National Recognition for NGH Emergency Department
Redevelopment Project


Each year, architects, contractors, and engineers mark the calendar throughout Canada’s hospitals to attend the Canadian Healthcare Engineering Society (CHES) conference held each fall.

On Monday September 15th, J.J. Knott, Director of Plant Operations at Norfolk General Hospital joined his colleagues in Toronto to accept the Award of Excellence presented by the Society.

The Healthcare Facilities Management Award of Excellence was given to Norfolk General Hospital for the Emergency Room Redevelopment Project in recognition of their outstanding team building exercise.

“Many hours of work on behalf of the project construction leadership team, hospital board and staff enabled us to complete the project on time and on budget,” said J.J. Knott. “Our resources were limited so we went with a team approach as opposed to hiring a project consultant.”  

(Read more on page 7)
Volunteers Help Beautify NGH

When Carol Bailey is away from her volunteer position greeting patients at the Norfolk General Hospital Emergency entrance, there’s now something else that will help put patients at ease and make hospital employees even more proud of the place where they work. If you’ve driven by the West Street Entrance lately, you may have already noticed the beautiful arrangement of plants and shrubs that decorate our Emergency Entrance.

Noticing that our outside billboard was looking a little bare and plain, Carol approached J.J. Knott and asked if she could decorate, J.J. gave her full support. Armed with her gardening tools, Carol set out to give the area a face-lift. With help from her husband, Bill and next-door neighbor, Derek Hill, they dug out the soil, added mulch, planted flowers and shrubs to compliment our outside billboard. “It took about two hours,” said Carol who oversees the garden helper program at NGH and loves to work on her garden at home. A big thank you to Sawaya’s Plant Research Station for donating many of the plants. The additional shrubs and mulch were purchased through plant operations. Beautifying NGH and NHNH is something Carol really enjoys doing and hopes to continue in the future. Carol has been in this role since July, 2005. The first thing Carol did as convener of this service was to change the name of the service from “yard helper” to “garden helper”. The timing was right as it was the first summer after the new front entrance was officially opened to NGH off Robinson Street. We now have more beautiful gardens than we have ever had before! Previously, we had several volunteers who helped with organic weeding and cleanup of flower beds but the service, which began in spring of 2003, was really started as an opportunity for some of our male junior volunteers to complete their high school volunteer hours since many of them were hesitant about volunteering in the patient care areas of NGH. With the many new and beautiful gardens we have to keep in shape Carol has expanded this program way beyond our original plans. Thanks to Carol and her team, the gardens around NGH and NHNH are something for all of us to appreciate.

Carol Bailey showcases the beautiful arrangement recently planted around the NGH Outside Billboard.

Our beautiful courtyard off the cafeteria is ably cared for by two of Carol’s friends who are also volunteers and ten planters add a nice touch to various areas around the Hospital and Nursing Home. In addition, our garden helpers tend to the gardens at both Pearce House and Homes House across the street.

A New Face in HR

The Human Resources Department is happy to introduce Mr. Brent Richardson as their new Human Resources Coordinator. Together Brent and Elizabeth Demers will provide Human Resources expertise to the Hospital.

On Wednesday September 3rd, a meet and greet was held for Brent. Many staff took this as an opportunity to introduce themselves and offer their congratulations.

Brent’s office is located in the Human Resources Department. He can be contacted by e-mail at brichardson@ngh.on.ca

Listen for The Sooner The Better Radiothon For Digital Mammography October 15th
NHNH PSW’s Look Towards Nursing Profession

Maria Leitao

Maria has been a part time Personal Support Worker for eight years at NHNH, in addition to working at other area long-term care facilities. She really enjoys her job working with the elderly. “I’ve always had a soft spot,” explains Maria, “maybe it stems from being raised by my grandparents.”

Maria also has a deep admiration for the nursing profession, and has always been keen on learning new things. Recently, while working on a correspondence biology credit, Maria and her colleague Cindy Gagnon, decided to take it one-step further and inquire about pursuing their interests in nursing. “This is a good time to become more knowledgeable, add to my education and move ahead,” said Maria. While nervous, worried and anxious at the same time, Maria is excited about entering the Nursing Program at Mohawk College, which will begin October 15th. “Management has been very supportive,” adds Maria who plans to continue working at NHNH on weekends.

Looking ahead to the completion of the two-year course is still distant for Maria; however, she hopes to stay close to home and hopefully find a nursing position right here in Norfolk.

Roxanne Pierssens

Roxanne has been a PSW for two years at the NHHN. The most rewarding part of her job is helping others. Since working at the Nursing Home, Roxanne has been able to gain a sense of what a practical nurses responsibilities may include. She enjoys this type of work and will pursue continuing Education at Conestoga College in the fall enrolled in the Registered Practical Nurse Program. Roxanne’s future goals include working at a hospital with a particular interest in the Emergency Department. “There is such a need for nurses,” said Roxanne who plans to continue working at The NHNH on weekends while she dedicates her schedule to schooling through the week.

Cindy Gagnon

At a very early age, Cindy Gagnon had a passion for health care. In Grade eight she would volunteer her time to help care for patients and residents of both the hospital and nursing home. “I’ve always wanted to get into nursing, but I thought I would begin as a Personal Support Worker and gain as much experience as I could.” Night school and correspondence courses have been a part of Cindy’s weekly routine for the last two years; this eventually led to her decision to pursue an interest in Nursing. “I’ve gone this far, why not go the rest of the way,” said Gagnon who is ready to see new things, become more interactive and explore the many opportunities as a Registered Practical Nurse. Cindy also plans to continue working with the NHNH when she is not attending school.

Good luck to all three women from the Staff and Managers at The Norfolk Hospital Nursing Home.

Know Your Emergency Procedures: Find all Active Codes on Intranet Page
FORMER MAYOR LENDS HER NAME TO OBSP

Former Mayor and Port Dover resident Rita Kalmbach recently visited the Norfolk General Hospital to tour the Ontario Breast Screening Program. Rita has agreed to lend her name and voice in an effort to heighten awareness of the importance of getting a mammogram, especially in women over 50. Kalmbach who served as Norfolk’s Mayor for 16 years and 21 years on council first had a mammogram in her 30’s. Additionally, the Norfolk Golf and Country Club 9 hole champ is not afraid to discuss a biopsy she underwent several years ago, which turned out to be non-cancerous, but proved to be a nerve-racking experience. As someone who understands the process and the importance of regular screening, Rita is enthusiastic to promote the program through a radio advertising campaign for the Ontario Breast Screening Program to begin October 16.

Although Rita has moved on from the political spotlight, a career she was deeply passionate about, she still finds time to serve on Boards, such as Bird Study’s Canada, which encompasses her love for nature. Her Golf game continues to improve; she has enjoyed more travel and spends much of her time now with her husband who relies on her support and greater level of care.

TOUGH ENOUGH TO WEAR PINK– MALE BREAST CANCER ADVOCATE SUPPORTS NGH FUNDRAISING PROJECT

Herb Wagner remembers the shock he felt when he was told he had breast cancer. “That was sort of devastating,” the Woodstock man said. “I knew nothing about male cancer, even the fact that men could get breast cancer!”

Wagner who has been cancer-free for 41 months is now on a mission to promote breast cancer awareness amongst men. “Unfortunately, men more often than not are not caught early. They won’t go to a doctor. Men are notorious for not seeking out medical help, let alone normal problems, but they are not going to talk about a breast problem.”

About 75,000 Ontario women and 75 men are diagnosed with breast cancer each year, according to Cancer Care Ontario. “If it’s detected early you have a great chance of recovery, the same as women,” stated Wagner.

While Herb won’t be able to attend this year’s Radiothon on October 15th for Digital Mammography, he has pre-recorded an interview with CD 98.9 to be aired that day.

Breast Cancer Survivor, Herb Wagner shares a conversation with radio host, Kate Buick.

Mary McKenzie, Rita Kalmbach, Kim Eagan and Wendy King are shown with the existing mammography machine expected to be replaced in 2009 following the upcoming Digital Mammography Fundraising Project.

Volunteer Association “Treasure Mart” — November 15th, at the Simcoe Aud.
The Norfolk General Hospital and Norfolk Hospital Nursing Home Pandemic Preparedness Planning Team continues to move forward with our corporations’ plan.

Remember who your team members are: Team Leader: Joanne Kiefer, Team Members: JJ Knott, Terri Stencil, LuAnn Crandall, Will Baker, Rhona Vandeckerckhove, Rose Gass, Shirley Kovacs, Stefanie Ralph, Liz Hawthorne, Jason Harnett and Leslee Wilson (health unit liaison) - Please email: kieferj@ngh.on.ca with any questions/concerns.

CORPORATE UPDATE:
Influenza Pandemic Education
Remember:

The Ministry of Health and Long Term Care has a committee working on interactive educational modules that can be accessed via the internet relating to influenza pandemic preparedness. The first module is entitled The Personal and Family Care module. The Personal and Family Care module is a training program for all health professionals and others who work in health settings. The module is designed to provide you - the health care worker – with information and tools to help you look after yourself and the people you care about during an influenza pandemic. Please take the time to open the site listed below and work your way through the module. It is user friendly and full of terrific information. Our community will be relying on us during an influenza pandemic. By preparing for an influenza pandemic at home, you will be more able to serve your community when the need arises. As other modules become available, we will keep you posted.

The following site will take you to the module:
http://www.health.gov.on.ca/english/providers/program/emu/pan_flu/pan_flu_plan.html

DUTY TO PROVIDE

Many healthcare workers will be faced with difficult decisions during an influenza pandemic, weighing their duty to provide care against competing obligations (i.e. to their own health, family and friends). It is important that health care workers seek out information from their Colleges and/or associations prior to a pandemic influenza outbreak to understand the expectations.

The College of Nurses Of Ontario have been proactive in providing members with two documents entitled: Nursing During a Pandemic: Frequently Asked Questions and Practice Guideline Preparing for an Influenza Pandemic. These documents are available at www.cno.org/publications. They outline what the College expects of its members during a pandemic, and what support members can expect from their College. I encourage all members of the College of Nurses to access and review these documents. I have highlighted below some of the content of these documents.

College Expectations:

The College expects nurses to fulfill their commitment to clients, the profession and the public during an influenza pandemic by providing nursing care within their individual competencies. The College expects nurses to assume actively their obligation as self-regulating health care professionals by providing nursing care during an epidemic.

Nurse’s Accountabilities

The fact that care is being provided during a pandemic does not negate a nurse’s responsibility for delivering quality care. Nurses are expected to continue to adhere to the overall framework for the practice of nursing as outlined in the College’s practice standards and guidelines.

Nurses should be aware of their organization’s pandemic plan and take the time to read the Ontario Health Plan for an Influenza Pandemic.

www.health.gov.on.ca/english/providers/program/emu/pan_flu/pan_flu_plan.html

College Resources For Nurses

The College will maintain a section on its website to provide such services as: facilitate access to current government pandemic information and provide links to College Standards and guidelines and highlight relevant sections during a pandemic.

College Services During a Pandemic

The College has identified communication as one of its four primary roles and has made it a priority during a pandemic. This includes (but not limited to): ongoing web updates, telephone advice as it relates to pandemic situations, and collaborative stakeholder relations pertaining to the pandemic .
Exploring Health Care through Cooperative Education

A new group of high school students from Norfolk County have chosen to explore the many opportunities of health care through Norfolk General Hospital. This semester the Educational Department is happy to announce that a student has been accepted into the Laboratory Tuesday and Thursday mornings. In addition, the semester has been split up into four rotations rather than three to give the students an opportunity to see more areas in the hospital.

Carolyn Beam and Janice Macovick would like to sincerely thank staff for accommodating students and cooperation with this growing program. They are encouraging students to make the best of this opportunity.

Port Dover residents, Constance and Albert Snaith, originally from Darlington England recently celebrated their 66th Wedding Anniversary together at Norfolk General Hospital. Nurses in the ICU prepared a special lunch sitting including a beautiful arrangement of flowers and an orange slice Anniversary cake. The happily married couple remain in great spirits. They took a moment to share an anniversary kiss to the delight of staff.

Albert and Constance Snaith share a Anniversary lunch in ICU following a special phone call from their son in England.

NGH/NHNH 50/50 WINNERS Will now be found in the Hospital Happenings Newsletter and posted in the HR Office.

If you would like to have a chance to win the 50/50 draw and benefit from the events that the Employee P.R. Committee sponsors, call Liz in Payroll at ext. 4200.

September 19th Winner: Heather Leitch $235.00
“We met weekly to discuss the plans and received staff input throughout the process. It was a fantastic experience for us as we developed process and procedure for capital building projects,” explained Rose Gass, Director of Emergency and ICU.

This project costing $16.8 million was funded by The Ministry of Health and Long-Term Care- $8.2 million, and many, many volunteers raising $8.6 million from the community including a gift of $2.5 million from Norfolk County.

“Just as residents answered the call to build our hospital 82 years ago, it is heartening to see the tradition of caring continue today—the staff effort was an essential part of this important project, said Bill Lewis, CEO.

Rose Gass, Tye Farrow, J.J. Knott, Stephen Ng

NGH Golf League Wrap Up 2008 Season

The 2008 Norfolk General Hospital Tuesday Night Golf League assembled for a team picture following their season finale golf tournament and dinner on Sunday, September 21st at the Greens at Renton.

League Awards

Low Women’s Net average– Kim Stanley
Low Men’s Net average– Kirk Stanley
Most Honest Women’s–Wendy King
Most Honest Men’s–Steve Brightman

Least Pars Women–Marilyn Maude
Least Pars Men– Steve Brightman
Most Birdies Men– Kirk Stanley
Most Birdies Women–Jane Schott, Kim Stanley, June Tweedie

Nominations are now being accepted for the 2008 Dr. George Marshall Award

Nominations must be received in the President’s Office by Oct.17th
Influenza Vaccination Clinics for Staff/Volunteers/Visitors will be available again this year.

Dates: Nov 3-7, 10, 12-14

Hospital location & times to follow

Staff Vaccination Participants will be entered into a draw for a chance to win prizes!