

Today's Take-Aways

PRH Auxiliary

- Our new venture of holding a “Pop-up Gift Shop” at the Pembroke Mall for seven days in December proved to be a great success.

Because of its success, we have been invited and booked for a repeat in 2025 for the same days beginning on Black Friday weekend. We were able to clear out a lot of stock in the supply room and have introduced our merchandise to new customers who have followed up by visiting the Gift Shop here. Sales for December were at a record high.

- The spring fashion show and luncheon has been booked for Wednesday, May 7th at Our Lady of Lourdes Church. Stay tuned for more details.

College of Nurses of Ontario (CNO) Membership Renewal

- All nurses are required by provincial legislation to register with CNO and renew their registration annually. Paying your registration fees with CNO renews your ability to practice nursing in Ontario. Please note that the CNO membership renewal deadline of December 31, 2024 has now passed. Those who have missed the deadline will be charged a late fee.

The CNO will mail Notice of Intent to Suspend letters to those who haven't renewed their membership. Those receiving this letter will have 30 days to complete their renewal and pay the required fees, including the late fee.

For other key dates and information about membership, please visit the following link:

<https://www.cno.org/en/maintain-your-membership1/annual-membership-renewal/>

Lunch with the CEO

- Earlier today, Sabine was joined by three staff members for lunch and conversation. Discussion points and information shared included the following:

- Whether or not unit specific orientation could be condensed for part-time staff so that the learning is not stretched over a long period of time due to scheduling.

- How well supported orientation is by our Clinical Educators.

- The value in having job-specific details shared on job postings.

- Praise for the improved functioning of the Clinics.

- Recognition that the RN/RPN model is working well in the Emergency Department and discussion around how weekend coverage could be improved.

- Discussion around our partnerships with community services and how care transitions take place at patient discharge.

- An overview of how our hospital helps recruit primary care physicians and specialists.

Today's Take-Aways Continued

If you would like to be part of an upcoming lunch session in order to share your ideas and feedback, please put your name forward by email to carolyn.levesque@prh.ca.

Departmental Updates

Education

- The Pembroke Regional Hospital is excited to see a large increase in student numbers over the past year. Already in 2025, in January and February alone, we received requests to have 142 nurses, 33 personal support workers, two social workers, two Diagnostic Imaging students, and two Bachelor of Education students join us in learning at PRH. That's a total of 179 requests received and accepted for placements to date! Since the most recent school semester has just begun, we anticipate more requests to come in over the next few weeks.

Since Algonquin College has expanded its intake for programs, we are seeing many more nursing students in our facility. This week, we have also introduced a new learning opportunity for Personal Support Worker students (PSW). As part of this we will welcome 33 PSW students into our facility doing two offloading shifts over the next three weeks. Part of their curriculum involves going to a facility outside long-term care/retirement and working with patients. With this new opportunity, the PSWs will get to see acutely ill patients which will support them in their learning about earlier detection of adverse signs and symptoms in patients in their practice.

PRH is a teaching hospital and we are excited to see such incredible growth in the learner population. Please join our team in welcoming all our students on their placement journey!

Food Services

- Our department would appreciate your help in raising money for one of our team members!

Kristal Graham has a rare eye condition which is causing her to have issues with her sight.

At this time, she's unable to work and she has been off work for a few months already. We're trying to help raise money for her to help make ends meet with the costs of travel to doctors' appointments and everyday expenses.

To do this, we will be raffling off a Scratch Ticket Bouquet starting Monday, January 27th. Tickets will be \$2 each of 3/\$5 and will be on sale until Friday, February 14th. Thank you in advance for your support and generosity.

Medical / OR

- In order to increase the number of staff who are able to interpret cardiac rhythms, we recently hosted an education day in partnership with one of our Clinical Educators which was attended by 2 Medical RNs, 2 OR/Recovery room RNs and one Resource Team RN. All five were able to take and successfully complete the eight-hour QRS Rhythm Interpretation Course with the support of our educator.

While PRH does have a Surge Learning Module on interpretation, it is recommended that staff have additional learning.

Rhythm interpretation is required on Medical where we have patients on telemetry (portable cardiac monitors) and in the OR/Recovery room where we have patients on cardiac monitors.

Medical Day Care / Systemic Therapy

- On January 15th, our Medical Day Care and Systemic Therapy Unit treated our first patient living with blood cancer. We are beginning with maintenance treatments and hope to expand to other treatments later this year.



Today's Take-Aways Continued

We have been supported by Dr. Kevin Imrie, hematologist and Jen Newton, nurse educator, both from the Ottawa Hospital.

This helps bring life-saving treatment closer to home.

Maintenance

Construction update:

- Tower A, inpatient Surgical is now complete and is ready for occupancy. The exact move-in date is under review due to the current outbreaks in the facility. In addition, the countertop in the main nursing station was damaged last week so we are looking at ways to repair it.

- Phase 1 of our Main Entrance Project on the ground floor of Tower C is now about two to three weeks out from completion. Mulvihill Drug Mart has their contractor installing the shelving in their new location and once complete, we will do a final clean up and paint touch-ups.

- Unfortunately, it has been determined that the flooring in the Tower D Medical Day Care project has to be redone so this will result in a four to six week delay in completion.

Medical Affairs

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

Registered Midwife Madeleine McDonald will be joining our OBS/Midwifery Group on February 1st.

Occupational Health and Safety

- A key tool for preventing exposures to infectious diseases among staff and patients is the use of Routine Practices and Additional Precautions.

The early identification and subsequent placement of Additional Precautions allows staff to make informed choices around PPE use and adjust their patient approach accordingly.

Additional Precautions must be put in place as soon as symptoms of a transmissible infection are noted. These can be put in place by any health care worker, even without a confirmed diagnosis.

Once in place, everyone needs to adhere to these precautions put in place.

While workers can't use less PPE than what the posted precautions require, they can upgrade their PPE further, based on their own Point-of-Care-Risk-Assessment.

Precautions can only be removed by members of the IPAC team once each case has been reviewed.

If you would like more information on this process, please reference the *Routine Practices and Additional Precautions* policy.

- In light of the recent outbreaks declared on 3rd Medical and Rehab, there have been some questions around the types of precautions put in place.

It should be noted that every outbreak is evaluated based on its own circumstances.

When an alarm is triggered based on Hospital Acquired Infections (HAI), an Outbreak Management meeting is called with internal stakeholders and the local Health Unit.

Based on the circumstances of the outbreak and guidelines from Public Health, a plan is developed to get the event under control.

The plan takes into account the rate of spread, employee illness activity, employee vaccination rate, etc.

If you have any questions or concerns about our outbreak processes, please speak with your manager or the IPAC/OHS teams.

An email can also be sent to IPAC at InfectionControl@prh.ca or OHS at OccHealth@prh.ca.

LEAN IN

This past year has been a very busy year for Lean at PRH.

Here is an overview of the success we have had:

- We now have 34 departments with Lean Huddle boards! In the past year, seven departments have newly implemented huddle boards – Occupational Health and Safety, Surgical Day Care, Geriatric Mental Health, the ACCT team, the Crisis Team, and the Geriatric Mental Health and Recovery Outreach Program from Mental Health Services.

Through these huddles, our teams have completed over 320 improvement tickets and over 600 celebrations recognizing each other for living our values of compassion, collaboration, commitment and courage every day!

- Fifteen of our teams have monthly Quality Improvement Team meetings where team members get together to discuss hospital-wide and department-specific improvements and priorities. Many of these meetings have been moved to the nurses' station to include more team members.

- In April, PRH partnered with five software development students from Algonquin College to build a new virtual huddle platform for the six departments which have virtual huddles.

The students succeeded in building a board that looks like the physical boards, has the same improvement and celebration tickets and is incredibly user-friendly!

We have just partnered again with a new group of students to improve and expand the board.

- This year, our priority will focus on engaging and empowering all team members in our Lean culture.

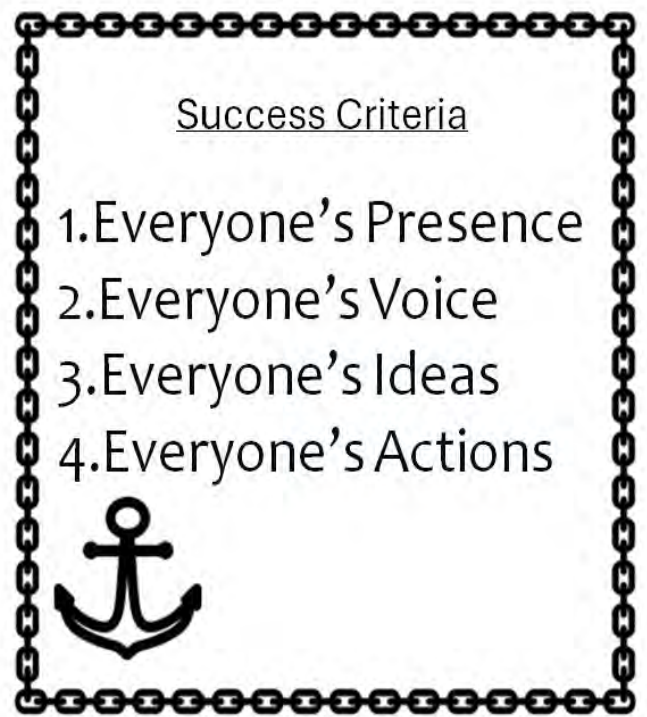
In February, a Lean Orientation presentation will be added to Corporate Orientation to ensure that all new staff understand what Lean is and how they fit into continuous improvement every day in the work they do.

- Many of you will have seen the new anchor chart pictured here that is now posted on all huddle boards across the organization.

This chart represents what we believe are the success criteria of Lean Huddles and all improvement work that happens at PRH.

In our Lean culture, we believe that every employee is a key contributor to the enhancement of quality of care, the patient experience, and staff satisfaction.

To do so, we want all our team members to be present when improvements are being discussed, feel comfortable and empowered to have their voices and ideas heard, and feel motivated to take action to contribute to the implementation of improvements.





National Catholic Health Care Week

Caring for our Common Home

Sunday, February 2 to Saturday, February 8, 2025.

During National Catholic Health Care Week, February 2-8, we are thankful for the privilege of serving millions of Canadians each day, carrying on our mission to serve all with compassion and humanity. This year's theme is "Caring for our Common Home."

National Catholic Health Care Week falls on the week leading into The World Day of the Sick, February 11, a Catholic day of observance established by Pope John Paul II to encourage prayers and reflections for those who are ill and for all those who care for them.

Key Messages

- The theme "Caring for our Common Home" celebrates the interconnectedness of all creation and helps us to reflect on how our individual and collective actions and our systems—health, social, economic—can promote a healthy world where all can thrive.
- It emphasizes the integral connection between human health and the health of the planet, echoing Pope Francis' call for all humanity to care for the earth as our common home.
- This week calls us to put the love at the heart of our ministry into action and to create a culture of care for the environment and the people we serve which permeates all of society.
- This year's theme encourages and inspires us all to work towards environmental sustainability and human health and wellbeing in our homes, workplaces, communities and our world.
- As Catholic health, we strive each day to be a compassionate presence in a broken world, to work together with those we serve, caregivers, and our communities and partners to create safe, welcoming environments where all are seen and heard and can find hope.
- We are committed to caring for those who are most vulnerable in our society. Inspired by the Gospel and grounded in our shared beliefs and values, we work together to achieve a Canadian society that reaches out to every person suffering from illness, stigma, poverty or loneliness.
- As Catholic health organizations across Canada, we are united in our 400-year healing mission.
- This begins in acknowledging that everything is connected, drawing a connection between humanity and the natural world, between social problems and the environment and that protecting human dignity, health and ability to thrive is strongly linked to care for creation.
- Together, we are driven to make the world a better place, where everyone finds belonging, dignity and worth. We reach out and take action with others to mend and bridge gaps, open doors and create the conditions for a society where all are seen and heard.

Courageous Gift of Catholic Health Care

During National Catholic Health Care Week, we invite all to reflect on and share the story of the courageous gift of Catholic health care. As Catholic health organizations across Canada, we are inspired by a calling to care for all with compassion and humanity—body, mind and spirit. This week is an invitation to learn more about the role, value and impact of Catholic health in Canada and to be vocal, informed supporters of Catholic health care and the healing ministry of Jesus in Canada. [The Courageous Gift](#) expresses the heart of our work, rooted in the Gospel and the legacy of our founding congregations.

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

January 10th

As part of the 2024 holiday activities that took place, I wanted to take a moment to acknowledge our Mental Health Services staff and members of the Crisis team who, every year, work hard to prepare and deliver Christmas dinner to clients throughout Renfrew County.

The number of clients receiving this holiday gift has been on the rise and this year alone, we have seen a nearly 40% increase with the Crisis team and a few other community workers delivering a total of 220 Christmas meals.



The team has shared many special and heart-warming anecdotes about the deliveries and the smiles on the clients' faces when they opened their doors to receive a wonderful Christmas meal and this truly represents not only what the spirit of Christmas is all about but it also exemplifies how we care for our community in meaningful ways while showing those in need that they matter and someone is looking out for them. Great work and thank you for all that you do at Christmas and year-round.

Staff and Physician Satisfaction and Engagement Survey – Departmental Results

I wanted to let you know that we are still awaiting receipt of our department-specific results from the latest hospital-wide Staff and Physician Satisfaction and Engagement Survey.

The delay is due to a technical issue with the Global Workforce reporting dashboard through Health Standards Organization (HSO) and Accreditation Canada.

At this point, we hope to have a way to filter and pull results by department within the next couple of weeks – if not, our staff will find a manual work around so that we can get results to each department for review.

We look forward to being able to share this information and, as a side note, in discussions with our Coordinator at Accreditation Canada, we learned this week that our participation rate of 71.8% is the highest that they have seen so far since launching the new Survey! This is great news and I want to thank you for your tremendous engagement in wanting to have your opinions and your voices heard.

Project Horizon

I want to share a bit of a recap with you on our progress on Epic, how the project started and what led us to our current state to ensure you are hearing this information first-hand.

Very early on in the process, the plan had been for our hospital to work alone with TOH (The Ottawa Hospital) to implement Epic at a cost of \$17 million and a possible go-live date in the spring of this year.

Bruyère Health then expressed interest in also moving to Epic and the expanded scope of the project resulted in a six-month delay, putting us at a November 29th go-live date. There were significant financial benefits even with one other, large hospital joining us so we were in full agreement and had our kick-off meeting in October – just a few months ago.

Once Bruyère was confirmed, others in the Champlain region who, like Bruyère, are on the MEDITECH system, started to look at the benefits of moving to Epic at this time which led to Montfort Hospital, Arnprior Regional Health, Glengarry Memorial Hospital, The Royal and Queensway-Carleton Hospital agreeing that now is the time to make this change for them as well.

All of this additional participation means an expansion of the project to one valued at over \$200 million and a much larger workload. TOH therefore had to expand their implementation team, reassess the workload and work with Epic and others to redetermine a go-live date for the entire group.

While we are disappointed that this turn of events will mean a delay in our implementation timeline, it will not only benefit our hospital financially but more importantly, it will be for the greater good of our region's patients and connectivity among most health care providers in Champlain.

In the coming weeks, we do anticipate receiving confirmation of our new go-live date and we expect there will be a large regional kick-off to the project also in the coming months.

In the meantime, we are continuing with the work we had already planned to do and we are also looking to use the additional time to be able to digitally connect more of our services and systems in preparation for Epic – something we weren't necessarily going to be able to do right away – so this is also good news!

In the next few weeks, you can anticipate seeing a launch of some of our Project Horizon communication tools in order to keep you informed every step of the way.

January 17th

I thought I'd share with you today a bit of information about the development of our hospital's 2025-2026 Quality Improvement Plan (QIP).

Back in November, Ontario Health identified and released a list of priorities that all hospitals are expected to work on for 2025-2026 consisting of:

Access and Flow - a high-quality health system provides people with the care they need, when and where they need it

Equity – Advancing equity, inclusion and diversity and addressing racism to reduce disparities in outcomes for patients, families, and providers is the foundation of a high-quality health system

Experience – Better experiences result in better outcomes. Tracking and understanding experience is an important element of quality

Safety – A high-quality health system ensures people receive care in a way that is safe and effective

Given the Ontario Health submission deadline of April 1st, work on the development of our QIP has begun through detailed consultation with our Patient and Family Advisory Council which took place in December, and with our Board Quality and Patient Safety Committee which happened this week.

As part of the consultation sessions, participants brainstormed around themes and initiatives that align with each priority. For example, our PFAC members highlighted the importance of health education and involving both families and caregivers in care planning.

Additional consultation with our Medical Advisory Committee will be taking place in the near future.

Once this part of the process is complete, we will be compiling all feedback in order to draft our 2025-2026 QIP. Final approval of the plan will rest with our Board of Directors.

Once approved, we will share the finalized plan with departments and units in order to determine how your work over the next year will align with these priorities.

Thanks to everyone who has contributed to date!

HR Professional Development Calendar 2025

I would also like to celebrate our Human Resources team for launching a series of workshops which are designed to empower all staff and people leaders with the skills, knowledge, and tools to thrive in their roles.

Facilitated by our own staff, news of the series launch was shared by email this morning and can also be accessed through the HR Website on the Intranet.

Whether you're looking to enhance your career development, improve communication, or learn new strategies for managing stress, these one-hour workshops have been tailored to meet your needs with detailed content descriptions available on the registration page.

Topics include:

Stress Management and Wellness (February 19)

Bias, Blindspot and Assumption (March 18)

Thinking of Retiring (April 17)

Understanding Your Total Rewards Package (May 20)

Dealing with Difficult People (May 21)

I'm About to Retire – Now What? (July 8)

Career Growth and Progression (September 3)

Registration for all sessions is now open and you will have the option of attending in-person or virtually.

Educational opportunities like this align with both our Value of Commitment as we always strive to do better and our Care for Our People Strategic Pillar through which we provide learning and growth opportunities for our staff, physicians and learners.

I encourage you to take advantage of these sessions and feel free to provide our team with suggested topics of interest for consideration for the future.

Sabine

Emergency Preparedness

On January 23rd, the Human Resources department took part in our Code of the Month exercise, Code Black - Bomb Threat. In our mock scenario, a person pretended to call HR and inform them of a bomb being left in their department. The team then attempted to keep the person on the telephone, initiated the Code, and conducted a search/sweep of the unit to identify the location of the bomb before evacuating the location.

The team did a great job following the steps in the policy to conduct the sweep, and report back to Command Centre. They were able to find the mock bomb within 10 minutes of calling a Code Black.

A special thanks to Sheldon and Ralph for MacGyvering a device for the scenario, including a phone with a ticker sound for the search.



January is Alzheimer's Awareness Month



ilivewithdementia.ca | [#ilivewithdementia](https://twitter.com/ilivewithdementia)

1 in 2

people struggling aren't getting the help they need.

Let's change this.
bell.ca/letstalk

 **Bell**
Let's Talk
January 25



Recognizing Staff For Their Commitment To Health & Safety

On December 18th, Sabine Mersmann joined and recognized the Joint Health and Safety Committee members for another successful year of commitment and promotion of safety culture at PRH.

A big thank you to all committee members for the work being done to ensure the safety of all at PRH!

From left: Rita Amodeo, Mike Godbout, Kerry McDonald, Crystal Kranz, Rachel Robertson, Crystal Thompson, Sabine Mersmann, Sheldon Higginson, Sonya Silver, Greg Tate, Michelle Giles, Darlene Keuhl, Boston Lavoie, Martin Burger, Cheryl Summers, Kim Haley and Brent McIntyre.

Missing from photo: Angela Lemke, Nicole Lalonde, Betty-Ann Spence.

Bereavement Recognition - Did You Know

If you have experienced a loss in your family, the hospital has a *Bereavement Recognition* policy and process in place that includes an option to have an In Memoriam notice posted.

For more details, view the policy on our Intranet or speak with your manager.



If you have some personal news to share with co-workers, email the information to carolyn.levesque@prh.ca.

Posted by Keri Ladd - My daughters are in the Streetlight Theatre youth production again. I know lots of hospital staff enjoyed Frozen in 2023 and I wanted to get the word out for this show.

They're doing Descendants - The Musical at Festival Hall Jan. 31, Feb. 1, 2, 7 and 8. It's an all youth cast ages 11-18. It's a great show for all ages and should be lots of fun!

Tickets are available on the Festival Hall website at www.festivalhall.ca

CALABOGIE PEAKS
 Hospital Régional de Pembroke
 Regional Hospital

ABOUT US
 Located in the heart of the Ottawa Valley, Calabogie Peaks Resort is a dreamy, 4-season destination for nature enthusiasts and groups. With a boutique hotel, an on-site restaurant and pub, over 69 acres of alpine terrain, 5 indoor meeting venues, an indoor pool, an outdoor hot tub, and unlimited outdoor potential, there's something for everyone to enjoy.

YOUR EXPERIENCE
 Escape the mundane and re-introduce playtime into your routine. Calabogie Peaks is inviting you to enjoy:
20% OFF WINTER LIFT TICKETS FOR THE 2024-2025 SEASON.
 To redeem, please show proof of your organizational and personal ID at the Ski Lodge Ticket Windows. Discounts only apply to current employees and do not extend to family members or guests. Unlimited redemptions. Expires on May 31, 2025.

Our unique and varied skiing and snowboarding terrain is what attracts our guests from hours away. From our beginner area to the steepest drops in Ontario, we've got you covered.

Add to your adventure with other outdoor activities including snowshoeing, ice skating, cross-country skiing, ice fishing, outdoor campfires, and more.

WWW.CALABOGIE.COM



Pembroke Regional Hospital Staff Association

January 17, 2025

Dear PRH Staff and Physicians:

On behalf of the Hospital's Staff Association, I would like to take a moment to speak to you about the benefits of membership, which includes:

- An opportunity to enjoy a variety of monthly treats/snacks.
- Regular opportunities to win prizes in monthly and holiday themed cash draws throughout the year.
- Discounted, low-cost or complimentary participation in special events.

Membership is open to all who voluntarily agree to join and pay dues. Full and part time staff, who wish to enroll in the Staff Association, can do so by paying \$2.50 membership dues on a bi-weekly basis that is deducted from their pay cheque. Casual or temporary staff, EORLA staff and physicians who wish to enroll in the Staff Association can do so by paying for a full year up front. Those interested can email prh.staffassociation@prh.ca to enroll.

Our committee members meet on the second Wednesday of every month. We share the workload on a task-oriented basis and are always looking to recruit additional members who will sign up for specific tasks based on their interests and availability as well as contribute during the monthly meetings.

As a thank you for the work completed, each active Committee member will receive a complimentary ticket for the Christmas Dinner and Dance.

If you are interested in joining, or have any questions about the PRH Staff Association, please call me at extension 7103, or email me at prh.staffassociation@prh.ca.

Andrea Heuving
Chairperson, PRH Staff Association

In addition, we would like to hear from you as we plan for an exciting 2025!

**You're invited to complete our PRH Staff Association Survey 2025
which will close on January 31st at 4pm.**

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



Pembroke Regional Hospital Staff Association

Cost Summaries of 2024 Events/Activities

Christmas Dinner and Dance (289 attended, 21 of which attended the dance only)

Germania Hall Rental	\$1,010.66
Décor	\$ 281.48
Linen	\$ 412.90
VSM Entertainment (DJ)	\$ 750.00
Catering (Schmidt's Catering)	\$8,047.68
Pop/Water	\$ 310.00 (The 2023 amount is shown as an estimate as we have not received the invoice yet)
Pizza Late Lunch (Dominos)	\$ 696.53
Prizes	\$1,209.04
Staff Association Executive Members Complimentary Tickets	\$ 864.63
Total Expenses	\$13,582.92
Revenue	- \$6,805
Net Cost to Staff Association	\$6,777.92

Golf Nine 'n Dine (63 participants)

Golf fees and Catering	\$3,270.00
Prizes	\$ 503.31
Total Expenses	\$3,773.31
Revenue	-\$2,698
Net Cost to Staff Association	\$1,075.31

2024 Treat Days

Beavertails	\$2,712.00
McGuire's Doughnuts	\$904.50
His & Hers Gourmet Grazing Treat Bags	\$2,847.60
Mapleside Sugarbush Maple Syrup	\$2,150.00
Sipstirs Bubble Tea	\$1,362.78
Farmstand Cheesehouse Gelato	\$1,871.28
Backyard Gourmet Peameal on a Bun	\$1,430.00
Hugli's Blueberries	\$1,615.00
Pink's Mini Donuts	\$1,930.00
Sunset Nursery Mini Mums	\$2,316.50
Cottage Cup Butter Tarts	\$1,110.00
Total Expenses	\$20,249.66
Net Cost to Staff Association	\$20,249.66



Pembroke Regional Hospital Staff Association

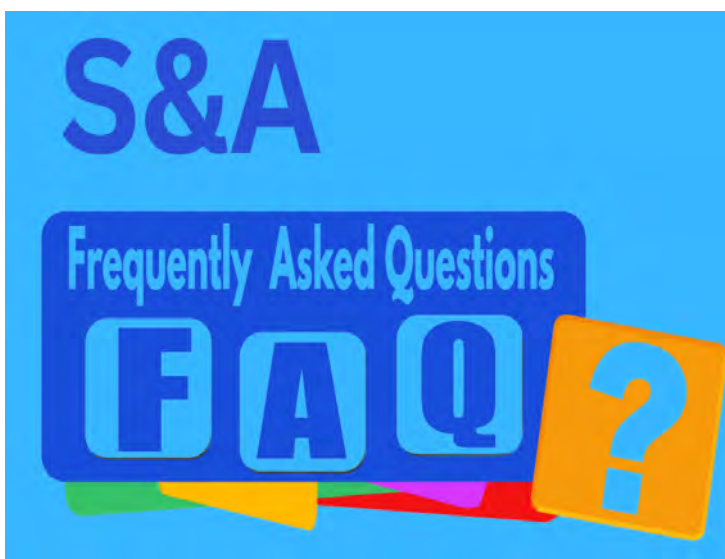
Cash Crazy Draws	\$ 1,200.00
Easter Cash Draws	\$ 500.00
Summer Fun Skylight Drive-In Gift	\$ 200.00
Card Draw	
Summer Cash Draws	\$ 800.00
Holiday Cash Draws	\$ 1,500.00
Online Banking Fees	\$ 353.00
Opening Balance of 2024	\$ 4,399.73
Total Staff Association Expenditures for 2024	\$32,655.89
2024 Revenue from Membership Dues	\$35,512.00
Closing Balance of 2024	\$ 7,426.87

GovDeals[®]
A Liquidity Services Marketplace



**Our hospital sells surplus items on
GovDeals.ca.**

Check it out to find great deals.



Q. When are shift offers issued for known vacancies after the work schedule is posted?

A. Automated shift offers for all vacant shifts for the schedule period will be issued Tuesday following the posting of the schedule. Please update your availability if you wish to receive automated shift offers for vacant shifts.

Q. When are shift offers issued for unplanned vacancies?

A. Automated shift offers are issued as soon as they are communicated to the Staffing office or Clinical Resource.

Q. How long do shift offers remain open?

A. Automated shift offers can remain open until 24 hours prior to the start of the shift. Same day

automated shift offers can remain open until two hours after the start of the shift. Shift bids are awarded in accordance with the respective local collective agreement.

CELEBRATIONS

To include a special message in this section, email celebration&recognition@prh.email.

- The ED team thanks **Kelly (Home Care), ED**, for her hard work and continued presence in the ED while working remotely.
- From a patient - Celebrating **May and Sarah (AMH)** - these two ladies went above and beyond during my stay. The motivational and inspirational talks and the extra reading material really did aid in my recovery. Thank you so much to the both of you from the bottom of my heart. *Richard*.
- Thanks to **Chester Nieforth** for filling out the online form for the Treat of the Month for Staff Association - with everything done correctly on his first shot!
- **Brianne Vecchiola**, Chelsea reached out to me to ensure you were recognized for your amazing teamwork and collaboration on your night shift Jan. 9th. This was Chelsea's first independent vent, and she really appreciated your helpful, calming and encouraging support. Your positive approach to challenging situations and supportive demeanor does not go unnoticed. Thanks! *Kaley Lamarche*
- I want to recognize the teamwork and collaboration of the **Food Services team** on January 9th. The entire team came together and made a plan to help each other and reassign tasks in order to cover staff shortages. It was obvious to me that the team takes great pride and care in their work! Thank you, *Cheryl Summers*
- I would like to share a celebration to thank **Anabelle, our Co-Op student** from Bishop Smith Catholic High School. Anabelle has been supporting with extra help, when needed, in our warehouse this past school semester. She was good to help assist with assembling Covid kits, packaging expired / unused supplies, breaking down cardboard, pre-bagging N95 masks, etc. Friday, January 17th is her last day with us and our staff wish her all the best with her return to her in-class studies. *Monique Lafrance-Fleury*
- Beth Brownlee celebrated **Dr. Richard Johnson** for his tremendous support of our NRP program. She said he is going above and beyond to assist with the program so that we can keep the doors open on our LDRP program. Thanks for your continuous and amazing efforts and your commitment to PRH and patients and families in our community! *Sabine*
- Beth Brownlee celebrated **Lisa Bradley** for her work on the ALC report. She said she went above and beyond to gather the info and fill the report in and this was not an easy task!!! Thank you for your commitment and leadership! *Sabine*
- Thank you to everyone who contributed to troubleshooting the heating in the Dialysis and Orthopedic Fracture Clinic waiting area in Tower C. Thanks to **clinic staff Greg Tate, Melissa Campbell, Michelle Ingram, Andrea Mielke, Kaitlyn Vaillancourt and Holly Carswell** for advocating for the patient and provider experience. Thanks to **Lisa Bradley and Beth Brownlee** for helping to facilitate a solution. We appreciate **Sheldon Higginson** for his temperature scans and suggestions, as well as **Andy Turton and Michel Godbout and Plant Services** for so quickly supplying heaters and organizing the construction of the temporary wall. *Julia Reddy*
- I would like to celebrate **Caroline Froment** for her help in organizing the RCC educator site visit for LDRP! Thanks, *Rachel Robertson*

January

Foundation News

Pembroke Regional
Hospital Foundation



Fondation de l'Hôpital
Régional de Pembroke

Presented By



Catch
the Ace



\$200,000.00



Lottery License RAF1411739

Presents

HEROES RUN FOR FRIENDS AND HEALTHCARE

Sunday, May 4, 2025

Registration opens February!



Ashley Moss, Inpatient Rehab

"Thanks so much for your excellent work with our patients, their families, and the rehab team. You do such a fantastic job and with kindness, compassion, and enthusiasm. It is truly a pleasure to work with you."

Savannah Enright, Michelle Zimmerman, Joelle Piche & Chris Seabert, Outpatient Physio

"Thank you so much for everything that you do to keep your patients healthy and active. Your kindness, compassion and expertise are so valued."



Dr. Michel Boivin, ICU

"Thank you for all your help"
~ Hospitalist Team.



Jen Andrews, Inpatient Rehab

"Thanks so much for your excellent work with our patients, their families, and the rehab team. You do such a fantastic job and with kindness, compassion, and enthusiasm. It is truly a pleasure to work with you."



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