Rehabilitation), Jamie Doering (Mental Health Services), William Dunlop (Patient information), Joshua Eason (Patient Information), Meghan Forrester (Mental Health Services), Kaitlynn Godin (Medical), Charles Hurley (Patient Information), Julia Jennings (Pharmacy), Tency Kadavil (Pharmacy), Eva McCracken (Auxiliary), Haley Oattes (Patient Information), Selena Proulx (Surgical), Rebecca Raymond (Rehabilitation), Anna Rochon (Medical), Ty Schilling (Patient Information), Allie Scott (Diagnostic Imaging), Justin Wrigglesworth (Patient Information), Hilary Zadow (Patient Information)

- New Service Excellence Workshop – Last week, members of our Management team had an opportunity to trial and provide feedback on an exciting new training session focused on Service Excellence.

Facilitated by Baily Kehoe and Ralph Hatem, this fun, engaging and interactive session which will soon be open to all staff, is designed to enhance our hospital's culture by fostering effective communication, strong collaboration, and a high level of respect/civility among all staff members.

## Today's Take-Aways Continued

Featuring interactive activities and discussions, real-world scenarios, thought-provoking questions, and tips and strategies that everyone can take away and use in their day-to-day interactions, the workshop also demonstrates how each skillset aligns with our hospital's new Vision and Values.

Recognizing that each of you has a vital role to play in maintaining and improving our hospital's culture and how we interact with our patients, our visitors and each other, we hope that you will find this session has a lot of tangible take-aways and we encourage as many of you as possible to participate when we roll it out.



- A new Human Resources portal is being developed for launch in the coming month which will feature helpful information about HR including a section which covers frequently asked questions that staff can browse through when looking for HR-related information.

### Information Technology

- In the coming weeks, our team will be rolling out some helpful Office 365 training sessions that showcase many of the key features as well as some tips and tricks. Stay tuned for dates and times as well as a recorded session for those unable to attend in person.

### Medical Affairs

- Medical Learner Round up - As the 2023-2024 academic year draws to a close, we wanted to share with you the growing success of our PRH Medical Learner program. Our program covers all medical learners who are taught by our credentialed staff in the hospital; this includes medical students, residents, midwives, advance care paramedic students, as well as maintenance of skills for our Renfrew County Advance Care Paramedics and Physicians and Medical Technicians from CFB Petawawa. In total, we saw over 115 rotations throughout all departments in our hospital; 29 residents in all specialties, 30 medical students in their 3rd or 4th year, and not to mention the 20 first year students we hosted for Community Week this year!

We have quadrupled our number of learning opportunities since 2016 when we had 26 learners.

One thing you may not know is that we partner with international universities so that our Canadian students who are learning medicine abroad can complete rotations here in their 4th year to better their opportunities to match with a Canadian residency program and come home to practice.

Words cannot adequately express our thanks to the physicians who make this happen through their teaching and reference letters.

Our team of anaesthetists who support the Advance Care Paramedic (ACP) Program and County of Renfrew Paramedics with maintenance of skills, and CFB physicians with airway teaching, also make a tremendous contribution to our community.

Meanwhile, the General Surgery team trains 16 University of Ottawa students each year for their core rotation and up to a dozen residents. Thanks to the Hospitalist team, the Emergency Department, the Pembroke Family Medicine Teaching Unit and Dr. Corrigan who always welcome our learners.

We recognize sharing this knowledge with the next generation takes an incredible investment of time, energy and skill so we are very grateful to our physicians and midwives for all that they do.

## Today's Take-Aways Continued

- Please give a warm welcome to the newest members of our professional staff:

Dr. Danica DeJong will be joining the Emergency Department on a locum basis effective July 15th.

### Occupational Health and Safety

- The Occ Health team would like to remind staff that, as part of the Employee Communicable Disease Program, there is an obligation to report to Occ Health prior to coming to work when you are sick.

This enables a conversation to take place in order to determine if the employee has to stay home, or if they can report to work and, if so, under what conditions. Generally, for Covid, an employee can report to work 24 hours after symptoms start to resolve or 48 hours if it's gastro. For other conditions it may be longer.

For a complete list of conditions that require reporting, please see the Employee Communicable Disease Program in Policy Medical.

- When construction projects are underway, the areas being worked on are usually barricaded by hoarding walls or fencing when outside. Please respect these barriers as they indicate an active work-space and there may be hazards in these areas that require certain levels of PPE that an unsuspecting employee may not be aware of.

- While there aren't as many illnesses in transmission at this time of the year, please note that one patient and three staff have tested positive for Covid this week alone. Remember to do your point-of-care risk assessments and, if needed - PPE up!

### Surgical Program

- We are excited to share that we have received funding to support eight of our Operating Room RNs with scrub upskill training. We have partnered with Algonquin College who will come on site to work with the nurses to receive this training, happening September 14th and 15th. This important initiative will allow us to continue our work with the OR departmental drivers on staff engagement and OR efficiencies.

# Emergency Preparedness

## REVISED 2024 Code of the Month Schedule

REVISED 2024 Code of the Month Schedule			
January	February	March	April
Code Black	Code White	Code Brown	Code Grey
May	June	July	August
Code Yellow/Amber	Code Orange - Disaster	Code Silver	Code Grey
September	October	November	December
Code Purple	Code Red	Code Green	Code Orange – CBRNE

# CONSTRUCTION CORNER

## Tower A:

- Cancer Care Project: The humidifiers and replacement controllers are on order.
- Surgical Day Care Project: The rooms in the south wing are coming along. The shaft wall in the old nursing station was reinstated following the repairs to the old plumbing. In the west wing, the steel structure was installed in the Ophthalmology room for the Olympus arms. Work is continuing on flooring repairs and framing.
- The renovations inside the A413 LDRP Waiting Room were completed.
- A new normal power electrical panel with additional circuits was installed on the 5th floor south corridor.
- Inside A501 Pharmacy, the HVAC system was completed along with the data wiring.
- The underside of the canopy roof by the 1st floor Foundation Office entrance was painted.
- Work was completed on the ED waiting area doors so that they can be scheduled to lock at night.

## Tower C:

- Main Entrance Project: The electrical and plumbing are being roughed in for the new Mulvihill Drug Mart. Work is ongoing in the back area for the new sidewalks, fence posts for the new HVAC system and landscaping. The structural engineer reviewed and approved the openings for the slab and roof for the HVAC ducts in C141 Auxiliary Office and in C142.1 Kitchenette.

## Tower D:

- Medical Day Care Project: Work is now completed on the temporary space and the move will happen the week of July 22nd. Once the clinic is moved, work will begin installing infection control hoarding for the next phase.
- The renovations were completed with the addition of three new exams rooms for the Pembroke Family Medicine Teaching Unit (PFMTU) on the 4th floor.

**Temporary Systemic Therapy space,  
Tower D**



**New decontamination room, Tower A.**



**Installation of support beams for  
ophthalmology Olympus arm.**



**The electrical and plumbing for the new  
Mulvihill location are being roughed in.**



Starting landscape revisions and installing fence posts for the new mechanical systems.



Cancer care work space, 5th floor Tower A.



South wing, Surgical installation of headwall units and painting.



Much needed roof replacement over sections of the boiler and service buildings.



PRH Staff Association Treat Day  
Featuring Peameal Bacon On A Bun  
Courtesy of Backyard Gourmet  
Wednesday, July 17th  
11 a.m. - 1 p.m. Tower A Entrance

**Pre-Orders Required For  
Groups Of 10+ For This Event**

**Pre-Order Deadline - Wednesday, July 10th, 4pm**

**New Process**

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

<https://forms.office.com/r/QG3YRCcUX4>

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

1. For this event, pre-orders are only required for groups of 10+.
2. Be sure to include correct and current last names on pre-order lists.
3. Alphabetize all pre-order lists if possible.
4. Ensure that those on your list are still in your department.
5. Confirm that those on your list want to pick up their treat as part of your group order.

Thank you!



**BACON ON A BUN**

AN OTTAWA VALLEY CLASSIC  
OF GRILLED PEAMEAL  
BACON WITH CHEESE



GLUTEN FREE OPTION AVAILABLE



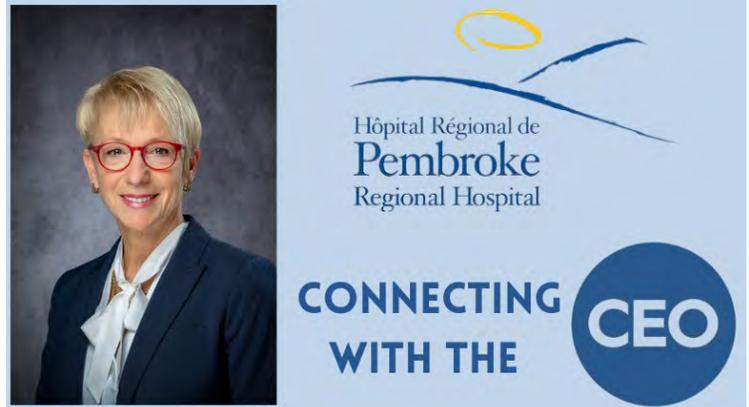
# Connecting with the CEO - In Case You Missed It

June 28, 2024

*As we head into the Canada Day long weekend and, hopefully, an opportunity for each of you to enjoy some time off doing activities you enjoy, I wanted to say how great it was to see so many of you out for this week's Staff Appreciation BBQ.*

*We received a lot of great feedback about the ice cream treats, Steve Anthony's magic, and the fresh kettle corn.*

*I want to extend my appreciation to our Food Services team for their support during the event and to the Harvey's team for their great work in preparing nearly 700 burgers and chicken over the lunch and supper hours – at no cost to us!*



*While we recognize there were long lines and that not everyone was able to spend time waiting, Food Services was able to do deliveries to many of those who missed out and we have already discussed improvement ideas with the Harvey's staff which should help eliminate long wait times next year.*

## **Epic Update**

*Last Friday, I was joined by Beth Brownlee, Scott Coombes, Melanie Henderson, Laurie Menard and Peter Payton for a site visit to Hawkesbury and District General Hospital as part of our prep work for Epic implementation.*

*Hawkesbury is five years in on their Epic journey and they are a comparable size to PRH so it was a great starting point for us and the visit didn't disappoint.*

*In fact, the time spent there was very valuable and they clearly spent a lot of time planning for our arrival and ensuring that all of their key people involved in Epic implementation and use would be on hand to speak with us and share their experiences.*

*During our visit, we observed and participated in the following:*

- Various workflow scenarios and patient journeys from the perspective of various clinical roles such as physician, nurse, clerk etc.*
- A demonstration of Willow (Pharmacy application)*
- How the workflow is integrated with other systems such as cardiac monitors, vital signs etc.*
- Physical walkaround on all units to see how equipment is set up, what type of equipment is used and how each impacts workflow.*
- Downtime procedures*
- How Epic can be used for reports, Ministry reporting etc.*

*And finally we heard from their team about the lessons learned from go-live and where they would make improvements if they had to do it again.*

*I can share that we came away far more knowledgeable in terms of what we need to do prior to our implementation launch and what steps need to be taken over the summer.*

*This will include further equipment need assessments, development of our Epic Project Teams and more work to determine our power and technology requirements.*

*We will also be conducting additional site visits to other Epic-based hospitals that are more tailored to the specific questions and team members vs general overviews.*

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

*I am also excited to share that Bruyère is now officially joining us on the Epic journey which will mean some collaboration opportunities and similar timelines for go-live.*

*So lots more to come!*

*Have a safe and Happy Canada Day!*

*Sabine*

**July 5, 2024**

*Hello, as you may have seen in the news, the Ministry of Health has recently appointed a supervisor for Renfrew Victoria Hospital (RVH) who will be working closely with their Board, CEO, and health care team to address some financial irregularities that have come to light with regards to Renfrew Health, a not-for-profit corporation administered by RVH.*

*Their CEO has assured the community, their patients, and their partners that this matter will not affect the day-to-day operations of the hospital, their delivery of care, or existing relationships and collaboration with partners such as us.*

*I, along with members of our Senior Leadership Team, have offered our support to RVH as they work through this.*

## **Departure of Alex Munter from CHEO**

*You also may have heard that CHEO President and CEO Alex Munter will be moving on from his role this October to become CEO of the Canadian Medical Association and the CMA's group of companies.*

*Thanks to his innovative leadership approach over the past 13 years, Alex has helped grow CHEO to better meet the needs of a growing population of children, youth and families.*

*While it is unfortunate to lose such a great leader and regional health care partner, I want to acknowledge the incredible work he has done in relation to a number of key initiatives that are benefitting children, youth and families in our area such Kids Come First and the Kid's Health Alliance.*

## **Mesa Showcased On CBC**

*On a more sombre note, I wanted to mention a recent feature piece on CBC television that shed light on fentanyl and opioid use in Pembroke.*

*The 20-minute video was the third in a CBC Ottawa docuseries exploring the human side of the opioid crisis in eastern Ontario.*

*The work being done as part of Renfrew County's mesa project was highlighted as they did several ride-alongs with paramedic Lori Shannon, visiting The Grind, areas where many of our homeless population gather, and homes in our community where they have responded to overdose calls.*

*It's worth a watch: <https://www.cbc.ca/player/play/video/9.6432952>*

*I also wanted to share that work continues on the region's multi-pronged approach to addressing this crisis, in part, through work being done in alignment with the Renfrew County District Drug Strategy. Led by the Renfrew County and District Health Unit and the Ottawa Valley Ontario Health Team, the strategy aims to minimize substance use related harm in Renfrew County and District.*

*Those involved in this collaborative approach, in addition to our hospital, include those from organizations representing the pillars of substance use prevention, treatment, harm reduction, and community safety.*

## **Piloting the New Scheduling and Analytics (S&A) App**

*And lastly, an internal piece of news I'm excited to share. Our HR team is launching the pilot phase of the new mobile app for the Scheduling and Analytics (S&A) software. This innovative app will allow you to access your schedules and accept open shifts with greater ease and flexibility.*

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

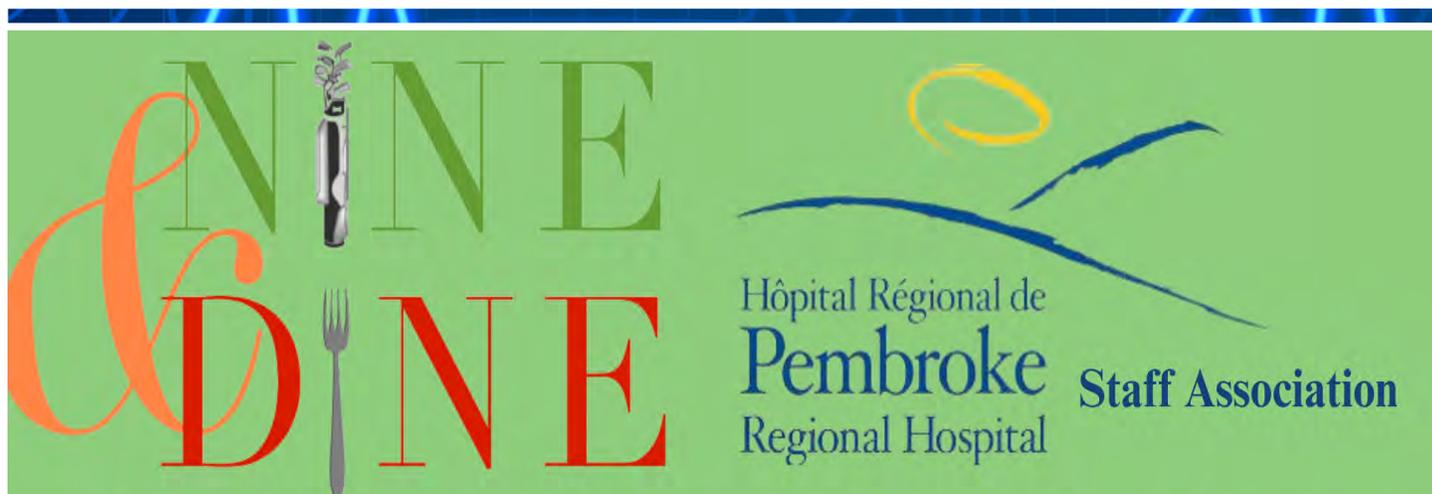
The S&A app offers several advantages including:

- *24/7 Access: View your schedule and open shifts anytime, anywhere.*
- *Modern Technology: A user-friendly interface designed for mobile devices.*
- *Simplified Shift Management: Accept open shifts with a few clicks.*

*To ensure a smooth rollout for all departments, the Acute Mental Health Unit and the Staffing and Scheduling Department have volunteered to participate in this initial test phase. Their valuable feedback will be crucial in refining the app before it becomes available to the entire hospital and we are grateful to them for their participation.*

*Stay tuned for progress updates and the eventual rollout schedule.*

Sabine



**Sunday, September 15th, 2 p.m. at Island Brae Golf Club**  
**Register as team of 2 or 4. Early Bird Reg. Deadline Aug. 2nd, 4 p.m.**  
**Cost: \$35 Per Staff Association Member, \$45 Per Non-Member**  
Cost includes 9 holes of golf, power cart rental and catered dinner (burger/salads).  
Pricing after August 2nd - \$40 SA Member/\$50 Non-Member  
No refunds unless event is cancelled - event runs rain or shine

Online registration:  
<https://forms.office.com/r/BU6GhTjKMi>  
For questions, please call:  
Julia Reddy @ 6530 / Laurie Tomasini @ 6161  
Or email:  
[prh.staffassociation@prh.email](mailto:prh.staffassociation@prh.email)



# CELEBRATIONS

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

- I'd like to send a thank you to **Kelly Malley and Michael Peters** for taking such good care of the hospitalist team on the day of the Staff Appreciation BBQ. *Dr. Ladd*
- I would like to celebrate **Christine Jones** for always being able to bring forward practical solutions to challenging issues the Medical floor faces, specifically around transportation. Thank you Christine for thinking outside of the box! Your expertise does not go unnoticed. *Kelly Malley*
- Kirsten Johnson celebrated the **Maintenance team** for their help and support with the CBRNE decontamination tent set up. Thank you to your team for great collaboration
- A big thank you to **Lori Burskey and Michelle Giles in the Maintenance Department** for your timely response to my work order request. Lori was very diligent to ensure the job was done properly She had a smile on her face the entire time and even cleaned up the dusty mess afterwards. *Rachel Pecoskie HR*
- I'd like to celebrate **Karen Lavigne, Amber Trotter, Greg Tate (all clinics), Michelle Godsell and Lisa Bradley** for helping troubleshoot and solve a scheduling problem we had late on Friday afternoon. Great teamwork that is much appreciated. *Julia Reddy*
- Many thanks to **Andrea Mielke, Naomi Belland, Greg Tate (Clinics) and Collinda Elliot (IPAC)** for their work in MFR3 on Friday- their thoroughness, quick-thinking and leadership skills prevented a potential incident. You are all an important part of the team. *Julia Reddy*
- Great work to **Sydney Ferguson (MDR)** for her first weekend solo shift. It was a busy one too!
- Lauren Theberge celebrated **Amber Boire (MDR)** for all the great work and efforts with all the new trials with equipment.
- Rachel Pecoskie celebrated **Shelley Gowers (IT)** for her rapid response to a safety hazard issue with her printer. Shelley followed up by quickly replacing the equipment.
- Deb thanked **Brenda and Ben from Food Services** for their assistance with the grocery order.
- Maryse celebrated **Ninia on Rehab** for her thorough assessments of new Rehab and Medical patients and her excellent communication.
- Hope celebrated **Valerie on inpatient Rehab** for providing a thorough narrative explaining the exact onset of symptoms during an inpatient Code Stroke on June 12th. The details in her note assisted with the case review.
- **Trista on Rehab** was celebrated for noticing that a drug caused fatigue and lightheadedness for a patient. She then advocated for a medication adjustment which made a big difference for the patient.
- Huge thanks to **Kim Combdon on Rehab** for walking patients and letting me know so I could plan my day. Also huge thanks for bringing a fan to the dining room during safe patient handling training to make the heat more tolerable. Nancy
- Thanks to **Rachel Pecoskie** for supporting the June 18th Corporate Orientation session in Anna's absence. Much appreciated. Laurie T.
- Thanks to **Alycia Fraser** for her support with the ED program, particularly with ED staffing. We appreciate your flexibility and willingness to jump in and help. Beth Brownlee
- Celebrating **Jason (MRI/CT)** for saving a patient a second trip to PRH by finding her an evening CT appt after her MRI.
- Celebrating **Jason and Hannah (MRI)** for their quick actions and processes for the Code Blue.
- Appreciation to the **OHS team** for the mask fit testing blitz. Special consideration to Christine for helping get more staff fitted.

# CELEBRATIONS

- Thanks **Kevin** for hosting a great NVCI session. It was informative and interactive. Well done!
- Celebrating **Savanna Enright (Rehab)** who has been bombarded with last minute prehab, has efficiently re-arranged and booked these patients with a day's notice.
- Celebrating **Jamie-Lynn (ICU Clerk)** for programming Pharmacy's new fax machine with frequently dialed numbers.
- Thanks to **Nancy Corriveau (Rehabilitation)** for your assistance with a patient who became unstable and needed to go to the ICU quickly. Crystal
- Thank you **Jody Kulas** for being calm, cool, confident and collected when responding to my complex questions. *Ralph*
- Shout out to the **Staffing and Scheduling team** for the huge improvement in staff attendance at orientation and in-services. All of the improvements that the team has implemented are effective and it is making things run much smoother on my end. So much appreciated. *Caroline Froment*
- Celebrating **James in Environmental Services** for always offering to help and being great with communication. Always a joy to work with! *Bailey*
- Celebrating **Jeris (SDC/OR)** for super efficiency in getting first ortho patient of the day to block room by 7:10 a.m. Great job!
- Celebrating **Sterile Techs Roxanne and Crystal (Pharmacy)** for ensuring efficient use of medication while filling an order for an ICU patient.
- We just want to say a big shout out to **Shelly G. and Patel from IT** for spending the day with us - starting with new scanners and then proceeding to amend all our other computer glitches. *Sandy and Lisa (Systemic Therapy)*
- Great work to **all clinic staff** with the 28,788 patient visits last year. Highlights - Systemic Therapy 2,519; Ortho Clinic 4,661; Diabetes 2,566; Tower D Clinic RMS 4,404; and Telehealth 548.
- Celebrating **Tower D nurses in the procedure room** for excellent teamwork with challenging situation with a patient who came to the clinics for staple removal which quickly changed to requiring a surgeon to come to the clinics to treat patient due to wound opening requiring sutures in Tower D.
- Celebrating **Andrea and Naomi (Clinics)** who recognized the doctor had ordered the wrong outpatient test instead of Holter monitor. The doctor was made aware and was very appreciative and ordered the corrected test.
- Last Wednesday, I had two big buckets of scrubs and **Pacitia (Environmental Services)** helped fold them which I appreciate so I was able to get them all delivered. *Dawn*
- *Rachel Pecoskie* celebrated **Sandra Griffiths (HR)** for all of her efforts in launching our new Employee and Family Assistance Program - Homewood Health. Her commitment is truly inspiring and very appreciated.
- Celebrating **Donna Jones (Environmental Services)** for her great work in communicating with Marianhill and identifying 20-25 boxes of our linen which have gathered there over time and making arrangements to recover them. This, along with the establishment of a process for regular recovery going forward will greatly help our diligent management of linen resources. Many thanks! *Melanie Henderson*
- From *Dr. Colleen Haney* - Just wanted to compliment the whole team regarding the trauma laparotomy (Code Omega). It sounds like it was team work at its best. The patient is apparently doing well thanks to the team's coordinated response. Job well done.
- The Gardener family expressed great gratitude to the **Surgical inpatient unit** on their level of care, professionalism and respect provided to their family member during his stay and end of life care.

# What's the tea



I am very proud of my son Chad for having won a very unique experience during a "silent auction" held by the Federal Government's Charitable Donation Campaign in Ottawa.

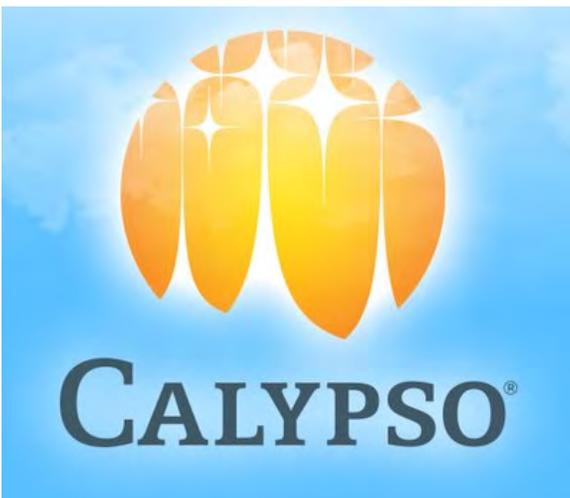
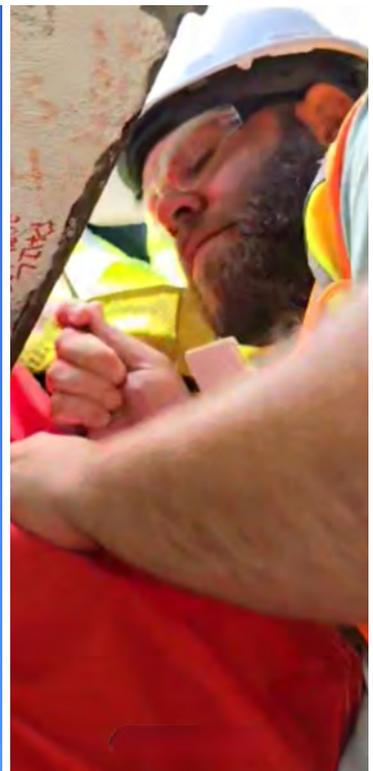
On June 27th, he made his way all the way up in the Peace Tower on Parliament Hill (to an opening just below the flag) and put up a new flag. He specifically chose June 27th to mark his Aunt Sue's birthday. Aunt Sue passed away at Hospice Renfrew July 7th. Hospice Renfrew was the recipient of this monetary donation.

Paulette Szabon - Finance Dept

**Didi you know that** - The Canadian flag on the Peace Tower is replaced with a new flag every weekday, except on statutory holidays and during poor weather conditions. The flag is also changed for half-masting. The other Parliament Hill flags are changed weekly and on days that they are at half-mast.

To replace the Peace Tower flag, an employee folds and places a new flag in a satchel, takes the elevator to the observation deck, and climbs 33 metres of stairs and ladders. Once at the top, the employee lowers the flying flag and raises the new one on the 10.7-metre flagpole. Throughout the 20- to 30-minute process, the flag is never to touch the ground.

If you have some personal news to share with co-workers, email the information to [carolyn.levesque@prh.email](mailto:carolyn.levesque@prh.email).



We once again have been given discount codes for Calypso Water Park.

Each code entitles the holder to purchase a total of six tickets via the "Enter Promo" Menu selection on the "Buy" page of their website.

<https://www.calypsopark.com/en/>

The code provides a savings of approximately 25%.

Discount ticket prices for the 2024 season (June 15th to September 2nd) are \$42.99 Small (1m-1.32m) and \$47.99 for Tall (1.32m+).

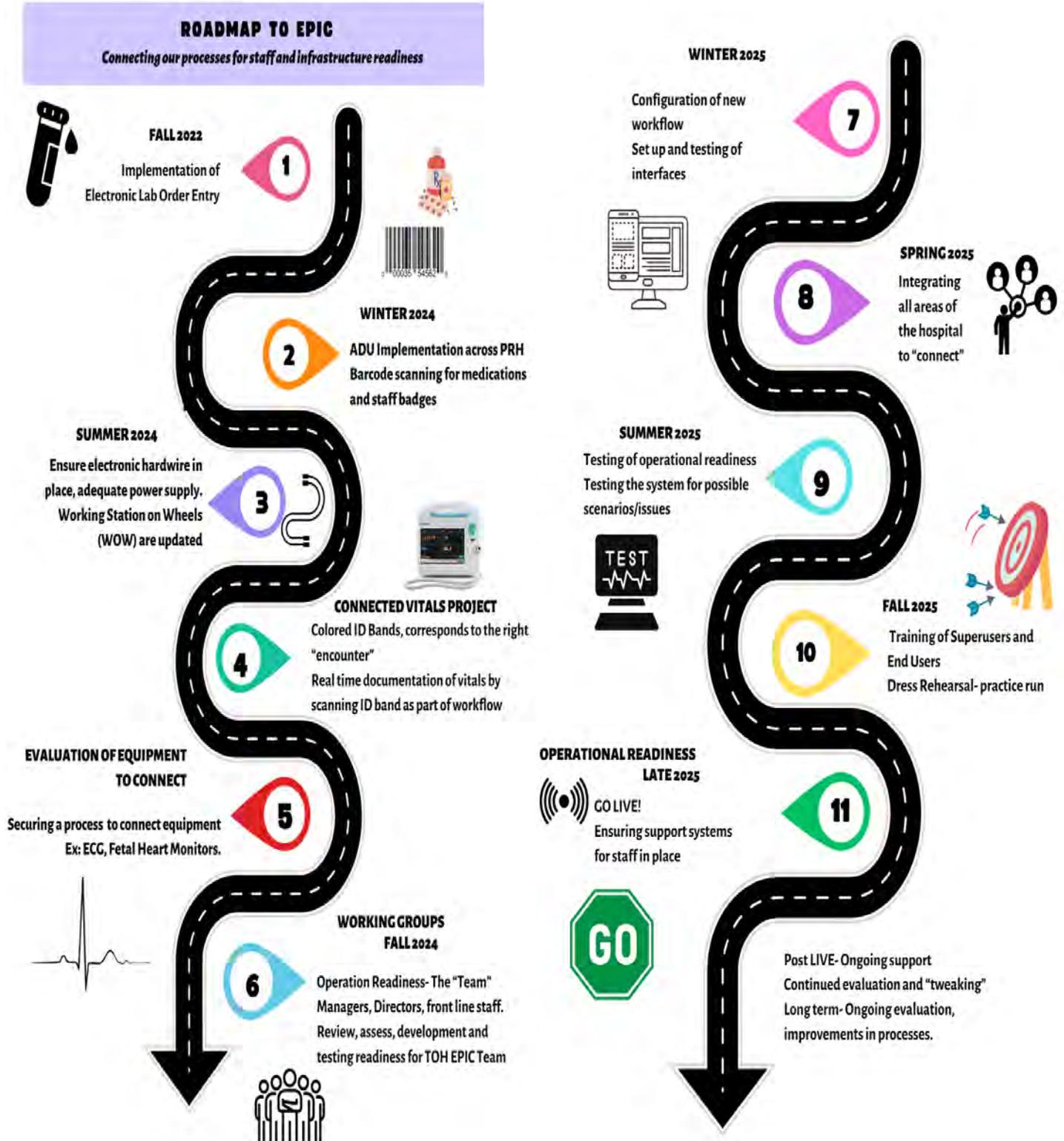
Please contact [pr@prh.email](mailto:pr@prh.email) for a code if you would like to purchase tickets.

# Driver Update

Introducing our new Epic Road Map!

Over the next few weeks, Epic Clinical Lead Laurie Menard will be participating in Lean Huddles to talk about the projects that have been completed and the ones that are currently being worked on in support of Epic implementation.

These visits will also serve as opportunities for staff to learn about the importance of readiness work and to ask questions about what the next year will entail.



# Foundation News

Pembroke Regional  
Hospital Foundation



Fondation de l'Hôpital  
Regional de Pembroke

## GUARDIAN ANGELS



### Alex Boyer, Labour & Delivery

"Alex is constantly striving to learn and grow as a nurse so that she can do the best job for her patients. Your hard work and dedication to the profession doesn't go unnoticed. You are an amazing nurse Alex!"

### Shannon Becker-Morrow, Inpatient Rehab

"Shannon, we wanted to thank you for your years of working at the PRH as an OT. We have always appreciated your care of the patients and your great ideas. We will be repeating your comment about pericare for years to come!!! We wish you all the best as you begin this next adventure."



**Catch the Ace**  
PROGRESSIVE LOTTERY  
Presented By **OK TIRE**

The Ace of Spades Has been Caught!  
Congratulations  
**Paula Fischer**  
**\$330,646.00**

Ticket #Y-1017378  
Card#9 - Ace of Spades  
Ticket purchased ONLINE

STAY TUNED FOR OUR NEXT CATCH THE ACE LOTTO!



# JOIN US

## Saturday October 5th

### 9am - 3pm

Shady Nook Recreation Centre

Register Today at

# [www.walkforher.ca](http://www.walkforher.ca)

## SUPPORTING THE PEMBROKE REGIONAL HOSPITAL.

This year's event will once again support local Cancer Care right here close to home at the Pembroke Regional Hospital. Funds raised at this year's event will go towards purchasing a new Neoprobe Device for Breast Surgery.



Staff of Pembroke Regional Hospital

# Save up to 40%\* on home and auto insurance.



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coopgroup.ca

## Access free advice with our Legal Assistance Helpline

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

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



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



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



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



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



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



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

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

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

# 2024 SUMMER TRAVEL SAVINGS EVENT

JUNE 3 - JULY 12

From sandy beaches to thrilling theme parks to big city getaways – pay less and experience more on your summer trips.

### THE PERKS OF BOOKING WITH US:

- Low rates on 850K+ hotels & resorts worldwide
- Savings on more than 30,000 car rentals
- Flight deals with over 300 major airlines
- Discounted theme park tickets
- Exceptional customer service
- Flexible travel options



To find out how to sign up for Access Perks, Perkopolis (Canada's Wonderland discount tickets), or how to access other PRH staff discounts, visit the Staff Resources section of the PRH website.

SHOP. TICKETS. TRAVEL.



# Perks all summer long



Register now and beat the heat with **5,000+** exclusive perks!

## Haven't registered yet? Here's how:



Scan



- 1 Go to [perkopolis.com](https://perkopolis.com)
- 2 Enter your corporate email address
- 3 Look for an email from us with a link to complete your registration.

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