

Today's Take-Aways

Code Grey – Network Infrastructure

- As part of the follow up to the Code Grey cybersecurity incident, we will be gathering feedback from the event through various mechanisms in order to create a “lessons learned” resource document. Given that a lot of great work and work arounds took place, this is a great opportunity for us to improve our planning based on lessons learned.

- At today's Management meeting, gratitude was expressed to be shared with all teams for their response to our Code Grey situation, noting that it has been a tough couple of weeks with many doing an incredible amount of work that helped ensure a positive outcome in the end.

Project Horizon (*Epic*)

- A number of subject matter experts across the organization who are part of Project Horizon working groups are starting to have access to Epic Sandbox which is a test environment for the different modules.



- Most departments/units should now be having regular dedicated Project Horizon huddles in order to learn more about what aspects of implementation are being worked on in their areas. An Epic section has also been created on each Lean board in order to track the work being done.

Lunch with the CEO

- On June 16th, Sabine was joined by four staff for lunch and conversation. Discussion points and shared information included the following:

- Staff expressed that it would be nice to see the creation of an accessible walking path between the Bell Street staff parking lot and Tower D lot adjacent to the helipad. It was noted that this request could be incorporated into discussions around future parking plans for that area of the hospital.

- Staff shared their concerns around aspects of the hospital's S&A app, particularly in regards to how shifts are awarded. It was noted that there might need to be a staff feedback mechanism put in place to determine where more education and clarification on the app might be helpful.

- Staff also expressed ongoing concerns around the functionality of Office 365 and the challenges in fully understanding its use. They expressed that we are living in both the old world and the new world for file storage and using applications.

There will be further investment in IT in order to assist the teams in creating file storage and facilitating education.

- Staff noted that they enjoyed the meditation sessions that had been held in the Chapel during the pandemic and would like to see these return. It was noted that this request will be forwarded to the Wellness Committee as they are seeking feedback on activities of interest to staff.

Today's Take-Aways Continued

- It was noted that there are a good deal of educational offerings for clinical staff and that it would be helpful to have access to an education calendar that not only includes education available through PRH but also through partners such as Algonquin College and The Ottawa Hospital.

- It was also noted that the improved visual aspects of the hospital are appreciated such as fresh paint in a number of areas and all of the spring flowers and greenery that have been planted throughout the property.

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.

Prevention of Violence in the Workplace Committee

• A thorough investigation has now been completed following the recent incident of violence that took place in our Emergency Department. An action plan with key recommendations has been developed that will be broadly shared. To support the implementation of these recommendations, dedicated working groups will be established.

Other Committee updates include:

- The working group focused on controlled access to the ED has reviewed the door and phone system currently in use in the Surgical Day Care (SDC) unit. Based on their assessment, they are recommending that the same system be implemented in the ED to enhance safety and access control.

- Work continues on improved practices related to restraint use and education.

- A new report to collect and analyze Code White data is being created, supporting better incident tracking and response planning.

While additional frontline staff have now joined the committee, they are still seeking representation from Medical and non clinical departments. If you are interested please speak with your Manager.

Trillium Gift of Life Network (TGLN)

• In June, we received eight notifications. While these notifications were not suitable donors, we know that every notification matters, and we would like to thank the following staff for allowing the opportunity for organ and/or tissue donation to be assessed:

Kiana Yemen (ED), Katie Kourie (ICU), Kailyn Barr (Medical), Eric Lee (Medical), Kristie Warren (Medical), Crystal Kranz (Rehab), Bailey Berniquer-McDonald (ICU) and Caitlin Morrison (ICU)

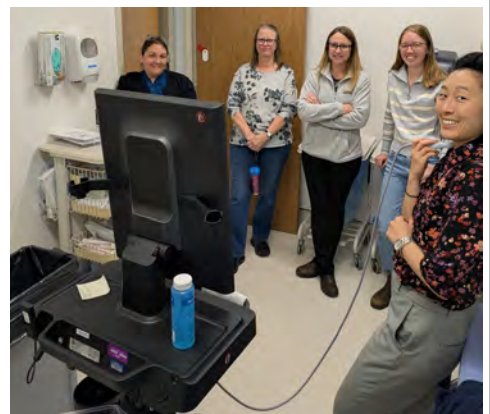
Departmental Updates

Ambulatory Clinics

• In May, Medical Day Care upgraded their ultrasound machine to the newest model. Staff are amazed with how crisp and clear the display is and they are impressed with the new functionalities and scan options.



• Early this year, Ambulatory Clinics obtained funding for a new bladder scanner to be used for our busy outpatient urology clinics. Staff are excited to have a dedicated scanner and are already seeing an improvement in patient care and efficiency.



Today's Take-Aways Continued

Education



• On July 4th, members of the Pembroke Family Medicine Teaching Unit participated in a successful High-Fidelity Simulation Session led by Dr. Needham-Nethercott from the ICU. This event was made possible through the generous support of Algonquin College's Dean Angela Rintoul, and Nancy All Haddad, who provided access to the Simulation Lab, as well as the collaboration of Dr. Szczepanik from our Emergency Department and Erin Van Allen from the Education team in facilitating the sessions.



The importance of simulation training lies in its ability to offer clinicians realistic and immersive experiences that enhance their decision-making, clinical skills, communication, and teamwork, all while building confidence in high-pressure medical scenarios. This approach is vital for improving patient safety within healthcare environments. During the session, participants encountered critical situations requiring immediate medical intervention, including anaphylaxis, bradycardia (dangerously low heart rate), respiratory distress with hypoxemia (low oxygen levels), and the assessment of risk factors by analyzing the patient's current condition alongside their medical history and medications.

• On June 25th as part of Operating Room emergency preparedness, 14 team members reviewed Code Omega. This included initial clinical and non-clinical steps, a review of order entry, and types of blood products and medications in this context. A change initiative was suggested for a trial of a "Code Omega" emergency bucket in order to streamline the process and co-locate resources and important information into one place.



Human Resources

• Welcome to the team! Here is a list of those who joined us in June:

Emily Hoffman (Maintenance), Celeste Lebel (Mental Health Services), Ashley Aroz (Medical), Ange Megane Tsague Meyou (Medical), Noelle Rush (Medical), Lydia Barr (Auxiliary Gift Shop),

Josee Trudel (Mental Health Services), Emily Bourne-Tanguay (Auxiliary Café), Alexis Ott (Auxiliary Café), Melissa Jinks (Acute Mental Health), Dilankumar Patel (Medical Device Reprocessing),

Alyssa Schiemann (Clinical Resource), Bailey Morrison (ICU), Jeris Johnston (Pre-Admission Clinic), Tamlyn Wall (ICU), Sean Tallon (Health Records).

Today's Take-Aways Continued

- We're excited to launch a new way for staff to share feedback on their experiences with HR. Starting the beginning of next week, all HR team members will include a short survey link in their email signatures.

This quick, anonymous survey gives you the opportunity to let us know what's working well and where we can improve. Your input will help us enhance the support we provide across the organization.

Keep an eye out for the link in HR emails - we'd love to hear from you!

Medical Affairs

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

- Dr. Cameron Leafloor will be joining the Critical Care (ICU) and Emergency Departments on a full time basis starting tomorrow (July 11th).

- On June 21st and 22nd, our hospital's Medical Affairs Team, alongside Dr. Chinmay Roy from the Emergency Department had an incredibly busy and rewarding time at the International Medical Graduate (IMG) Expo and Conference in Toronto!

Over two packed days, they engaged in meaningful discussions, built valuable connections, and shared insights with a vibrant community of IMGs.

They were thrilled to meet a few promising potential physician recruits and connect with many medical learners who may soon be joining us for rotations at PRH!





NINE & DINE 2025

ISLAND BRAE GOLF CLUB

7388 RTE 148, CHAPEAU, QUEBEC JOX 1M0

SUNDAY, 7 SEPTEMBER, 230PM

**Deadline to
purchase:
August 29**

\$50

LIMITED QUANTITY

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

No Refunds
No Exceptions
(Unless event
cancelled)

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

Register here: <https://forms.office.com/r/5JGvTXuQDG>
Questions? Contact prh.staffassociation@prh.ca



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

Supporting Local Families With Our Spring Memorial Service

On June 8th, approximately 70 family members of former patients who died in our care joined us for a special memorial service at Our Lady of Lourdes Church. Hosted by our Garry Engler, our Spiritual Care Coordinator, these non-denominational services are held twice annually featuring the reading of names of those who have passed with an opportunity for family members to light candles in their remembrance.

With the involvement of local clergy and a reception that follows in the church hall, it's a touching way for us to reconnect with the families of those who were in our care and to reminisce and honour their memories. In fact, many family members have expressed their thanks for this service over the years, even if they aren't able to attend.

I particularly enjoy being part of these services and having the opportunity to meet with families, learn more about their loved ones and let them know that our hospital hasn't forgotten them.

Anecdotally, I also get to hear some wonderful feedback about our health care team and the care that you have provided. Shared with me on this occasion were details about the compassionate care that was provided in our Emergency Department as staff supported a family member in their final hours of life and how another received great care within our Surgical program.

Exciting Summary of The Work Being Done By Kids Come First

On June 9th, I was excited to be part of the Annual General Meeting for Kids Come First, a collaborative of more than 70 organizations; youth and family partners; nearly 1,100 physicians; and many other individuals including children, youth, and families working to connect high-quality care for children and youth in the Champlain region in order to simplify their journey across the health and social system, providing them with easy access to the right care, at the right time, in the right place.

It was a great opportunity to learn about many of the great initiatives underway including expansion of vaccination clinics in the region, expanded work on the availability of home and community care for pediatric patients and how an expanded scope of practice for Personal Support Workers may benefit our region's young patients and their families.

As Co-Chair of the Kids Come First Regional Pediatric Surgical Initiative, I provided an update on our Surgical partnership with CHEO and our go-live experience. As part of this I also shared a video testimonial from our OR team which was very well received and those in attendance appreciated hearing such positive feedback.

In terms of our expanded involvement, we are one of 12 hospitals that have put together a joint submission to Ontario Health offering to help alleviate Surgical wait times for pediatric patients by taking on cases outside of CHEO.

Currently CHEO has a wait list of 3,000 patients awaiting non urgent surgeries and this proposal could help eliminate the existing wait list within two years if approved, so more to come!

An Open Invitation To Join Me For Lunch

Since launching the monthly Lunch with the CEO communications initiative in the fall of 2023, close to 100 staff have accepted an invitation, joining myself and staff from across the organization for a catered lunch and conversation around their roles, what they enjoy most about their job and where there is room for improvement.

Last fall, we surveyed past participants to determine if the program still has value and met their expectations.



Many appreciated the informal format and the opportunity to get to know me and their co-workers on a more personal level, while having a chance to share information, ask questions and know that they were being heard.

While, to date, participants have been selected from those who have been celebrated in various ways, with a few asking to take part, we would really like to extend the invitation to anyone who would like to take part and share their work experiences in a casual setting.

In fact, previous participants said the lunch is a great way to meet others, bring forward new ideas, highlight aspects of your job that you are passionate about, or just ask question about the hospital and the way things work – often you aren't the only one wondering.

To put your name forward for an upcoming session, please email pr@prh.ca. I look forward to have you join me!

PRH Benefits From Jason Blaine Charity Golf Classic

On June 18th, I was pleased to have been invited to join Algonquin College as a participant in the 11th annual Jason Blaine Charity Golf Classic at the Pembroke Golf Club, an event that annually benefits our hospital along with many other local charities.

In fact, last year's tournament saw the fundraising cross the one million dollar mark and the support of more than 60 charities in the past decade.

In those 10 years, our hospital's share of the fundraising proceeds has amounted to \$59,625! We are truly grateful for fundraising events like this and for the work that is done behind the scenes in order to support so many in our community.

Special Thanks To Harvey's Pembroke

To continue on the theme of gratitude and appreciation, I want to take a moment to recognize the team from Harvey's Pembroke who catered our entrees at our June 25th Staff Appreciation BBQ.

We first partnered with Harvey's for our annual staff appreciation BBQ in 2017 as a way of reducing the workload for our own Food Services team so that they had more time to enjoy the BBQ and be appreciated as well.

In 2020, in the height of the pandemic, Harvey's not only adapted their processes in order to enable us to continue with our BBQ despite COVID-related restrictions, but they also covered the cost as a thank you to our health care team. Since then, they have committed to providing the entrees and their service at no cost to us each year as one way of giving back to their community.

New EDI Video On Inclusion

As part of a series of videos our Equity, Diversity and Inclusion Committee is creating, I was excited to view the one that launched this week featuring 11 members of our health care team sharing what inclusion means to them.

I couldn't be prouder about the unscripted responses that came from our staff, physician and volunteers as they spoke about our organization, their own teams and their individual experiences. Thanks to all who volunteered to participate and we look forward to more videos depicting various aspect of our EDI journey.

Ministry of Health Webinar Shines Light On Future Direction For Ontario's Hospital Sector

I wanted to share that on May 29th, Scott Coombes and I participated in a Ministry of Health webinar which focused on the current state and future direction of Ontario's hospital sector. The session acknowledged the significant financial and operational pressures hospitals are facing across the province, including rising costs, aging infrastructure, and increasing patient demand.

To support this, the government is introducing a multi-year strategy. Key elements include:

- *Up to \$1.1 billion in new funding for 2025-26, including base increases and one-time support for surgical services.*

- Stronger governance and accountability, with new expectations for hospital boards.
- Enhanced oversight of hospital finances, especially cash flow and debt management.
- Targeted improvements in Emergency Department wait times and Surgical capacity.
- Collaborative planning with Ontario Health to develop recovery plans tailored to each hospital's needs.

The Ministry is committed to working closely with hospitals to ensure high-quality, accessible care continues across Ontario.

We expect to receive our own detailed funding information for the Fiscal Year sometime in July. Based on what we've heard from the province, we are anticipating few increases while also recognizing that we need to make a significant financial investment in Epic. All this to say that the next few years will likely be tight financially. We will share more details with you once we have them.

Incident in the ED

I want to speak a little about the incident of violence that occurred in our Emergency Department overnight on June 20th that resulted in the injury of one of our staff at the hands of one of our patients.

First, I want to say that we are all wishing our team member well and we are keeping them in our thoughts. I also recognize that this incident has affected many others - both directly and indirectly. As you know, the safety and well-being of all of you is our highest priority.

I am so very grateful to the staff who responded quickly and supported their colleagues during this challenging time. Your compassion, courage and teamwork are deeply appreciated.

We are doing a thorough investigation and we are committed to learning from this incident. We will share the findings and recommendations with all of you when they are available. This incident will also be reviewed at our Joint Occupational Health and Safety Committee and our Preventing Violence in the Workplace Committee in order to gather further recommendations and feedback.

For those of you who may need additional support, at any time, please do not hesitate to connect with our Family and Employee Assistance Program (please see below), your manager, or others in our organization.

Log in to Homewood Health, your Employee and Family Assistance Plan at www.homeweb.ca using the one-time invitation code PRH174.

Code Grey

As you will have seen in our latest memo update, the investigation is now 100% complete with no evidence of exfiltration or compromise of any kind of private data. This is fantastic news!

Through meetings with the cybersecurity experts who have been guiding us through this experience, we have learned that we are truly fortunate to have stopped the attack in stage two of what is typically a five-stage process.

With our external internet now open, we are reassured knowing that our systems are being monitored closely 24/7 by a team of experts who were able to quickly mobilize and get us through this.

In turn, they have praised our own IT group and others who assisted in providing everything they needed in order to carry out the full investigation in an extremely expeditious manner.

It was truly a great collaboration with a rare, positive outcome.

In the days to come we will be planning to host a full debrief as well as a celebration to acknowledge all your contributions, hard work, and patience.

PRH Receives The Using Blood Wisely Hospital Designation

In terms of celebrations, I would also like to recognize the work of all involved in helping our hospital achieve the designation as a Using Blood Wisely Hospital.

In particular, I would like to acknowledge the Medical Quality Improvement Committee and Dr. Amanda Williamson for leading this improvement.

The Using Blood Wisely Hospital designation symbolizes a commitment to red blood cell stewardship and to the continuous pursuit of quality improvement by reducing unnecessary red blood cell transfusions. In achieving this designation, we are now part of a select group of 160 hospitals that is making a difference for patients, donors and Canada's blood supply.

Our participation in this program will also count as an organizational quality improvement initiative when we are next up for accreditation.

Physician Recruitment Efforts Ramp Up

In late June, our Medical Affairs Team, along with Dr. Chinmay Roy (ED) who took time out of his busy schedule to assist, had an incredibly busy and rewarding time at the International Medical Graduate (IMG) Expo and Conference in Toronto!

Over two packed days they engaged with a large number of promising potential recruits while also connecting with many medical learners who could soon join us for rotations.

This premier event focused on addressing the needs and challenges faced by International Medical Graduates (IMGs) and Internationally Trained Physicians (ITPs) seeking licensing, employment, and educational opportunities in Canada's healthcare sector.

In other recruitment news, we have seen increased interest from our local municipalities in being part of physician recruitment efforts. This started with the Community Week activities and their engagement with the first year Medical Students. The City of Pembroke's new Investment Attraction Officer has now reached out to us expressing interest in hosting a welcome event for the new Residents that will join the Pembroke Family Medicine Teaching Unit this fall. All of this is great news for the region and the future of primary care for its residents.

Education Sessions Promote Engagement And Enlightenment On A Variety Of Topics

I wanted to express my appreciation to Tasheena Sarazin for her June 27th presentation on the significance of Tobacco and song in Indigenous culture. Unfortunately, due to the work involved with Code Grey I was only able to attend a small portion of the presentation, however, I found it to be engaging and informative, and I heard anecdotally that those in attendance also found it to be very educational.

Thanks to the EDI (Equity, Diversity and Inclusion) Committee for hosting educational sessions like this for our health care team.

Tomorrow, we will welcome in Julianna Morin for a half-hour lunch and learn session on equity, diversity and inclusion in our health care system for members of the 2SLGBTQIA+ community.

A Fond Farewell To Renfrew-Nipissing-Pembroke MPP John Yakabuski

Lastly, I forgot to mention last week that I had the honour of attending John Yakabuski's retirement dinner on June 20th held at the Rankin Culture and Recreation Centre. It was a great opportunity to connect with our Minister of Health, Mayors, Councillors and many others who have supported John throughout his career while sharing memories, stories and recognizing the achievements of our former MPP.

Upcoming Recognition and Celebration Dates

Civic Holiday - August 4

World Suicide Prevention Day - September 10

September

Air Ambulance Week - September 9-15

Labour Day - September 1

Environmental Services and Housekeeper

Grandparents Day - September 7

Appreciation Week - September 14-20

2SLGBTQIA+ Lunch & Learn With Julianna Morin

Date: Friday, July 11th, 2025

Time: Two sessions available -
12 p.m. and 12:30 p.m.

Location: PRH Board Room (C142)

Learn About

Using Dr. Tema Okun's (2021) framework for the antidotes to white supremacy culture, participants will be supported to identify the ways in which their own relative, unearned privileges - especially gender identity and sexual orientation - impact social justice in healthcare settings.

The essential takeaways are:

Inclusion, equity, access barriers in healthcare are:

- assumptions
- bias
- panic
- systemic "business as usual"

Inclusion, equity, access in healthcare is:

- right information from those with living experience
- empathy
- problem-solving
- challenging "status quo"

Julianna Morin (they/she), MSW/RSW will use their experiences as a queer mental healthcare provider, and as someone receiving various healthcare supports, to address equity, inclusion, and access for 2SLGBTQIA+ community members in our local healthcare systems.



**PLEASE
BRING YOUR
OWN LUNCH!**



PRESENTS

SIP STIRS

JULY 16, 2025

13:30-16:00



**TREAT OF THE MONTH
PRH CAFETERIA**



**STAFF ASSOCIATION MEMBERS CAN RECEIVE ONE OF THE
FOLLOWING OPTIONS:**

- TWO POWER BALLS (MONSTER BALLS OR VEGAN DATE BALLS)
- BOBA FRUIT TEA (STRAWBERRY, PEACH, OR DRAGONFRUIT)
- BUBBLE MILK TEA (STRAWBERRY, MANGO, BANANA, OR COCONUT)

Beverages may be topped with tapioca, jellies, or poppings!

**NO PREORDERS
REQUIRED**

**JOIN STAFF ASSOCIATION
MEMBERSHIP FOR \$2.50
EVERY PAY PERIOD - VISIT HR**

CELEBRATIONS

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

- Thanks to **Tanya Parker (Staffing)** for being open and willing to jump on the opportunity to support her clinical colleagues in their workforce planning activities.

- Thanks to **Courtney Smith (HR)** for all the work she did in preparation for the install of the Recharjme Cabin and for all of the continued follow up on concerns/questions that have been raised. *Bailey*

- Thank you **Christine (Medical Records)** for coming down to help with registration on the ground floor until support staff arrived at 8:15 a.m. It's not always easy to drop what you are doing to come and help. You are greatly appreciated.

- Celebrating **Stephanie and Frely (Surgical)** for always bringing a positive attitude to work. Patients express how much they enjoy the care they receive from them. They are excellent at collaborating with the health care team and are such a great addition to the Surgical team.

- Thank you **Maddison K (Medical)** for going through our supplies and setting aside all the expired items.

- Thanks to **Jen (IPAC)** for sitting with a confused patient on Medical while the floor was busy.

- Celebrating **Debbie from Environmental Services** for coming up to 3rd Medical to help with discharges. I couldn't have done all of them when I had a Cdiff discharge to do. *Bonnie*

- Thanks to **James from Environmental Services** for helping me in the ED when I had over five beds. It was greatly appreciated. *Rebecca*

- Huge thanks to **Terry from Environmental Services** for coming up to 3rd Medical to assist with discharges. Terry was FLTMM and was pulled into Rehab. However, he still made an effort to check in with me and help with discharges. *Jesse*

- On May 1st, the ED team celebrated and recognized the work of their **physicians** whose hard work and dedication in providing care is always exemplary.

- On May 1st, Physio thanked **Joelle, GB, Kateri and Shawn** for all their work covering knee and hip classes and prehab.

- Celebrating **Clinical Educator Ayla Dery** for getting a TV for a patient to watch. Her compassion is greatly appreciated by all AMH staff.

- Thanks to **Liv (Clinical Extern)** from Jaden on AMH for all the amazing work that she does. She has so much compassion and eagerness to learn and will be a fantastic nurse.

- Clinical Administration celebrated the **Staff Association** for coordinating such a wonderful and fun paint night.

- I would like to celebrate **Heather Macmillan** for assuming leadership for the IPAC team as part of her portfolio until we find a replacement manager. Your support for this program is greatly appreciated! *Beth*

- A shout out to **Annette Davidson** for assuming the role of TGLN lead within her patient flow role. We appreciate that this is a good fit within your portfolio and truly value your help in taking this on. *Beth*

- I would like to celebrate **Julie Howarth** for the amazing job she has done to help get 2A ready for patients. Thank you, *Tammy Donahue*.

- Hello **Jeremy Connor**, I want to reach out to thank you personally and on behalf of the Hospital for raising over \$2,700 this past Saturday for the hospital. In total over four years your event has raised \$7,262. This is truly amazing, and we want to thank you for your tremendous support. Well done!

Sabine

CELEBRATIONS

• A celebration from Hawkesbury and District General Hospital: I just wanted to extend a very big thank you for your team's support of HGH as we encountered a difficult situation last week with our wall suction capabilities. Your team's support and quick action to access portable suction has allowed us to return to full normal activity within 24 hours. We hope to have full resolution in the next few weeks. Please extend our thanks to your teams including **Monique Lafrance Fleury and Jacob Dickerson** who made the connection with CHEO to send what they could.

• Hello **Alycia Fraser and Terra Bouliane**, Katie Hollahan celebrated you for your assistance with the conference and recruitment efforts. I hear great things about how helpful all of you were and the success in attending this, thank you so much! Thank you, *Sabine*

• Hello **Renee Therrien**, Brent McIntyre celebrated you for your courteous, professional and action oriented behavior. I must also say that I fully agree with him, I was impressed by how you handled our calls last week. Thank you for demonstrating the hospital values especially commitment and collaboration. Well done! Thank you, *Sabine*

• I would like to sincerely thank the **Ambulatory Clinics Team** for their efforts and hard work during the Code Grey. Without the team pulling together, we would never have provided almost uninterrupted service to our community. Special thanks to **Connie Young, Lori-Lynn Phinney and Karen Lavigne Isabella Gervais (Medical Records)** for hand registering every patient and letting me know when things were missing. Thanks to **Colleen Gribbon (Diabetes) and Lise Vaillancourt (Stroke Prevention)** for helping whenever needed. Thanks to **Systemic Therapy- Sandy, Lisa, Marcey, Mya and Pharmacy** for working with limited connectivity to getting treatments to our patients. Thank you to the **RPN team (Lisa, Michelle, Andrea, Kaitlyn, Holly, Briar, Linda and Greg)** for rolling with the punches and making sure the clinics kept moving. Thanks to the **diabetes team (Jenny, Nancy and Ann)** for finding innovative ways to see patients for the care they need. It makes me so proud to have you all on my team and thanks again for your patience and all the sweat, tears and handwriting practice you put in over the last week. *Julia*

• Melissa Campbell would like to celebrate **Alycia Holt and Hilary Silliphant (Medical Records)** for their coverage of the Orthopedic Fracture Clinic during Code Grey. They made sure everything ran smoothly and the next week was ready despite many obstacles!

• A BIG congratulations to **Lauren Anderson** for successfully passing her NCLEX examination! We are so happy and proud of you, Lauren, and wish you all the best in your next chapter as a RN! *Heather*

• I would like to celebrate and acknowledge **Sarah Mellish** for her leadership throughout our recent Code Grey Command Centre meetings. Sarah truly lives out each one of our hospital values – she was Courageous, Collaborative, Committed and Compassionate. As I observed Sarah's professionalism, leadership and skills; it was incredibly inspiring and educational for me ~ PRH is very lucky to have you! *Laurie Tomasini*





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. 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 2 hours after the start of the shift. Shift bids are

awarded in accordance with the respective local collective agreement.

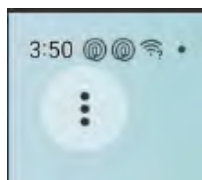
ONA shift offers have been placed until October 4 and are available for bids in S&A and on the mobile app.

CUPE shift offers have been placed until August 23 and are available for bids in S&A and on the mobile app.

Q. To whom do I direct my questions regarding shift offers and awarded shifts?

A. Please email the Staffing Team at hr.staffing@prh.ca

We are excited to share that with the recent enhancement for S&A, a new version of the LGI Scheduling app is now available for download.

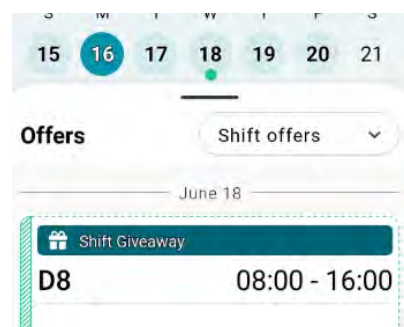


Please ensure that you update your app to **version 1.1.0**. To confirm you have the most up-to-date version, open the app and tap the three stacked dots in the top left corner to view your current version.

With this updated version, you will now be able to **view and bid on shift giveaways** directly in the LGI Scheduling mobile app. Shift giveaways are clearly identified and distinguished from regular shift offers with a shift giveaway banner. (See image at right)

If you do not have the newest version of the app, the shift giveaway banner will not appear on the shift giveaway offer.

Another feature added to the LGI Scheduling Mobile app is Messages. Depending on the preferences that you have selected in S&A, you will be able to view your messages from your dashboard in the app.



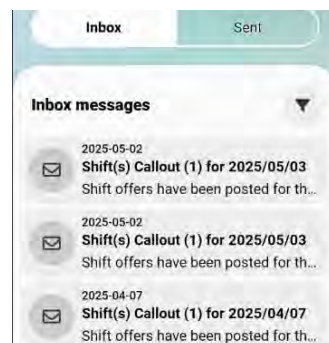
To view your messages, select the mail icon in the top right corner in the Mobile App.

Please update your app as soon as possible to take full advantage of this new functionality.

As a friendly reminder, shift offers are currently out for all known vacancies for both CUPE and ONA for the posted schedules.

If you are available to work, please bid on the active shift offers.

If you can only work a portion of a shift, please reach out to your staffing clerk to make them aware and a shift offer may be set out for bidding.



TAKE AN ENERGIZING BREAK

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

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



Enjoy a break...

Massage Chair

Light Therapy

Nap

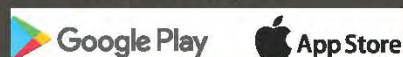
Meditation



Free to use
for all
staff.

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

1. Download the free
mobile app on



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



3. Book a session on the
mobile app



Mock Code Green On 2nd Medical - June 18, 2025



GovDeals
A Liquidity Services Marketplace



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

CONSTRUCTION CORNER

Tower A:

- *Cancer Care Project:* Received the condensate heating line proposal from WSP.
- *Surgical Day Care Project:* In A106, A107 and A108, the cooling system was started up and commissioned. The fire alarm verification was also completed. Final painting and the installation of the electrical and data receptacles took place. We are now waiting on inspections from the City of Pembroke Building Inspector and the Electrical Safety Authority in order to be cleared for occupancy.
- The grounds were rehabilitated outside by the Physician Lounge and off the Cafeteria Deck.
- In the 3rd floor mechanical room, the steam condensate from the relief valves was piped to drains.
- The Housekeeping Room condensate tank was replaced.
- A terrazzo floor cover base was installed along the walls in the Laundry Room to prevent water spills from the washer from running underneath the wall into the Lab.

Tower B:

- The flooring was replaced in the new Radiologist Office B011.
- The flower beds across from Zone B were planted with tropical plants.

Tower C:

- *Main Entrance Project:* Demolition work began in the former site of Mulvihill Drug Mart.
- The new equipment in the Dialysis Unit's RO room was commissioned. Work to remove the old equipment began.

Tower D:

- *Medical Day Care Project:* The area is now ready for occupancy and will be furnished with temporary tables and chairs until new ones are delivered.
- Vinyl wall protection was installed in the OR middle corridor.

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Foundation News

Pembroke Regional
Hospital Foundation



Fondation de l'Hôpital
Régional de Pembroke

Presented By

OK TIRE

Catch

the

Ace



Week 4

\$19,000.00

Estimated Jackpot if the Ace of Spades is caught



**Martin Burger,
Diagnostic Imaging**

"Your passion and dedication to your role is inspiring and allows the teams you manage to excel at providing the best patient care possible. Thank you for making our community a stronger and healthier place."



**Jeris Johnston, Surgical/3rd Medical and
Anesthesiologist Dr. John Epps**

"I am writing to all of the wonderful people who cared for me, helped me, answered all my questions, kept me safe and truly looked after me before, during and after my knee replacement surgery on April 14. All of the nurses and medical staff on the floor were so lovely and kind! I felt comfortable and very well looked after. All the OR doctors, internists, nurses and the anesthesiologist took the time to learn about my muscular disease so that everything could go smoothly. From the bottom of my heart, thank you all so very much for all you did for me! I will never forget any of you!"

Dr. James Munro, OR Dentist

"I am writing to express my deepest gratitude for the exceptional care and kindness you showed during our recent emergency visit. Your ability to remain calm, patient and understanding made an enormous difference, not only in handling the urgent dental situation, but in how you supported my autistic child through an incredibly stressful moment. Your sensitivity, gentle approach and clear communication helped turn a potentially traumatic experience into one of trust and relief. It's rare to find someone who combines technical expertise with such compassion and empathy. Your efforts did not go unnoticed, and I want you to know how truly thankful we are for the way you went above and beyond. From the bottom of our hearts, thank you."

**Dr. Todd Gauthier,
PFMTU**



Michelle Perry, Emergency Dept.

"Michelle is an RPN whom I have the privilege of working with in the ED. Her attentiveness to her patients' needs, her outstanding work ethic and her overall kindness do not go unnoticed and are truly commendable."

"We want you all to know how much gratitude we have for your dedication and helpfulness, and we feel very fortunate to have you as our family doctor."



PRH SUNSHINE GIFT SHOP'S

**“SUPER
SUMMER SALE”**

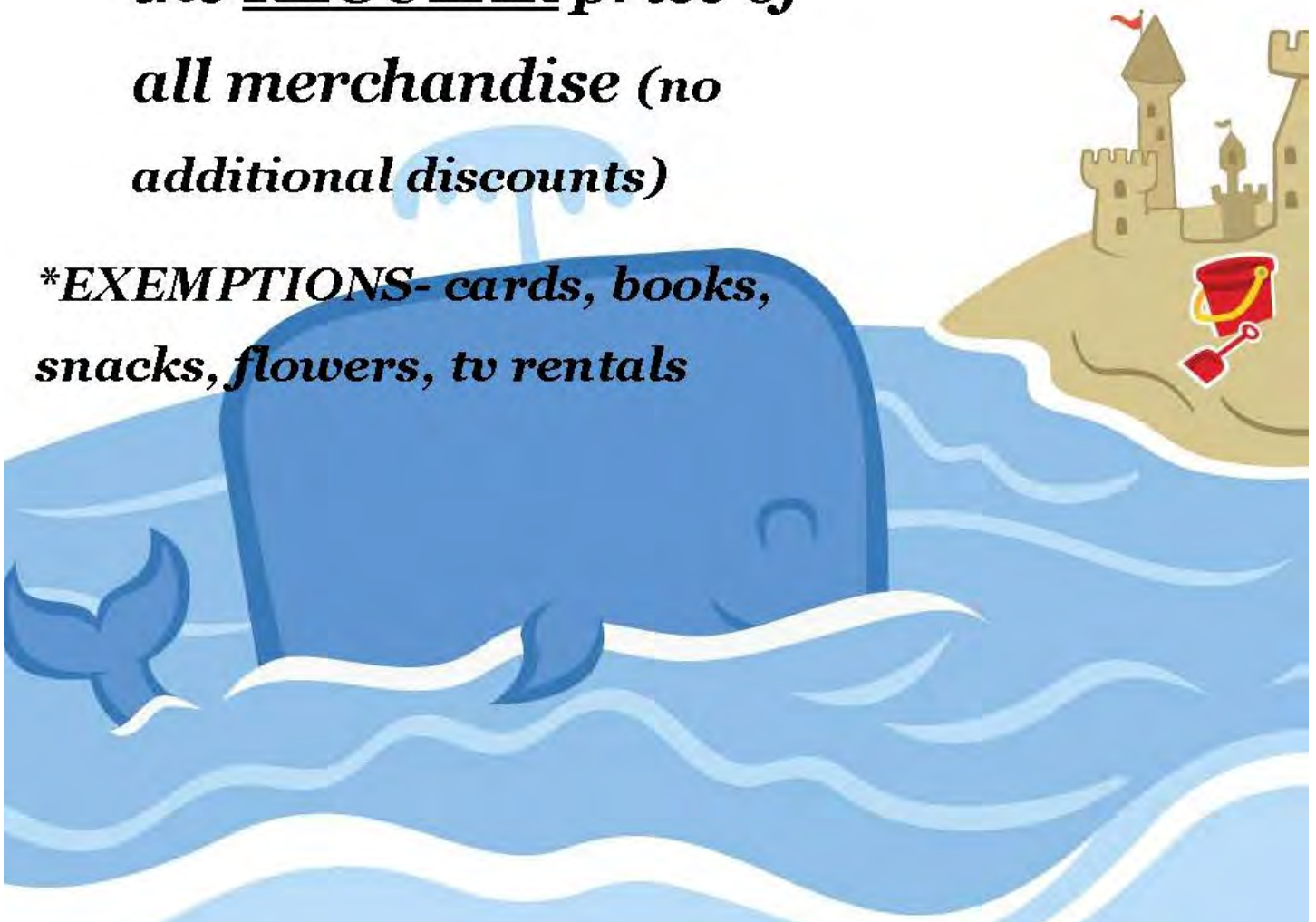
JULY 50% OFF

begins JUNE 26TH

AUGUST 60% OFF

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

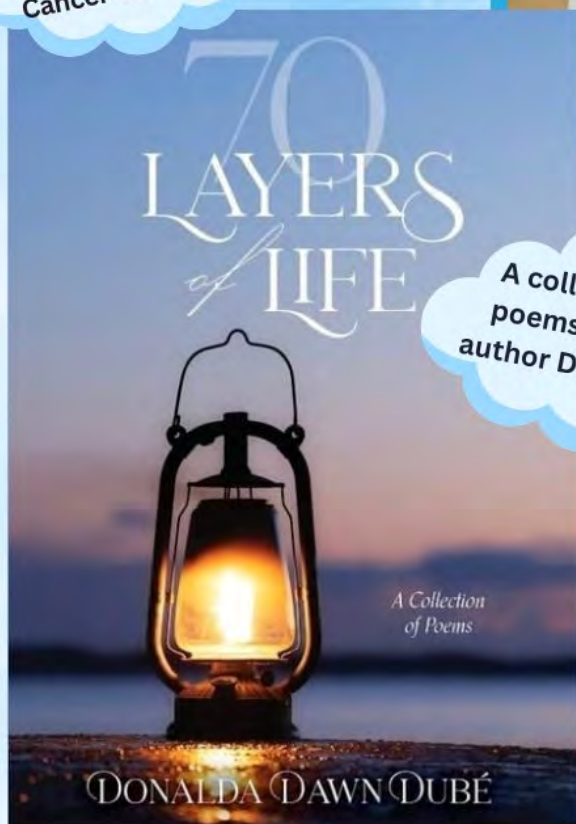
***EXEMPTIONS- cards, books,
snacks, flowers, tv rentals**



BBQ Fun At PRH - June 25, 2025



Proceeds support
the PRH
Cancer Care Unit



A collection of
poems by local
author Dawn Dube



Books are \$25 each

Available for purchase at:

- PRH Foundation Office
- Hugli's Blueberry Ranch
- Beachburg Pronto

Thank you for supporting local cancer care!

Camp Day

Every coffee builds a better
future for Canadian youth*

JULY 16



Tim Hortons

**Join the Tim Hortons
Team on Camp Day!**

**Volunteer at the drive-through or
assist outside with their
squeegee wash station.**

**They've supported us with their Smile Cookie Campaign -
here's our chance to give back.**

Wednesday, July 16th, 7 a.m. to 3p.m

Volunteer for up to an hour at the Home Depot location.

To sign up, email prh@prh.ca or call 6165



SUMMER SALE!

Book online at GREATWOLF.COM
or call 1.800.605.9653

Now-September 28, 2025

Save up to 25%
on a 1 night stay

Save up to 30%
on a 2+ night stay

Must Book By: July 27, 2025

Book Using:
YOUR PPC CODE

PEMB1G8

- Limited availability, blackout dates apply.
- Company ID must be presented upon check in to receive discounted rate.
- Limit 2 rooms per employee per night.
- Includes 2 days of waterpark play with a 1 night stay and complimentary parking.
- Rates are available for the dates outlined only and are based on availability at time of booking. Blackout dates apply.
- First night's room & tax due upon reservation.



Offer valid only at Niagara Falls, Ontario location for the above dates only. Must be mentioned at time of reservation. Reservations must be made by outlined cut-off dates. Offer is subject to applicable taxes. Limited number of rooms available for each date and blackout dates apply. A minimum 2 night stay may be required for Saturday stays. Cannot be combined with any other discount or promotional offers. Offer based on 4 guests per room and may be terminated at any time without notice. Additional water park passes are \$75.00 per person. Must have one individual 21 years of age or older staying in each room. Offer is not transferable and is not redeemable for cash. Other restrictions may apply. Limited availability, blackout dates may be added at any time. Rate subject to change.

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

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



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

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