

Today's Take-Aways

Accreditation

• As you may recall, there have been a number of changes to the Accreditation process and we are starting to learn about some of these and what that will mean for our involvement in future assessments. In addition to new survey tools being used, starting with our most recent Staff & Physician Engagement Survey, we have also learned that our next onsite survey will take place sometime between April and June of 2027. We will likely receive a draft agenda for the assessment in the prior quarter but then only have 10 days' notice in terms of the actual visit. We will share more about the revised process as we learn about it.

Lean Management

• Starting this month, all new hires will receive an overview of Lean Management and processes as part of corporate orientation so that they have some knowledge of terminology and expectations when they join their new teams.

Lunch with the CEO

• Thanks to the four staff who joined Sabine for lunch on December 17th. Discussion points at the most recent session included the following:

- The value in mentoring new staff and empowering them with leadership skills while also encouraging them to view their role from an organizational standpoint and see how the work they do contributes to the patient experience and hospital operations.

- How communication in the OR and amongst the OR team, and overall morale in the OR has improved since completing some team building and communication exercises.

- How to address staffing challenges in the OR after hours and on weekends.

- Challenges around wheelchair inventory and storage and the fact that a greater number of wheelchairs to accommodate patients of various sizes are required.

- The value of the weekly CEO message and the fact it is shared multiple times and multiple ways in order to ensure maximum visibility.

- A request to have gourmet cookies at staff appreciation events – we may be able to source these

Today's Take-Aways Continued

for our upcoming Valentine's Day Staff Appreciation event.

- The importance of ensuring that recruitment postings reflect the job duties and required skillset for each specific role.

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

Senior Leadership Team

- We are excited to share that our hospital will be partnering with Sunset Nursery starting this spring in order to facilitate enhanced beautification of our grounds, entrances and indoor planters and plant beds. More to come on this but we are excited to see how this will improve the look and feel of our facilities.

Trillium Gift of Life Network (TGLN)

- In December, Ontario Health (TGLN) received 12 notifications from our hospital with one moving forward to donate ocular tissues for transplantation. Thank you to Danielle Doucette from the Medical floor for notifying Ontario Health (TGLN) as part of high-quality end-of-life care and allowing this family to honour their loved one's decision to donate. Many lives have been enhanced through the gift of sight as a result of this generous donor and our team's notification.

While the other 11 notifications were not suitable donors, we know that every notification matters, and TGLN would like to thank the following staff for allowing the opportunity for donation to be assessed:

Maddison Kouloheris (3rd Medical), Kaitlyn Wallace (3rd Medical), Danielle Doucette (3rd Medical), Kailyn Barr (3rd Medical), Tracey Sullivan (Surgical), Julia Fischer (ED), Jessie Barney (ED), Kaylena Richard (ICU), Kerri Timm (ICU), Chelsea Murphy (ICU), Zach Villeneuve (ICU)

Departmental Updates

Human Resources

- Welcome to the team! Please extend a warm welcome to those who were hired in December:

Marc Doss (Medical), Osamuyi Mark Iyekeze (Environmental Services), Emma Leahey (ICU), Kaitlyn Lemieux (Environmental Services), Nicole Recoskie (Medical), Taylor St. Martin (Pharmacy) and Cindy Verch (Psycho Geriatrics).

- Starting this year, the team will be offering a variety of staff-led Lunch 'n Learn sessions on a variety of topics starting with a session on the Scheduling and Analytics (S&A) App on January 28th. Stay tuned for more details and what participants can expect to learn from this.

Information Technology

- A scheduled Code Grey will take place January 21st and 22nd in order to allow for major upgrades of our phone system. On both days, work will begin at 8 p.m. and contingencies will be in place for impacted services. More details to come.

Medical Affairs

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

Dr. Helia Ghanean joined the Family Medicine department on December 19th.

Dr. Ali Ziaee joined the Family Medicine department on December 19th.

Dr. Hadi Namazi joined the Family Medicine department on December 19th.

Dr. Russell Christie joined the ICU on January 4th.

Today's Take-Aways Continued

Occupational Health and Safety

- Even though our Flu Shot campaign has ended, flu shots are still available in Occ. Health. It's not too late to get one and you will still receive a full size chocolate bar for your effort!
- An N95 respirator is a key component of our Personal Protective Equipment (PPE). It's critical that your fit testing be up to date and that you know the size you need. Fit testing can be booked by emailing fittesting@prh.ca and providing three dates in terms of your availability. Occ. Health will then contact you with a confirmed appointment.

PRH Foundation

- The Pembroke Regional Hospital Foundation has hit an incredible milestone for December 2024! Due to the incredible support of our donors, Campaign Committee, and grant applications, as well as the entire health care team and of course, our Board of Directors and Foundation staff, our donations for December totalled MORE than \$600,000. This enabled the Foundation to pay for 10 patient beds and an ultrasound machine, while earmarking the balance for our 2025 priority equipment needs.

CONSTRUCTION CORNER

Tower A:

- Cancer Care Project: Still having issues with the temperature and humidity control in the rooms.
- Surgical Day Care Project: The patient washroom floors in the south wing were replaced and the fixtures have been re-installed. Work will be starting on the 1st floor old MDR Room A105 to relocate steam and water lines before abatement can resume. The new electrical panels were installed and the circuits are being transferred over from the old panels which will be removed prior to the wall demolition.
- The Switchboard and Paramedic entrances were painted along with the hallway in between ICU and ED towards the elevators.

Tower B:

- A new stainless steel sink with an eyewash station were installed in the Housekeeping Room B392.
- Meeting Room B443 was painted.

Tower C:

- Main Entrance Project: Work is continuing in the C142.1 Kitchenette and the C141 Auxiliary Office. Mulvihill Drug Mart is scheduled to start the fit up of their new space on January 13th.
- Work has begun to relocate the SP+ Parking Office to C018.
- Part of the floor was trenched for the Reverse Osmosis (RO) unit drains in the Dialysis Unit.

Tower D:

- Medical Day Care Project: Phase 1 work was completed at the end of December. Work is being done on some deficiency repairs including the seams in the floor. Phase 2 will be starting after occupancy of the new space.
- A new stainless steel sink with an eyewash station was installed in the Housekeeping Room D115.

Miscellaneous

- The EV charging station installation tender was posted on Merx on December 20th and a site visit took place this morning.

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

December 13th

I want to say how great it is to see so many wonderful decorations and creative displays around the hospital – everything from the warmth of the display set up in the Lab to the whimsical “elves” that have been captured on the door to the Maintenance shop. I’ve even seen a number of “Elves on the Shelf” in playful poses throughout the building.

I know many of you are enjoying various festive gatherings with co-workers. I’ve already attended a number myself, including last Saturday’s Christmas Dinner and Dance at Germania Hall where it was so wonderful to see so many of you having fun, enjoying great food, and coming together on the dance floor – the atmosphere was truly heart-warming.

I want to extend my gratitude to the PRH Staff Association for hosting this wonderful event which was attended by nearly 300 staff, physicians, Board members and guests. As you know, putting together an event like this for so many is no easy feat and they have done it year after year – except for a pause during COVID - for the enjoyment of all!



Recognizing Norm Carroll for his Contributions to the Hospital and the PRH Foundation

Speaking of celebrations, on December 10th I joined friends and family of Norm Carroll at Anthony’s downtown as we celebrated his many contributions to our organization.

Norm was one of the founders of the PRH Foundation in 2002 and served as Foundation Board Chair until 2007. During his time in that role, he was instrumental in leading the \$8 million Building Campaign for the construction of Tower B. And you may not be aware of this, but since the Foundation’s inception, \$22 million has been raised for our hospital – how incredible is that!

Norm and his family continue to be great supporters of local health care and our hospital and for that we are grateful.

Celebrating The Go-Live Of Our Online ECGs

As you will have seen in the December 12th edition of The Pulse, our Connected Vital Signs Project Team executed a successful go-live of our online ECG machines.

This is another exciting milestone on our journey towards Epic implementation and both PRH and EORLA staff are already seeing the benefits.

With this upgrade, ECGs will be ordered on the same screen as lab work, and results will be available online within seconds of completion, directly linked to the patient’s visit. This means faster access to information, improved workflows, and reduced reliance on paper. Congratulations to all involved!

December 20th

I’m starting this week’s message with an update on Project Horizon and our journey to Epic. As you know, we had been waiting on some information from The Ottawa Hospital about the potential expansion of the scope of the project and the involvement of other hospitals in our region.

We can now confirm that five other hospitals will be adopting Epic around the same time as us which is excellent news for our patients in terms of regional connectivity and service standardization. However, because of the enormity of the project as it now stands from a logistics point, our go-live date is going to have to be pushed back. By how much - we aren’t sure yet, and the decisions around this are out of our control. I know this is disappointing news to many of you including myself, however the benefit of just about every hospital in our health region being on the same health record is fantastic for all of you as well as for all of our patients.

We hope to receive a revised timeline early in the new year, but in the meantime, it's not going to impact the work we have done, nor will it mean having to pause the work that we have ongoing. In fact, this delay may mean that we now have the ability to look at some aspects of the project that were possibly going to have to come later due to the tighter timelines before go-live including the integration of some systems in the OR.

We are already making great headway on the groundwork for Project Horizon and I'm hopeful that our momentum will continue in the months ahead.

Chief of Staff Recruitment

June 2025 will mark the end of the latest Chief of Staff term for Dr. Tom Hurley and the completion of nine incredible years in this role for our hospital.

As he prepares to hand things over to another member of our physician family, I want to thank Tom for his commitment and dedication to this role and for the years of service he has given which included guidance through the global pandemic. There will be opportunities to celebrate and thank Dr. Hurley for all his work later on in 2025.

You will see that an internal posting is going up for this position which we hope to have filled by March so that the new Chief of Staff will be able to take over this coming July.

EDI eLearning

I'm happy to share that, to date, 70% of our active employees have successfully completed the new mandatory eLearning module on Equity, Diversity, and Inclusion (EDI) and I thank you for your commitment and part in fostering a more inclusive and equitable workplace!

For those of you who haven't yet completed the training, you are encouraged to do so as soon as possible. This education module is crucial in helping us understand and embrace the diverse backgrounds and perspectives that make our hospital a better place for everyone.

Please Check Your Inbox

It has been shared with me that there are many who, for many reasons, do not regularly check their hospital email.

I, for one, know that on any given day there is a lot of information we all need to absorb but I would ask that you please try your best to check your inbox so that you can be up-to-date on the latest hospital news and information.

There are many communication tools, like my weekly message, the bi-weekly staff newsletter, important memos, and ads for special events that are shared primarily by email. Many of our managers also share great information via email.

I realize that there may be barriers for you to do so. Please let us know what they are so that we can help to remove them. Talk with your manager or connect with me directly.

Celebrating Food Services For Delivery Of The Holiday Breakfast

I want to extend my gratitude to our Food Services team for the great job they have done once again in organizing and executing a wonderful Holiday Breakfast event for our health care team.

On Thursday, 370 meals were prepared and served and I expect a few hundred will be served again today. We heard some great feedback about the meal itself – and the huge croissants which came from Valley Buns and Bakery. I think everyone enjoyed the variety and of course, the bacon!

December 27th

I hope that the last few days have been restful, festive and fun for each of you and that you were able to celebrate Christmas and the holiday in a way that is most meaningful to you.

I also want to thank all of you who were here at the hospital ensuring that our patients were well cared for and supported during this special time of the year.

It was so incredibly heart warming to see many special activities take place in the days leading up to Christmas including the Christmas song written and performed by some of our surgeons and anesthesiologists. On the 24th, many of you received a special visit from Santa who was making his rounds and the staff carol singers who brought smiles to all who heard their tunes. All of this helped ensure the spirit of Christmas was alive and well at PRH!

It's little things like these that are appreciated, not only by our broader health care team but also by our patients and visitors who would much rather be anywhere else but at the hospital during the Christmas season. So thank you.

I also hope that many of you have had a chance to pick up your PRH fleece travel blanket, our hospital's gift to you for the season as a small token of our appreciation for all that you do. If you haven't received yours yet, and can't find one in your area of work, please let your manager know and we'll make sure you get one.

Reflecting on the Accomplishments of the Past Year

As 2024 comes to a close, I want to take a moment to reflect on the incredible journey we've shared at Pembroke Regional Hospital over the past 12 months.

Together, we've navigated challenges, celebrated milestones, and remained steadfast in our commitment to delivering exceptional care. I am immensely proud of all we've achieved and I'm very grateful for the dedication each of you has shown in serving our patients and community.

Near and dear to my heart was the development of our five-year strategic plan, Together, We Care. Built on the pillars of Compassion, Collaboration, Commitment, and Courage, we have already seen many of you weaving this plan into your daily operations and referring to it as the guiding document for the work we will do in the coming weeks, months and years.

This year also marked a significant chapter in our history with the grand opening of the newly renovated Surgical and Day Surgery Units. This \$20 million transformation—made possible through Ministry funding and \$2.6 million in community donations – will redefine how we deliver care. From the spacious private and semi-private rooms to the state-of-the-art equipment, this project represents our shared vision for the future of patient-centered care. The feedback from patients and their families to date has been overwhelmingly positive, and it is a testament to the hard work of our teams.

In the new year, we will also celebrate the expansion of our Cancer Care services, with renovations to the Chemotherapy and Medical Day Care Unit nearing completion. This updated space, featuring additional treatment chairs, private rooms, and a welcoming environment for families, will enhance the experience for those receiving care.

We can't forget all the work that went into the introduction of Automated Dispensing Units (ADUs) for medications, a \$2.2 million investment that has already improved safety, efficiency, and access to medications. This innovation reflects our ongoing commitment to leveraging technology to enhance the patient experience.

And you will have recently heard about the expansion that the Family Medicine Teaching Unit has undergone in order to accommodate more residents, further addressing the regional need for family physicians.

In addition to some of these larger projects, initiatives like our redesigned in-room whiteboards and the digitization of patient satisfaction surveys highlight our commitment to continuous improvement. These changes, though seemingly small, make a big difference in communication and care quality, ensuring our patients and their families feel informed and supported throughout their journey with us.

Looking Ahead to 2025

As we look to 2025, more significant change is on the horizon.

As you know, a cornerstone of this will be the implementation of our new health information system, Epic. This investment will revolutionize how we deliver care, from seamless record management to patient access through the MyChart portal.

It's a bold step that will require training, collaboration, and a shared commitment to excellence and I know many of you are already eager and enthusiastically ready to move this ahead.

So on that note, let's carry the momentum of 2024 into 2025, continuing to build on our achievements and striving for even greater heights.

January 3rd

Happy New Year! As we welcome 2025, I want to take a moment to reflect on the incredible strength, dedication, and compassion that each of you has shown over the past year in your respective role.

For many of us, the start of a new year represents a fresh beginning, the promise of new opportunities and a sense of hope. While this may be, I also recognize that we have launched 2025 while faced with some significant challenges.

We are currently navigating a period of overcapacity, with a high number of acutely ill patients and ongoing physician and staffing shortages across various specialties. These are not easy circumstances, yet time and time again, I see you stepping up to ensure our patients receive the best care possible.

One of the ways this has been most evident is through your adaptability and flexibility. With patients needing to be placed on different clinical units, I know that this requires you to adjust your workflows, manage new situations, and often step outside of your comfort zones. I want you to know how much this is seen, recognized, and appreciated. It is not easy, but it is making a real difference in the lives of our patients and their families.

As we continue to work through these challenges, let's also take time to celebrate the resilience of our team. The work you do every day - no matter your role - is vital to our mission of providing exceptional care. Your collaboration, professionalism, and unwavering commitment are what makes Pembroke Regional Hospital such a special place.

This certainly won't be the only challenge we face this year, but as we've proven time and time again, we'll get through it together with the same determination and teamwork that has always defined us.

Wishing you and your loved ones a happy, healthy, and fulfilling start to the new year. Sabine



New MAINTENANCE WORK ORDER SYSTEM

The Plant Services Department is excited to announce the implementation of a new MAINTENANCE WORK ORDER SYSTEM

The new system, **ebase**, will be accessed through a link on the Citrix Store Front.

Please access the training links below for a sneak peak!!

Creating a Work Order (Video)

<https://dms.ebasefm.com/kb/article?ref=164e8c1461471e>

Creating a Work Order (Article)

<https://dms.ebasefm.com/kb/article?ref=15ae20f252e037>

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CALABOGIE PEAKS | **Hôpital Régional de Pembroke**
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ABOUT US

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CELEBRATIONS

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

• "Hi **Greg (Verch)**, everything worked out perfect. Besides being able to log into the MUSE system and read all the EKGs, I was able to read the cardiac monitor and BP monitor on the laptop you guys provided too. Thanks for your help and please extend my **thanks to everyone** for making things so painless." *Dr K.C. Li, Chief of Medicine*

• "I would like to recognize all of the work and effort that **Alycia Fraser** has put in these past few weeks. Alycia consistently offers her support and finds time for new tasks as well as urgent and unexpected tasks. She excels at multi-tasking and has recently helped me with various requests including drafting and updating pre-printed orders, policies and clinical skills, handling printing requests, and assisting with booking requests. Thanks Alycia for your dedication and hard work!" *Erin Van Allen*

• Hello **Martin (Burger) and Albert (Joseph)**, Katie (Hollahan) celebrated **the kitchen** for the great work on the Christmas breakfast and bringing holiday cheer to our staff on several other days. She mentioned the colored deviled eggs as an example. Thank you for your efforts ! We all appreciate it so very much! Thank you, *Sabine*

• Hello **Britney (Plath)**, Sarah Mellish celebrated you during our status update for you work on our Bylaws. Thank you for creating a fully "tracked changes" version of our document. This has been very helpful. Thank you, *Sabine*

• This is a celebration from Steve Nicholls, Manager at Family and Children's Services, for Sydney Sheppard, our MSW with the Crisis Team. 'Hello Chrissy and Sydney. I wanted to thank you both again for Sydney's presentation. Sydney, everyone loved your presentation on Friday. You hit the mark on everything. Your presentation made us better understand certain behaviors we see daily from our service users. You had the perfect blend of academic and hands-on information. Much appreciated!"

• Congratulations to **Brianne Vecchiola, RN ICU (Nov 2024) and Rachel Blair, RN, resource team (Aug 2024)** who have successfully completed the PRH Critical Care Orientation for ICU which involves theoretical knowledge, skills, unit-orientation and final exam. This dedication and commitment to professional growth and development will help us to deliver high-quality patient care in ICU. Welcome and congratulations! *Erin Van Allen*



• Each November, staff at Pembroke's Northern Credit Union contribute financially to the creation of three gift baskets to raffle off.

Tickets are sold at a cost of 3/\$5 with all proceeds supporting the SHARE (Self Help through Awareness, Recreation and Entertainment) Program facilitated by Mental Health Services of Renfrew County. This year, the raffle raised \$401. SHARE Program Coordinator **Helen Mcleod**, combined this donation with others for a total of more than \$900 which covered the cost of a delicious



Christmas Dinner for more than 80 SHARE and Social Recreation clients. Amazing job Helen!

• The Senior Leadership Team would like to celebrate **Jordan Schoenfeldt** who toured the hospital as "Santa" on Christmas Eve, spreading Christmas cheer. The team would also like to celebrate the PRH carol singers - **Jeremy Connor, Paul Newman, Peter Payton, Renee Therrien, Ayla Dery and Jamie-Lynn Hunt** who brought festive tunes an enthusiastic spirit to all areas of the hospital on December 24th . Thanks to all who brought the spirit of Christmas to patients, visitors and co-workers!

CELEBRATIONS

• Congratulations to **Devin Cousins, RN, ED** who has successfully completed the PRH Critical Care Orientation Program for the Emergency Department. Devin is an asset to the team and a great team player. Here's what Devin had to say about his transition to ED: The orientation process and education days were very helpful, and the staff have been kind and helpful to get me up to speed!

• Brent McIntyre celebrated **Bailey Lance-Provencal** for her excellent documentation on the Schedule 1 renovation plan for AMH. Well done! Thank you, *Sabine*

• Carolyn Levesque celebrated **Andrew Keck** for two things. She really appreciated his help with an issue on social media that was causing some concern for the hospital. It was very helpful and kind that he followed up with the patient to let them know what was being posted and subsequently those posts stopped. He also helped when an agitated visitor stopped by her office with a complaint and he immediately came down, invited the person back to his office and discussed the complaint. This visitor stopped again by Carolyn's office thanking her for the combined effort in helping him. Thank you for your tremendous support! *Sabine*



• Thanks you **Sarah Mellish and Katie Hollahan** for all that you did to make our Christmas Angel child's Christmas morning a special one. *Admin and Medical Affairs*

• Thank you **Britney and Paula** for helping to complete the Emergency Preparedness annual binder update. It was a lot of work and I couldn't have done it without you. You both took it on like your own and saved me so much time. I appreciate you both so much. *Alycia Fraser*

• Celebrating **Travis, Paulina and Emily** who assisted with a Code White. They were prompt, professional and an enormous support to me while dealing with this. They are the type of co-workers you want to have.

• Celebrating **Kelsey (EVS)** for assisting Jesse on Surgical by doing two discharges and assisting with a CDIFF discharge. He appreciated the help considering we were short-staffed.

• **Jesse Immel (EVS)** came and volunteered to help me with a couple of discharges when it got busy on 3rd Medical. Greatly appreciated. *Terry*

• Thanks to **Amber Bulmer (Finance)** for staying late on a Friday evening to ensure that the cafe, gift shop and cafeteria systems were updated to reflect the two-month tax break. The extra work you have completed by going through all the individual items to ensure they are coded correctly is appreciated. *Erin*

• Thanks to **Amy K in Finance** for helping me track the Surgical Project payments. *Lauren*

• Thanks to **Helen (DI)** for going above and beyond to help a patient with Carefor transportation and getting the correct contact information for them. *Amanda*

• Celebrating **Jessi, Rachel, Dr. Roy, Brianne and everyone else involved in the Code Omega on Dec. 11th**. The Code was run with clear communication, well defined roles, strong teamwork, compassion for family (allowing them space to see their loved one "in the thick of it"). Excellent care provided. *Kaley*

• Celebrating **Sharon Gillis (ED)** who cleaned and organized the nursing station during a quiet period.

• Rebecca, **Lori, Mary Lou and Jesse** - thanks for all your amazing team work with the discharges. I greatly appreciated the assistance and it was nice to feel the "team" thing again. Rebecca and Jesse took care of the curtains in an ISO room while Jesse took the initiative to come from his unit to help. Rebecca was very pleasant and worked hard to ensure all was done to protocol. *Lisa S.*



PEMBROKE REGIONAL HOSPITAL Christmas Season Summary 2024

The Christmas season is always an exciting and busy time at PRH as we celebrate the holidays in ways that are meaningful for both the patients and staff.

Here is a summary of holiday events which took place during the 2024 festive season.

FOR PATIENTS

- In early December, the hospital was adorned with Christmas decorations both inside and out. Thanks to all who took the time to ensure that elements of the festive season were included in all areas of the hospital in order to bring some cheer to our patients and make our work environment merry and bright.

Special mention to our Maintenance department who took it upon themselves to “catch” elves in action and post their photos for all to see, and to the Lab team who put extra effort into decorating their space and creating a warm, festive atmosphere through music, décor and lights!



Acute Mental Health

- Throughout the month of December, various holiday activities took place on the unit including Christmas crafts, a hot chocolate social hour, holiday decorating, wrapping presents for patients who were on the unit on Christmas Day, Christmas Bingo and a special Christmas Eve visit from one of our Pet Therapy teams.



Maternal Child Care

- Our hospital's first baby of 2025, Kayden Francoeur, was celebrated in an announcement on January 2nd with consent given for the local media to publish the details and share the family's birth story.

Mental Health Services

- Our ROP (Recovery Outreach Program) / SHARE held their annual Christmas meal, with one in Pembroke and one in Renfrew.

In total, the two events provided over 100 meals to clients, as well as the opportunity to connect and celebrate together as a group.

- Our Recovery Outreach Program also held a Christmas raffle this year, in place of the previously held silent auction for which donations were received (non-perishables, personal hygiene items, mitts/gloves/hats, etc.). These items were organized into gift baskets and provided to the raffle winners.
- Last year, we delivered 158 meals to clients located from Deep River to Cobden! For the same geography this year, the Crisis team and a few other community workers delivered a total of 220 Christmas meals. The teams shared some nice anecdotes about the deliveries and smiles on the clients' faces when they opened the door to receive a hot meal.

Spiritual Care

- On December 3rd, our Spiritual Care Coordinator Garry Engler helped facilitate a sing-along on our Acute Mental Health unit, featuring a number of Christmas songs and other music. Garry was accompanied by Lorne Goudie, one of our on-call Protestant clergy.
- On December 6th, Garry hosted a Christmas carol sing-along in the Rehab dining area for Rehab patients and family members. One of the Rehab patients accompanied Garry with beautiful music on the harmonica.

FOR STAFF

- The Staff Association's Christmas Dinner and Dance was held December 7th at Germania Hall. The event featured a catered roast beef dinner, prizes, late lunch and a DJ, and was attended by approximately 270 staff and guests.



- During the week of December 16th, we hosted a Christmas Spirit Week featuring: Christmas Movie Day, Festive Footwear and Christmas Accessory Day, Ottawa Valley Christmas / Plaid Day, Gingerbread vs Candy Cane and Holiday Sweater Day.
- On December 17th, the Staff Association conducted 30 Holiday Bonus Cash draws, awarding each winner with \$50 cash.



- On December 19th, in conjunction with the first day of the holiday breakfast for the health care team, a digital photo booth was set up in the cafeteria along with a variety of holiday-themed props for all to enjoy.



- On December 19th and 20th the hospital hosted a free holiday appreciation breakfast event for our health care team featuring scrambled eggs, bacon, a croissant, a fruit cup, hashbrowns and orange juice or coffee. Staff working evenings and nights both days received vouchers to redeem in the cafeteria at another time. A huge thank you to our Food Services team for coordinating the event and ensuring smooth delivery of all the meals over the two days, and to the members of our Management team and Senior Leadership Team who assisted with meal serving duties.



- On December 20th, a group of our surgeons and anesthesiologists (Dr. Erika Lee, Dr. Paul Lavigne, Dr. Chris de Jesus, Dr. Scott Murray and Dr. Colleen Haney) released a special holiday video featuring their own lyrics set to the tune of Winter Wonderland.
- As a token of appreciation for the work of the entire health care team, the hospital purchased PRH branded fleece travel blankets in black and navy blue as a gift for all staff, physicians and volunteers. A total of 1,100 blankets were distributed, many by members of our Senior Leadership Team on December 20th in advance of the holiday weekend.



- On December 23rd, PRH President and CEO Sabine Mersmann issued a Christmas video message to all staff, physicians and volunteers.



- On December 24th, “Santa” brought some holiday cheer to staff throughout the building as he visited the floors and handed out candy canes.
- On December 24th, IT team members Paul Newman, Jeremy Connor, Peter Payton, and Renee Therrien were joined by Ayla Dery and Jamie-Lynne Hunt made rounds throughout the building singing some Christmas carols for staff, patients and visitors.



- All staff working all shifts on Christmas Day and New Year’s Day received a \$5 PRH gift card to be used in the cafeteria, the Mural Café or the Sunshine Gift Shop.

FOR OUR DONORS

- Board members of the PRH Foundation were each given a list of 2024 donors to call in December and personally thank them for their gifts.
- A special Christmas message ran on myFM Pembroke wishing the community a Merry Christmas and thanking donors for their support in 2024.
- The Foundation sent a “Thank You” and “Happy Holiday” email to their entire database – over 15,000 individuals.
- The Foundation posted Merry Christmas and Happy New Year messages on social media - over 5,500 followers
- The Foundation held a year-end calling campaign in conjunction with “Giving Tuesday” where over 300 calls were made and over \$20,000 was raised!

GIVING BACK TO OUR PARTNERS AND THE COMMUNITY

- Once again staff and physicians teamed up with the OPP and Family and Children’s Services to support 50 local Christmas “angels” in need through the local Angel Tree Program. Everyone enjoyed being able to help fulfill the wish lists while giving back to the community!
- On behalf of our healthcare team, close to 100 Christmas cards were sent to community and health care partners.



COMMUNITY GIVING

- A huge thank you to myFM Pembroke and local businesses who sponsored Project Poinsettia after Mike Lavigne from Hustle & Heart 104.9 myFM delivered 17 beautiful pots of flowers to our hospital December 9th. They were distributed to five patient units and were greatly appreciated by staff and patients as they made the space more festive!
- Our Mental Health Services of Renfrew County Crisis Team expressed their gratitude to Pembroke's Mega Binz Steals & Deals for their huge toy donation this holiday season. The toys were going to be distributed to children in Renfrew County whose families are supported by the team.
- On December 16th, representatives of the Our Lady of Sorrows Catholic Women's League delivered 21 bags of baby layette bundles to our Obstetrics unit for local moms in need.



MISCELLANEOUS

- For the first time ever, the Pembroke Regional Hospital Auxiliary hosted a holiday-themed pop-up gift shop at the Pembroke Mall, originally scheduled for just Black Friday weekend and then expanded to include December 7th, 8th, 14th, 15th and 21st.



With approximately \$16,000 in sales over the eight days, the shop welcomed both new and familiar customers, with many people surprised by the variety and quality of the products offered.



Foundation News

Pembroke Regional
Hospital Foundation



Fondation de l'Hôpital
Régional de Pembroke

Presented By



Catch
the Ace



\$170,000.00



Lottery License RAF1411739



Smile Cookie Campaign Raises Over \$12,000!

Thank you to everyone who participated in the *Holiday Smile Cookie Campaign*, volunteering, purchasing cookies and spreading the word to friends and family!

Together, we raised an incredible \$12,371 for a new pediatric crib right here at the Pembroke Regional Hospital!

An incredible 16,495 cookies were baked, decorated and purchased between November 18th and 24th at the three Tim Hortons locations in Pembroke and two in Petawawa.



Anna Sallafranque, Obstetrics

"We would like to thank all on the Obstetrics unit. They changed our lives forever by safely bringing our beautiful daughter into the world. We would like to specifically point out the care we received from Abbey who helped me labour all through the night and to Anna who brought it all home. Thank you from the bottom of our hearts."

Hannah Bogacki, RPN, Surgical

"Thank you for the terrific care with my surgery and recovery."



Kateri Crozier, Physio

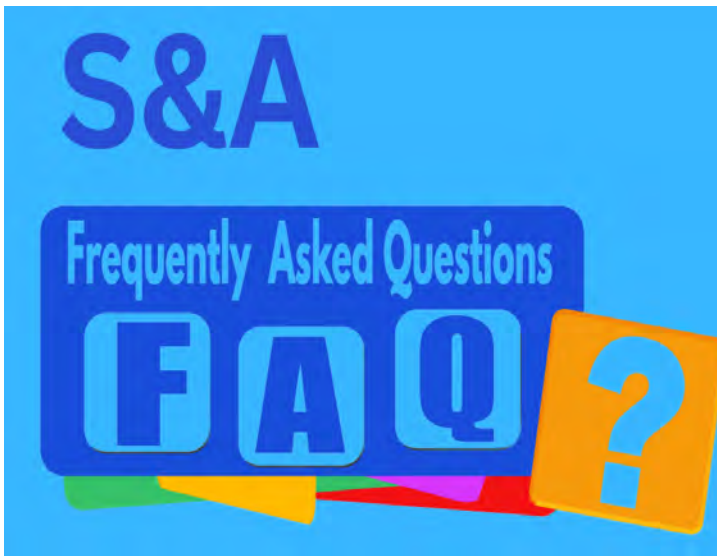
"Thank you so much for everything that you do to keep your patients healthy and active. Your kindness, compassion and expertise are so valued."



Dr. George Mathew

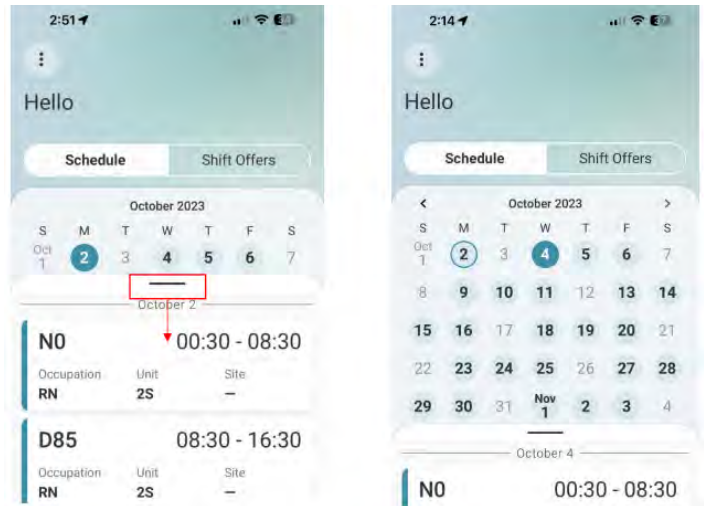
"It's because of you that I have a foot to walk on. You cannot imagine the life you've given back to me and I will forever be grateful. Thank you so much."





Q. How do I expand the mobile app calendar?

A. You can expand the calendar by holding the divider between the calendar and the shift and scrolling down until you see a 5-week timeframe.



Q. How do I refresh my mobile app calendar?

A. The calendar refreshes every 5 minutes. You can force a refresh by selecting the Shift Offer tab and then back to the Calendar tab.

Q. How do I advance the calendar so I can view available shifts for the next 5 weeks?

A. After you expand the calendar, back and forth arrows appear. Select the back and forward arrows to go to the previous or next 5-week period.



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/letsstalk

Bell
Let's Talk
January 25



PRH Staff Association Treat Day

Featuring One of Andrea's Homemade Donuts

Distribution Time/Location:

Thursday, January 23rd,

11:30 a.m. - 1 p.m.

(PRH Cafeteria - The Lunch Box)

Pre-Order Deadline - Everyone must pre-order. Thurs., January 15h, 4:30 p.m.

All Pre-Orders Must Be Submitted Through Forms

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

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

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

Emergency Preparedness

2025 Code of the Month Schedule

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