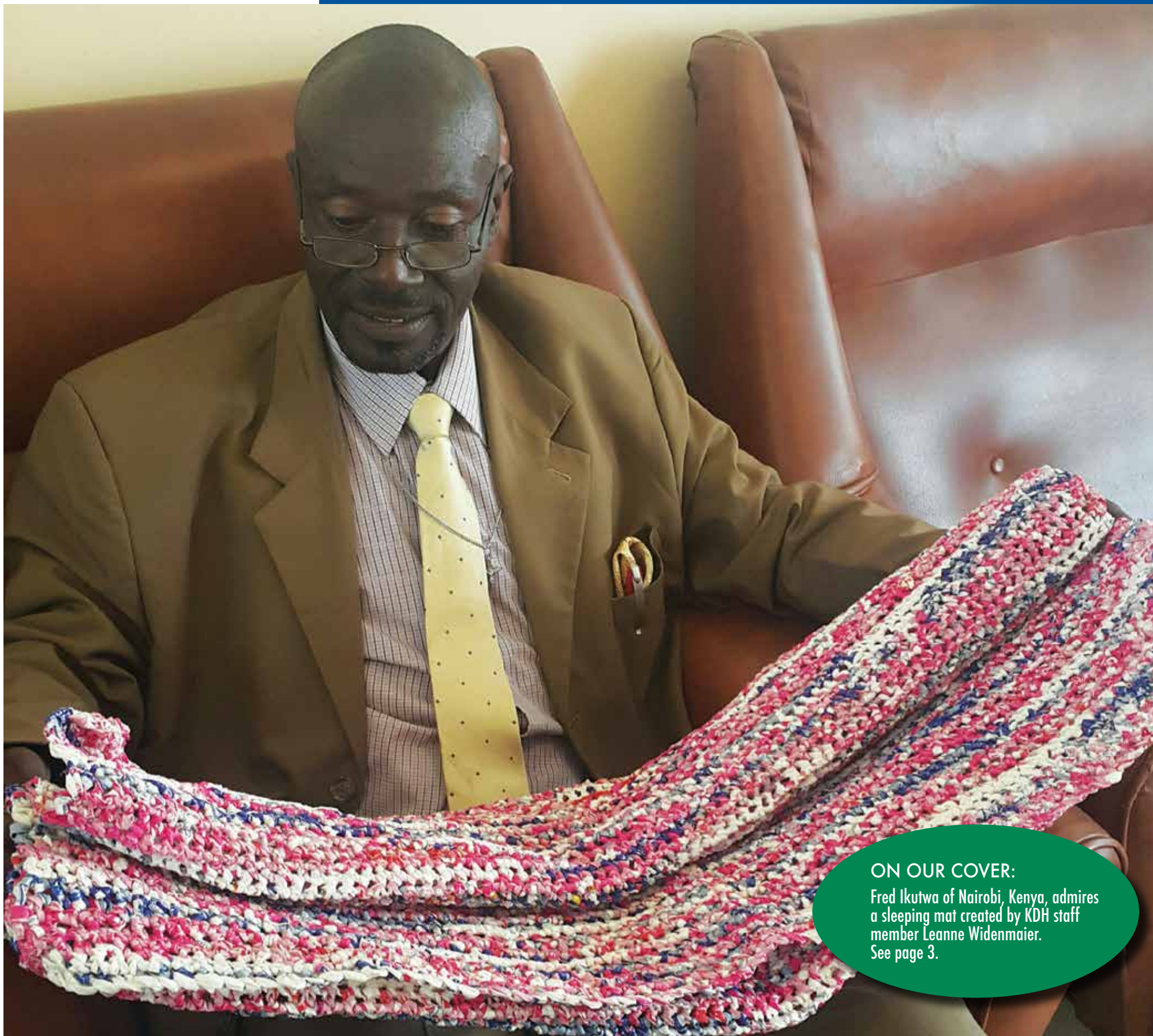


HEALTH MATTERS

'BUILDING HEALTHIER COMMUNITIES'



ON OUR COVER:

Fred Ikutwa of Nairobi, Kenya, admires a sleeping mat created by KDH staff member Leanne Widenmaier. See page 3.



CEO's Message

I am pleased to introduce this issue of Health Matters, the first since I began my new and exciting role as CEO of KDH last fall.

On my arrival, I was delighted to find an exceptional team of staff, physicians and volunteers, all working together to ensure that KDH provides the highest quality, compassionate care.

This approach is exemplified in this issue! On page 3, read about our Nursing, Pharmacy and IT staff working together to implement new technology that enhances patient safety in the distribution of medications. Turn to page 7 to learn about the combined efforts of our Dietary staff and Volunteers to help address the challenge of chronic disease by making healthier food choices available in our coffee bar. This work earned KDH an award, as did the efforts of our 'Green Team' to improve the hospital's environmental performance (page 4).

I hope you will read about the major initiatives we're working on right now (page 6). In particular I want to draw your attention to our exciting transition to 'Patient and Family Centred Care', which is about partnering with patients and their families in their care and at our decision-making tables. See the ad at right for information about working with us as a Patient and Family Advisor.

And finally, read our cover story on page 3 for an example of how our dedicated staff reach out to communities beyond our own.

Frank J. Vassallo

LETTERS FROM PATIENTS

My mother is currently a patient in your convalescent care unit.

My sister and I are so pleased with the care my mother has gotten over the last month she's been there and my mother's very pleased too. She said, "I'm looking forward to going home, but when I leave here I'm going to miss everyone. The staff have been so good to me."

Everyone is so caring and special and kind. It just couldn't be nicer. And they've brought her a long way with her broken elbow. We're really glad she went there.

It means a lot when you drive home and you know your family member is in loving, caring hands.

Everyone is nice at KDH, not just the nurses - the ladies who serve the meals, the volunteers in the coffee shop... There isn't a person I meet there that I don't think, "They are really doing a great job and they're so caring."

I don't know how you get so many good quality people. I thought it was important to tell you about that.

Thank you so much.

- Janice Cannon, Nepean, ON

Good morning:

I was a patient in your Day Surgery Unit recently, and after this visit I feel compelled to write this letter.

I am just so impressed with the level of care that I received during my stay! My husband and I were greeted by the Volunteer working that day and she was absolutely lovely and very helpful.

She greeted us in such a friendly manner and directed us to where we needed to be, which was great as we are not familiar with the hospital.

We then arrived in the Day Surgery Unit and met numerous staff that were all informative, friendly and professional.

The Unit is busy as anyone can determine just from observing the activities for any time at all, but all of the staff were working together, and it was running like a well-oiled machine.

While I was waiting to go in for my procedure I had time to listen to the conversations going on around me and there was a lot of laughter and positive interaction with the patients; this really put me at ease.

I was also impressed with how there were so many checks in place to determine my medical history - allergies, home medications etc. - thereby avoiding any possible errors.

I was always kept up to date by the staff as to what to expect, and again, always in a friendly and respectful manner.

The atmosphere of the hospital is also topnotch. My husband said he waited for me in a lovely lounge area and we couldn't get over the level of cleanliness in the hospital.

I myself am a Nurse in another hospital and I have seen first-hand the good, the bad and the ugly, and I can honestly tell you, I saw the best during my stay. Your staff - right from Support Staff to the Nurses and Doctors - should all be so proud of the care they are providing. I count myself very fortunate to have met them and to have been cared for by them.

Thank you for taking the time to read this and again, a huge thank you!

- Elissa Ennis, Winchester, ON

Partner with Kemptville District Hospital as a Patient and Family Advisor

At KDH we are committed to the principles of Patient and Family Centred Care, where patients and families are treated as partners - both in their care, and at the organization's decision making tables.

We are establishing a Patient and Family Advisory Committee and looking for people to join us as informed and independent volunteer Patient and Family Advisors.

A Patient and Family Advisor is a person who has had a recent experience (generally within three years) of being a patient or is the family member of a patient and is partnering with staff and physicians to provide direct input into policies, programs and practices that affect patient care and services.

Patient and Family Advisors will do one or more of the following -

- Share their healthcare experiences;
- Participate in committee work;
- Review or help create educational or informational materials;
- Work on short-term projects;
- Attend meetings of our Patient and Family Advisory Committee.

Patient and Family Advisors are welcome to provide input in person, by email or over the phone. No special qualifications are required.

To learn more about becoming a KDH Patient and Family Advisor, please contact Lana LeClair at 613.258.6133 ext. 222 or lleclair@kdh.on.ca.



HEALTH MATTERS

is a community newsletter published twice a year by Kemptville District Hospital to inform readers about programs and services of the hospital, promote health and wellness, and recognize donors to our hospital.

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If you would like to make comments or suggestions about hospital services, please contact:

Frank Vassallo, CEO, at 613.258.6133, ext 132, or fvassallo@kdh.on.ca

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KemptvilleDistrictHospital

KDH staff member turns her hobby into a humanitarian project, providing comfort to palliative patients a world away

In today's fast-paced world, juggling work and family responsibilities, it can be difficult to find a few moments to pursue a hobby.

At KDH, we have a staff member who not only makes time for her hobby, but has also turned it into a humanitarian project.

Leanne Widenmaier, one of our valued Personal Care Assistants, crochets sleeping mats from plastic milk bags for people less fortunate than ourselves.

A longtime knitter and crocheter, Leanne learned several years ago that plastic milk bags could be crocheted into sleeping mats for refugees and other people in need. When she saw one of the other moms at a sports tournament making one of these mats, Leanne asked her to teach her how.

Before long she was 'hooked', and taking her crochet supplies with her to all of her son's sporting events, to school meetings, to bed with her at night, and more.

Leanne's husband even bought her a miner's headlamp so that she could crochet in the car at night while traveling to and from her son's bowling tournaments.

About six years later, Leanne has crocheted more than 30 sleeping mats, with the help of a friend. The mats are in two sizes: an adults' mat about 6' by 3', and a child-sized mat 4' by 3'.

Each mat takes about 30 hours to create and is made up of 250 or so milk bags, each one carefully cut into one long strip and then wound into a ball like yarn before it is crocheted. The finished mats are lightweight but surprisingly cushioning, as well as easy to clean and colourful.

Once she had a good collection of sleeping mats made, Leanne started to look around for a charitable organization that would put them to good use. She hoped that the mats she had so painstakingly created would make a difference in the lives of people who would otherwise be sleeping on the floor.

Finding a good match proved to be difficult, however, until re-



KDH staff member Leanne Widenmaier (left) and Dr. Zipporah Ali of the Kenya Hospices and Palliative Care Association.

cently. In early November, 2015, we found a humanitarian organization that is a perfect fit for Leanne's mats: the Kenya Hospices and Palliative Care Association (KEHPCA).

Headquartered in Nairobi, KEHPCA's activities include education and training of health care professionals and non-professionals, research for palliative care in Kenya, technical support for palliative care service providers, advocacy, and fundraising.

KEHPCA is led by Executive Director Dr. Zipporah Ali, who was in Ottawa in early November to make a presentation at the Canadian Hospice Palliative Care Association's annual conference.

Dr. Ali is a palliative care doctor who has received international recognition for her work, including the African Palliative Care Association Award for her contribution to palliative care in Africa, and an Honorary Doctorate from Oxford Brookes University.

She took time out of her busy schedule while in Ottawa to meet with Leanne, and was pleased to accept Leanne's mats on behalf of KEHPCA for distribution to palliative patients served by her organization. She noted that these patients are often thin

and frail, and rest on reeds on the floor or on the bare ground. Leanne was overjoyed to hear that her mats would get palliative patients off the floor and provide comfort.

Dr. Ali took several of the sleeping mats back with her to Kenya; we are in the process of figuring out how to get the rest of the mats to KEHPCA.

Leanne was overjoyed to hear that her mats would get palliative patients off the floor and provide comfort.

Leanne recently received a photo from Dr. Ali of a Nairobi Hospice patient who was very happy to receive one of the

mats when he went for day care at the hospice. Fred Ikutwa (pictured on our front cover) is a 42 year old father of four who has Kaposi Sarcoma and HIV. He lives with his family in the Kibera slums of Nairobi.

Dr. Ali reports that the hospice nurses said the sleeping mats will be very useful for their patients and they are looking forward to the arrival of the next shipment.

Meanwhile, Leanne is hard at work making more!

If you have plastic milk bags (the outer bag from a package of three one-litre bags) to donate, or if you would like to help crochet the mats, please call Jenny Read in the KDH Communications Office at 613.258.6133 ext.223.

KDH introduces a safer way of dispensing medications

On November 17, 2015, we went live with a new, safer system for storing and distributing patient medications.

Automated dispensing cabinets (ADCs) have become the gold standard for storing and distributing medications in Canadian teaching hospitals and in many of the larger community hospitals. They were deemed prohibitive for small rural hospitals like KDH because of cost and limited staffing resources for implementation.

These barriers were removed several years ago when the Champlain Local Health Integration Network (LHIN) launched a regional Pharmacy initiative for the eight small rural hospitals in its jurisdiction. As a result of this initiative, funds were made available to these hospitals to introduce automated dispensing cabinets.

The cabinets, which provide a safer way of dispensing medications – think of them as ATMs for drugs – are now in use in the KDH Emergency Department and on our medical and surgical inpatient units.

The ADCs allow medications to be stored and dispensed near the point of care, while controlling and tracking drug distribution. Further, by restricting individual drugs – such as high-risk medications and controlled substances – to unique drawers within the cabinet, overall inventory management, patient safety, and medication security are enhanced.

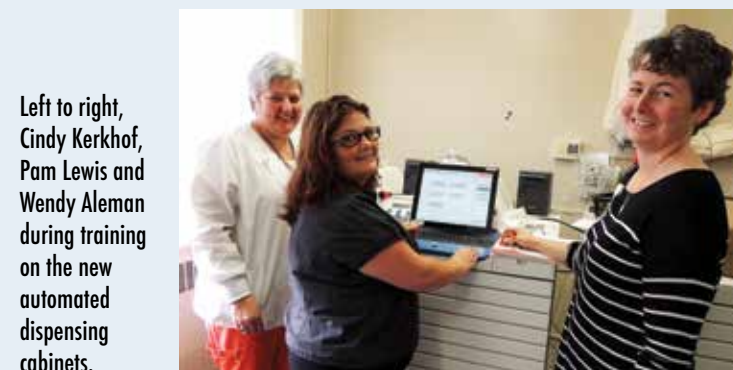
The introduction of the ADCs involved many people working behind the scenes for many months. As KDH's Charge Pharmacist, Mary Whyte, explained, "The implementation of automated dispensing cabinets was a significant achievement for a small hospital like KDH. It was only possible because of the commitment and dedication of our Nursing, Pharmacy and IT teams."

Cindy Kerkhof, a Pharmacy Technician at KDH, deserves special mention. Although she is only at the hospital on a part-time basis, Cindy took the lead in setting up the dispensing cabinets and testing a multitude of scenarios. She was supported by our IT staff: Tim Farncombe, IS/IT Manager; and Dave Salmon, IT Support/Customer Support Specialist.

After the set-up and testing were complete, Cindy passed on the intricacies of the cabinets to RNs Michelle Morgan and Wendy Aleman, who trained the remainder of KDH's nursing staff.

"Our nurses have embraced the new technology," reported Cathy Burke, Vice President of Nursing/Clinical Services. "Although it took a lot of effort to get up and running with the new system, they recognized that it would enable us to provide better and safer care for our patients."

"Although it took a lot of effort to get up and running with the new system, they recognized that it would enable us to provide better and safer care for our patients."



Left to right, Cindy Kerkhof, Pam Lewis and Wendy Aleman during training on the new automated dispensing cabinets.



The Patient Experience:

This is the story of Graham Gould's experience as a participant in the Parkinson's Support Group at KDH. A regular at the group for about a year and a half, Graham wanted to share his experience in Health Matters, thinking that some of our readers might be able to benefit from the group as well.



Graham Gould

It started when Graham saw an ad in the paper for the hospital's Parkinson's Support Group. He called up and had his name added to the waiting list: the group is kept small – about 10 participants – so that each can get individualized attention. After a few months he was invited to the hospital to meet with Tanya Collins, KDH's Staff Physiotherapist, and other members of our Rehab team, to determine whether the program would be of benefit to him.

Parkinson's is a neurodegenerative disease that affects the body's movement. The most common symptoms are tremor, slowness and stiffness, impaired balance and rigidity of muscles. Exercise is one important way that people with Parkinson's can manage their symptoms. It helps muscles and joints and improves overall health and wellbeing.

The KDH Rehab team assessed Graham and determined he was a good fit for the group. Graham was impressed by the skills and knowledge of the Rehab team. "I could tell right away that I was dealing with professionals," he said.

The KDH Parkinson's Support Group meets for a weekly exercise class that focuses on strengthening and balance exercises. It's a place where the members of the group feel supported and safe. "Tanya doesn't miss a thing!" said Graham. "If someone's balance is failing or they're getting dizzy, she's right there, making sure we are ok."

"I've formed some very close friendships. We get together outside of the group."

- Graham Gould

He added that all the members of the Rehab team are very approachable: "They answer questions and offer solutions," he explained. "As well," he added, "it means a lot that I can call Tanya

any time during the week if I have a question."

Graham reports that the weekly exercises have improved both his strength and balance. In addition, Tanya and her team have encouraged him to be more diligent about doing his exercises at home. That helps too.

According to Graham, another great benefit of the Parkinson's Support Group is the opportunity it has given him to make new friends with people who know what it's like to live with Parkinson's. "I've formed some very close friendships," he said. "We get together outside of the group; we get along very well."

The exercise class starts at 1:00 pm each Thursday, but most of the participants get there about 12:30, Graham explained, "to have a good chin wag" before it starts.

Graham was diagnosed with Parkinson's about two years ago. "It is very tough to find out you have Parkinson's," he said. "It's a time when connecting with other people with Parkinson's could make a big difference."

Graham also has diabetes, and has been a regular participant in

-continued on page 7



The KDH Green Team. Front row (l. to r.): Tracy Welsh-Frappier, Leigh Nicholls, Shelley Molson, Lorna Larabie and Manon Purcell. Middle row: Heather Wells-Baker, Anne Marie Johnston and Tammy Buehlow. Back row: Harold Westendorp, Dennis Piché, and co-op student Jordan Fleming.

KDH recognized with a Silver Seal for environmental performance

In late October, 2015, KDH's efforts to improve our environmental performance were rewarded with a Silver Seal in the Ontario Hospital Association (OHA)'s Green Hospital Scorecard program. KDH was one of only 31 hospitals in the province to be awarded a Silver Seal; just two hospitals reached Gold, the highest level.

The Green Hospital Scorecard shows our environmental performance in five areas: energy, waste, water, pollution prevention, and corporate leadership, planning and management. It provides a snapshot of our energy and water use, waste generation, recycling rate, and more. The Scorecard also measures corporate commitment to environmental sustainability, and progress in environmental planning and target-setting. It highlights areas where we have been successful, and where further improvements may be possible.

The Green Hospital Scorecard enables us to benchmark our own year-over-year performance as well as do comparative benchmarking against the performance of our peer hospitals.

The 2015 Green Hospital Scorecard awards were based on environmental performance data for 2014. As an example of environmental sustainability efforts at KDH in 2014, we were able to divert the following from landfill:

- Biomedical waste - 8929 kg
- Shredded Paper – 2972 kg
- Scrap Metal – 2750 kg
- Pallets – 1800 kg
- Toners – 180 kg
- Batteries – 66 kg



As part of the refresh of our Strategic Plan earlier in 2015, we had committed to the goal of attaining Silver Status by the end of 2016 – thanks to the efforts of our dedicated staff, we achieved our goal a full year ahead of schedule!

When the 2016 awards are handed out this fall, we expect a higher score as a result of a number of changes we made in 2015. For example, when patient rooms in our 1960s era wing were updated in the spring, we substituted energy saving LED lighting for outmoded fluorescent lights, and replaced aging air conditioners with new units operating on efficient thermostats. We also installed a new low-flow macerator (a machine that cleans bed pans) that uses compostable materials.

In addition, we installed energy efficient LED lighting in the parking lot in the fall of 2015 and placed occupancy sensors in the administrative offices so that the lights only go on when someone enters the room. We also replaced older toilets in the original wing's public washrooms with low-flow toilets.

KDH CEO Frank Vassallo commended the hospital's 'Green Team', led by Building Services Manager Tammy Buehlow, on the achievement of the Silver Seal. "Congratulations not only on reaching this substantial milestone," he said, "but also on doing so a year ahead of schedule – your leadership propelled KDH to this accelerated accomplishment."

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KDH Corporate Golf Classic and Bob Perry Memorial Golf Tournament combined



As a result of feedback from our golfers and sponsors, we are excited to announce that for 2016 we are combining the annual KDH Corporate Golf Classic with a new event, the Bob Perry Memorial Golf Tournament. We hope you can join us July 15 at eQuinelle Golf Club/Rideau Glen Golf Course.

An excerpt from a letter posted by the Perry Family:

“We would like to invite you to join us this summer for the Bob Perry Memorial Golf Tournament. This will be our first year hosting this event to honour our father, Robert (Bob) Perry Goldberg!

In partnership with the KDH Foundation and with help from the organizers of the Carol Durie Memorial Golf Tournament, we plan on making the day as much fun for you as the past tournaments while raising money for Kemptville District Hospital.

Our family has always been committed to the needs of our community hospital for our town of Kemptville and the surrounding area. Our grandfather, Norm Goldberg, played a very large part in making KDH what it is today, and our Mom and Dad (Shirley and Bob) were always very involved in the charitable events and fundraising for the Hospital.

Our family can't express enough how thankful we are to have such a great hospital, with great staff, so close to home. We feel humbled and honoured to be a part of such a great cause; in our father's name and with the help of the Kemptville District Hospital community, we hope to make this event a huge success!

-The Perry Family”

To read the complete letter and to follow this event, check out the Bob Perry Memorial Golf Facebook page and visit www.kdhgolf.ca.

Bob Perry Memorial Golf Tournament aims to raise \$100,000 for the KDH Foundation

The Bob Perry Memorial Golf Tournament is raffling off a pearl white 2016 Chevrolet 1500 Silverado crew cab four-wheel drive truck in support of the Kemptville District Hospital Foundation.

There are 1,000 tickets available, at a cost of \$100 each. They're selling quickly, so get yours today!

The Silverado's Features:

- Silverado Special Edition Package
- 4 x 4, 5.3 V8, 6 speed automatic
- Pearl White with Black Leather Interior
- Cruise Control, Remote Start
- Backup Camera
- Value over \$50,000



Heartfelt thanks to the truck raffle's sponsors:

Creekside Dental
CRS Contractors
Hinton Dodge Chrysler
Jim Perry Motor Sales
KBC/Rona
Ken Gordon, Manotick
Kennedy Surveyors
Motortrendz
Myers Kemptville
Ottawa Handrailings
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 Don & Jill Straby
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 Glenview Homes
 Harvex
 Jonsson's Independent Grocer

KevLar Developments
 Lockwood Brothers
 My Car Richmond
 O'Farrell Financial
 Outer Creations
 Patterson Hadden Brown
 Patrick McGahey
 Jansen Law
 Rideau Auctions
 Rob Thompson Realty
 Schouten Construction

Tickets are available at Jim Perry Motors or from the KDH Foundation Office, (613) 258-6133 x157.

Thank you - your purchase supports the Kemptville District Hospital Foundation Equipment Fund.

Your donations at work

Community support is fundamental to any hospital's ability to provide the highest quality care.

KDH enjoys ongoing support from a generous community whose gifts of money and time make a difference at the hospital every day. In 2015 alone, more than \$300,000 was donated to the KDH Equipment Fund thanks to the community's support of the KDH Foundation!

The medical equipment purchased with these funds includes a specialized electric bed, specialized chair, a gastroscope, colonoscope, HeartStart moni-

tor and defibrillator. Much of this type of equipment needs to be updated and replaced on an ongoing basis.

Donations from community members also helped fund the complete re-build of the nurses' station in the Medical/Surgical units.

“We want to send out a huge thank you to all the donors in 2015 and to the community at large for their ongoing support of the hospital,” said the Foundation's Executive Director, Joanne Mavis. “To know that your donation may help save a life speaks to the importance of our donors.

We can't say thank you enough.”

The Foundation will be affixing labels to the equipment it has purchased for the Hospital over the years, to show where donor funds have been used.

“It will be interesting when we go back historically and label equipment to see how much the community has donated to the hospital,” said Joanne. “By working together, our community has been able to create a great hospital.”

On the 2016 list of needed equipment is another specialized patient bed, an electrocardiogram (ECG) machine, a cardiac



In the photo (left to right): Dr. James Kirby-Anes, Dr. Jim Blakslee and RN Judy Scott pose in one of KDH's operating rooms with a colonoscope recently purchased thanks to the generosity of our donors.

monitor, mobile x-ray machine, endoscope and glidescope.

Thank you - your support is saving lives.

Mr. Kemptville, Harry Pratt: a truly great friend to this community and KDH

The following is an excerpt from a post that Robert Noseworthy, Chair of the KDH Foundation Board, shared regarding his thoughts on the passing of Harry Pratt. To see the complete post, please go to www.kdhfoundation.ca.

Harry Pratt was not only a great guy and a beloved and respected member of our community – Harry was a Community Champion and a Community Hero.

One of the qualities I admired most about Harry was his generosity. Some people give money and others give of their time through volunteering... well, what made Harry special was that he gave both his time and money, and he gave generously all the time.



Harry Pratt with his first granddaughter, Marlowe.

Whether it was leading the charge in raising money for the Hospital, as he did for the Lean on Me program that raised \$5M for KDH about six years ago, or training a new real estate salesperson, helping an individual or a family in need, or answering a call for clothing for children who needed winter jackets, Harry was always the go-to-guy. He not only answered the call, he would answer ALL the calls whatever the need. He was truly an inspiration.

Harry inspired me to give back of both my money and my time. That is why I got involved with the Kemptville District Hospital Foundation – I wanted to make a difference for the community, and Harry inspired me to do just that. Harry always loved getting involved and helping out when it was most needed – I saw that two of his favorite activities, outside of his family, were socializing and helping others.

Today, I am the Chair of the Kemptville District Hospital Foundation and helping the Hospital. Along with a team of very like-minded individuals, I am looking to help KDH with the renewal and revitalization of the Hospital.

Thanks to the Pratt family, who asked that donations in Harry's memory be directed to the Foundation, we have received close to \$35,000 in memorial donations, with an expectation to raise significantly more through third party events in Harry's honour over the next months. The family has requested that the funds raised be used to purchase a specialized bed for the Inpatient Unit and a piece of equipment for the Emergency Department.

The Chamber of Commerce is holding a BBQ at the Tallman Truck Centre on June 30th with funds raised to be donated to the KDH Foundation in honour of Harry.

The Foundation is currently in discussion with the Pratt family with regard to how they would like us to recognize Harry and his tremendous contributions to the Hospital.

Renewal of KDH's Heart of Giving Memorial Garden

The Heart of Giving Memorial Garden at Kemptville District Hospital was established in 2003 to provide the community with a permanent space to recognize loved ones.

In the summer of 2015, the Garden experienced a renewal: the space was transformed to reflect the generosity of our donors and community members in memory of their loved ones.

Then in December of 2015, as part of the Foundation's annual Tree of Lights event, a ceremony was held to recognize the loved ones already memorialized with stones and to add five new

stones to the garden. A large gathering of family and friends remembered and celebrated the lives of their loved ones. This event was sponsored by Hydro One, MacEwen Fuels, Urban-dale Homes, and Hulse, Playfair & McGarry.

There has been great interest in the garden since it was refurbished and another dedication ceremony will be held soon to add the new stones that were purchased over the winter months.

There are many options for recognizing a loved one with a stone in the garden. The perimeter

of the heart is surrounded by large marble slabs, which can be purchased for \$2,000 each. The granite stones within the heart can be purchased for \$1,000. There is also the option of purchasing a quarter of a marble slab for \$500.

Next year the garden will be expanded to include benches; name plates for these will be available for \$100 each.

All proceeds from the Heart of Giving Memorial Garden are used to purchase vital medical and diagnostic equipment not funded by the Province or any other sources.



Thank You to Our Supporters

The Kemptville District Hospital Foundation exists to help you support your hospital. With your help, we raise funds for crucial medical, diagnostic and surgical equipment and to support patient programs and services in your community. The amount of support for KDH in the communities the Hospital serves is heartwarming. The organizations featured on this page have made significant contributions since the last issue of Health Matters. We are grateful.

Plowing for a Cure Golf Tournament Committee helps purchase colonoscope

The Plowing for a Cure Golf Tournament Committee donated \$11,900 from the proceeds of their 2015 Tournament toward the purchase of a colonoscope for KDH. Dr. Larry Schnurr, an Internal Medicine Specialist at the Hospital, spoke to the committee early last year to explain that colon cancer is one of the most preventable forms of cancer, and that if their cancer is caught early more than 90% of patients experience a full recovery. After hearing this information, the group wanted to help with the purchase of this very important piece of equipment.



In the photo (left to right): Stewart Carruthers, Sue Powell, David Finnie, Mary Boucher (KDH Foundation), Shaun Powell, Yasmin Andre, Brad Andre and Elsie Patterson. Missing from the photo: Gib Patterson, Tanya Hall and Bill Tupper.

North Grenville Community Sweetheart Brunch supports the Foundation

The Knights of Columbus held their 18th Annual North Grenville Community Sweetheart Brunch on Sunday, February 14, 2016. This year's event, honouring Harry and Sheila Pratt, enjoyed a record turnout. The KDH Foundation was pleased to be included among the community's charities benefiting from donations from the event.



In the photo (left to right): Sheila Pratt, John Paterson and Kara Pratt Paterson from the Pratt Family look on as Mary Boucher, Joanne Mavis and Margret Norenberg from the KDH Foundation receive a \$1,000 donation from Jean LeClair, Grand Knight, Knights of Columbus, Holy Cross. Photo: Steve Roberts, StyvesPhotos

Scotiabank continues support

Thank you to the staff at Scotiabank for holding a number of fundraising activities over the year in support of the KDH Foundation. Recently, Jon Steven, the Manager of Scotiabank Kemptville, and Christianne Smith, the branch's Small Business Advisor, presented a new IPAD to KDH staff Deb Mitchell, Nursing Team Leader, and Patricia Tischart, Staff Occupational Therapist. The IPAD will be used by residents in the Hospital's Interim Long-term Care unit for cognitive therapy.



In the photo (left to right): Christianne Smith, Deb Mitchell, Patricia Tischart, and Jon Steven.

Welcome to our new Community Partners!

The Kemptville District Hospital Foundation is pleased to welcome the following new Community Partners for 2016:

Law Office of Connie Lamble
Municipality of North Grenville
Rona/KBC
Urbandale Construction
Westerra Homes

The Kemptville District Hospital Foundation's Community Partner Program invites local businesses and groups to support the health of their employees, customers, families and friends by making an annual contribution to the Kemptville District Hospital Foundation.

"As a local business owner, Community Partner, and Chair of the KDH Foundation Board of Directors, I believe that we all need to contribute to ensure our Hospital has the tools it needs to provide this community with the best in patient care," said Robert Noseworthy, CEO of Westerra Homes.

"I would also encourage people to look for the community partner stickers in the windows of local businesses around Kemptville and show them your support," he added.

The Foundation raises funds to purchase vital diagnostic, medical and surgical equipment that is not covered by any level of government funding.



A number of our Partners attended the first annual Community Partner Thank You Breakfast, held at the Hospital on February 10th, 2016. Pictured (left to right): Frank Vassallo, KDH CEO; Peter Weiss, Urbandale GM; Neeven Hanna, Pharmacist/Owner eQuinelle Pharmasave; Shadi Abdelmalek, Pharmacist/Owner Kemptville Drug Mart; Margret Norenberg, Vice Chair KDH Foundation; Anna Van Adrichem-Rochon, Board Member KDH Foundation; Barb Tobin, North Grenville (NG) Deputy Mayor; Robert Noseworthy, Chair KDH Foundation; Connie Lamble, Board Member KDH Foundation; Donovan Arnaud, NG Councillor; Melissa Boudreau, Urbandale Communications Manager; James Slater, RCB Kemptville Manager; Nancy Graham, Coldwell Banker, Sales Rep.; Frank Onasanya, NG Councillor; Michelle Jones, Sales, Urbandale Country Walk; Joanne Mavis, Executive Director KDH Foundation; Dr. Greg Leonard, KDH Chief of Staff, and Mary Boucher, Senior Manager, Community Engagement KDH Foundation. Partners missing from the photo: B & H Your Community Grocer; Five Star Restaurant; Jim Perry Motors; Jonsson's Independent Grocer; Kemptville Physiotherapy; Love Your Pet; Myers Kemptville; Sam's Pizza; Scotiabank.

Urbandale recognized for its support of the KDH Foundation

At a recent event recognizing the support of local businesses, the KDH Foundation was pleased to recognize Urbandale Construction with an Honorary Community Partner plaque.

In 2014, Urbandale made a \$100,000 pledge to the Hospital to ensure our community receives the best in patient care. Urbandale, the home builder behind Kemptville's 'Country Walk' development, is leading by example to raise the sights of other local businesses in support of our Hospital.



In the photo: Representing Urbandale Construction, Melissa Boudreau, Communications Manager (second from left), Peter Weiss, General Manager (second from right), and Michelle Jones, Country Walk Sales Consultant (far right), accept the Community Partner Plaque from (far left) Foundation Vice-Chair, Margret Norenberg.



Legacy giving is a gift that goes beyond a lifetime

The Kemptville District Hospital Foundation relies on the generosity of donors to continue supporting the Hospital's needs and priorities.

Legacy giving is a gift arranged now to provide funds to the Foundation at

some point in the future.

Many donors choose to bequeath funds to the Foundation in their wills, as a way to offer continued support. At the KDH Foundation, Legacy gifts account for roughly 10 percent of our funds.

If you choose to leave a bequest to the KDH Foundation, you can direct the funds to certain programs or have a fund named after your family. Legacy gifts are also recognized in the Heart of Giving Memorial Stone Garden.

Please consider leaving a gift in your will to the Kemptville District Hospital Foundation.

Upcoming Events in Support of the KDH Foundation

- | | |
|----------------------|--|
| June 24th | Little Black Dress Event
A Chamber of Commerce Event
North Grenville Municipal Centre |
| June 30th | Tallman Truck Centre BBQ
A Chamber of Commerce Event
In honour of Harry Pratt |
| July 15th | Bob Perry Memorial Golf Tournament
11 am Shotgun, 5 pm Dinner
eQuinelle Golf Club/Rideau Glen Golf Course |
| August 17th | Ladies' Nine & Dine
4 pm Shotgun, 7 pm Dinner
Rideau Glen Golf Course |
| October 1st | Kemptville Walks
Exciting changes this year – stay tuned for details |
| November 12th | KDH Foundation Fall Gala
North Grenville Municipal Centre |

KDH FOUNDATION BOARD OF DIRECTORS 2015-16

Robert Noseworthy,
Chair
President, Westerra Homes and Development

Margret Norenberg,
Vice Chair
Professor, University of Ottawa

Frank Vassallo
CEO,
Kemptville District Hospital

Hugh O'Neill,
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Jane Wolfe
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KDH Auxiliary

Mike Gaynor
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Jim McManaman
Partner,
Solution One Financial Services

Lillian Leonard
Past President,
KDH Auxiliary
Owner/Office Manager,
Kemptville Medical Centre

Connie Lamble
Law Office of
Connie Lamble

Anna Van Adrichem-Rochon

KDH FOUNDATION CONTACT INFORMATION

Please get in touch with us at any time if you have any questions or comments.

Mailing address Kemptville District Hospital Foundation
2675 Concession Road
PO Box 2007
Kemptville ON K0G 1J0

Website www.kdhfoundation.ca
Telephone 613.258.6133 ext 157
Email foundation@kdh.on.ca

Charitable Registration #118979152RR0001

Auxiliary NEWS

Hey Day 2016

By the time you read this, the Auxiliary's annual giant yard sale, Hey Day, will have taken place. Eager shoppers from North Grenville and much farther afield will have packed the Curling Club on June 10th and 11th, snapping up bargains in clothing, books, toys, linens, china, jewelry, craft supplies, electrical appliances, furniture and sporting goods.

Believe it or not, this was the 56th Hey Day!

Hey Day is the Auxiliary's major annual fundraiser. Every year, thanks to the support of the community, the event's dedicated volunteers, and generous local businesses, Hey Day raises significant funds that are used to purchase essential medical equipment for the hospital.

The Auxiliary would like to express its gratitude to the dozens of Hey Day volunteers who help out year after year – their contribution is significant. Last year, the volunteer hours were tallied at more than 2,400 over the two days of the event.

A huge thank you as well to Jolene Stover, our Hey Day coordinator again this year, who expressed a sentiment that we all share: "I am proud to be a part of such an amazing, generous community – one that appreciates our hospital and supports these fundraising events, year after year."

Annual Volunteer Appreciation Tea

KDH held its annual Volunteer Appreciation Tea to express its gratitude to all our volunteers on April 15 at The New Rideau Restaurant. Several dozen volunteers enjoyed a delicious luncheon, music provided by talented performer, Marleen Fawcett, and the glorious April sunshine in the restaurant's solarium.



KDH Auxiliary President Jane Wolfe (centre) presented Outstanding Service pins to (left to right): Mae Fairfield, Marguerite Gooch, Betty Beach and Brenda Steacy.

A number of dedicated volunteers were honoured at the Tea. KDH Auxiliary President Jane Wolfe presented Outstanding Service pins to the following: Diane Ardrion (in absentia); Betty Beach; Ina Dyks (in absentia); Ruth Earl (in absentia); Mae Fairfield; Marguerite Gooch; Brenda Steacy; and Joan Valdystyn (in absentia).

Three long-serving volunteers earned their Provincial Life Member (PLM) designation this year: Lis Angus, Tine te Grotenhuis, and Lillian Leonard.



Jane Wolfe (left) chats with KDH's oldest volunteer, Katy Pominville.

KDH's oldest volunteer, Katy Pominville, turns 108

Katy Pominville, who recently made her annual donation of dozens of hand-knitted items to the KDH Auxiliary, is arguably the oldest living hospital volunteer in Canada. She turned 108 on December 27, 2015.

For more than 30 years, she has knitted socks, mittens and scarves all year long and donated a huge bag of them at Christmas time to be sold in the KDH gift shop.



Barbara Grinstead (left) and Cecile Prodonick.



Debbie Seguin-Reddick (left) and Jane Wolfe.

Acton's Corners News

The Acton's Corners unit of the KDH Auxiliary held its annual Christmas Party in December 2015. The raffle draw and cheque presentation are always highlights of the evening. Barbara Grinstead won the lovely quilt donated by the late Emilie Martin, Tina Goode won a tablet, and Gloria Dagleish won the Brigadoon Gift Certificate. Debbie Seguin-Reddick presented a cheque for \$3500 to KDHA President, Jane Wolfe. This amount is part of KDHA's annual donation to KDH.



Frank Vassallo and Jane Wolfe

Auxiliary Annual Donation to KDH

On April 4, KDHA President Jane Wolfe presented a cheque for \$65,000 to KDH CEO Frank Vassallo. The donation will enable KDH to purchase televisions for patient rooms, a new food delivery system for patients, a medical recliner, and a vital signs monitor.

This donation reflects Coffee Bar/Gift Shop profits, Hey Day proceeds, the Acton's Corners Raffle, and the Tribute Fund. Thanks to everyone for their support in these activities!

IN MEMORIAM

Sadly, Ric Cecchini passed away on February 22, 2016. Ric was a KDHA member just the last few years, but he was always a great support for his wife Bev in her work in the Coffee Bar/Gift Shop. Ric also volunteered at Hey Day in different capacities over the years, and was a valued member of the newly formed Patient and Family Advisory Committee at KDH. He will be missed.



Ric Cecchini

How to Volunteer at KDH

We welcome new volunteers to assist with patients (in the interim long-term care unit, OR, ER, and inpatient unit), in pastoral care, at the information kiosks, and in the Coffee Bar/Gift Shop. To learn more, call 613.258.6133 ext. 164 or email volunteer@kdh.on.ca

Tribute Fund

To make a tax-deductible donation to the Auxiliary in memory of a loved one, or to celebrate a special occasion, send a cheque to: KDHA, 2675 Concession Road, Box 2007, Kemptville, ON, K0G 1J0.

Second Hand Rose

The KDHA Gift Shop has an area of gently used treasures for sale. If you have items to donate, call Betty Beach at 613.258.4454, or bring them to the Gift Shop.

Auxiliary Meetings

Everyone is welcome to attend bi-monthly meetings at 7:00pm in the KDH Boardroom. We meet the third Monday in September, November, January, March and May. Our Annual General Meeting is the third Monday in June.

An introduction to our new CEO, Frank Vassallo, and the major initiatives we're working on now

Frank J. Vassallo took up the reins as CEO of KDH in October 2015. He brings to the hospital more than two decades of experience in both private and public sector health service administration.

Prior to his arrival at KDH, Frank was a Vice President at OntarioMD, a subsidiary of the Ontario Medical Association that helps physicians implement Electronic Medical Records to improve the quality of patient care. Previously he served as President of healthcare consultancy Synergy Health Service Solutions Inc. His public sector experience includes three positions with the Ontario Ministry of Health and Long-Term Care, including as Director, Planning and Support for the Central South Region.



Frank Vassallo, our new CEO.

Frank has a Master's degree in Health Services Administration from Dalhousie University, as well as a Master's in Communication Management from McMaster University and Syracuse University.

Frank received a warm welcome from the KDH Board, staff, physicians and volunteers. "I am excited and honoured to assume the CEO role and to be working with a great team committed to building healthier communities," he said. "I believe a key aspect of that commitment is building strong collaborative relationships in our community and region," he added.

Shortly after his arrival, Frank had the opportunity to begin building relationships with a number of KDH's community and social service partners, who were invited to a 'meet and greet' breakfast at the hospital. The event

was well attended and laid the groundwork for future collaboration.

Since taking up the reins at KDH, Frank has been very busy! As he recently shared with North Grenville Municipal Council and the Kemptville Rotary Club, he has been focusing on several key initiatives.

"I am excited and honoured to assume the CEO role and to be working with a great team committed to building healthier communities."

- Frank Vassallo

Patient and Family Centred Care at KDH

Patient and Family Centred Care is a philosophy that is transforming healthcare: it shifts healthcare providers from doing something for or to a patient to partnering with the patient, both in his or her care and in the design, delivery, and improvement of health services.

This spring, KDH launched an innovative campaign to help transition from providing the patient-focused care we are known for to partnering with patients for Patient and Family Centred Care.

Dubbed "The Patient Experience Starts Here", the campaign was designed to encourage all KDH staff, physicians, and volunteers to internalize the principle that each one of us makes a vital contribution to the patient experience. You may have noticed the "The Patient Experience Starts Here" buttons we are wearing, and the posters of a variety of staff, physicians and volunteers performing their individual roles in the hospital.

The benefits of Patient and Family Centred Care are increased quality of care, enhanced patient safety, and higher satisfaction, among both patients and staff.

In addition to providing these benefits, Patient and Family Centred Care is now mandated by the provincial government and our federal accreditation body: for 2016 surveys, Accreditation Canada has added more than 350 new criteria that set out best practices for the delivery of Patient and Family Centred Care.

"The delivery of Patient and Family Centred Care in its fullest form results in an exceptional experience for every patient," said Frank, "and everybody who works, volunteers, or provides services here has the opportunity and responsibility to make Patient and Family Centred Care a reality at KDH."



Three of our campaign posters, featuring (left to right): Michelle Morgan, RN; Lois Watts-Sculthorpe, Volunteer; Cheryl Norris, Dietary Aide.

As part of our transition to partnering with patients, we have begun to work with a group of Patient and Family Advisors on several committees and projects, and we want to recruit more. See page 2 for information about being a Patient and Family Advisor at KDH.

Your Hospital – Your Healthy Future

In January 2016, KDH began the process of developing its next strategic plan, for 2016 to 2019. Called, Your Hospital – Your Healthy Future, the process was designed to encourage stakeholders to engage with the hospital like never before – to share their ideas about KDH's strengths, potential opportunities, and desired results for programs, services, and more.

During the last week of March 2016, the project team, led by Catherine Van Vliet, Executive VP Integration & Primary Health, held separate consultation sessions with the public, partners, internal stakeholders (staff, physicians and volunteers), and past KDH Board Chairs. As well, for one of KDH's largest user groups, children and youth, interviews were conducted with elementary and secondary principals and superintendents, and mental health and addictions leaders.

People who weren't able to participate in person were invited to take an online survey, provide their input through a postage paid response card, or contact a member of the

KDH strategic planning team personally.

All of the feedback received was compiled and analyzed, along with an environmental scan that focused on the changing demographics in our area, trends impacting health services, and Ontario Ministry of Health and Long-term Care priorities.

KDH's Board of Directors and senior management team are currently using this information to draft the new strategic plan. It will be completed in time for the hospital's Annual General Meeting in June and shared publicly at that time.

Thank you to everybody who provided their input! And special mention to our Patient/Client Advisor on the project, Oris Retallack.



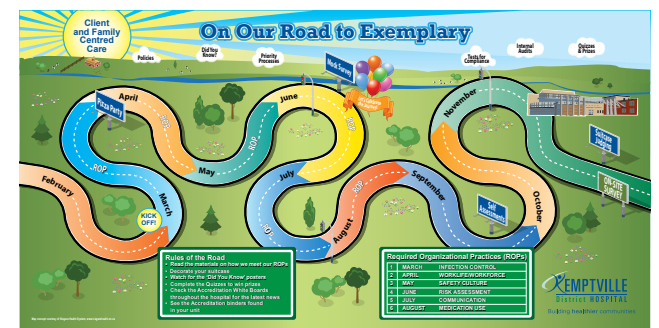
In the photo, Richard Delaney of Delaney + Associates facilitates our Partner Consultation. More than 70 partner organizations contributed to the development of our new strategic plan.

Our Road to Exemplary

As you know, KDH was awarded Exemplary standing on our last Accreditation Canada survey in the fall of 2012. Our next Accreditation is fast approaching – the Accreditation Canada surveyors will be onsite in November 2016, assessing how well we are meeting their 1300-plus criteria pertaining to the quality and safety of patient care.

We welcome the opportunity to measure our programs and services against best practices, demonstrating our commitment to a continuous process of improvement. The process helps us identify what we do well, where we can make improvements, and how to make them happen.

Our Accreditation Team, led by Lana LeClair, VP Corporate Affairs, is hard at work identifying any areas where we may need to make changes to processes or procedures to meet new Accreditation Canada standards, and then implementing action plans to close the gaps. A major focus of the new Accreditation requirements is enhanced Patient and Family Centred Care (mentioned above).



This colourful roadmap, which hangs in our main lobby, is designed as a fun way to chart our progress through the work we need to do in preparation for Accreditation this fall.

Frank welcomes feedback on each of these initiatives and KDH services in general. Feel free to contact him at 613.258.6133, extension 132, or at fvassallo@kdh.on.ca.

KDH earns award for making the healthy food choice the easy choice

Congratulations to our Dietary Department and the KDH Auxiliary on achieving Bronze status in the Healthy Foods in Champlain Hospitals initiative!

Spearheaded by the Champlain Cardiovascular Disease Prevention Network, the initiative sees hospitals across our region making healthier food available in their cafeterias, gift shops, vending machines and franchise operations.

The aim of the program is to reduce rates of chronic illness such as heart disease, stroke and cancer by creating an environment where the healthy food choice is the easy choice.

KDH was the seventh hospital (out of 23) in the Champlain Local Health Integration Network (LHIN) to achieve Bronze status to date – none have yet achieved Silver or the top level, Gold.

We were able to achieve Bronze status in a relatively short time, as the hospital's food offerings already met many of the criteria. Andrea Corbett, KDH's Manager of Dietary Services, explained: "KDH was always a step ahead in providing healthier foods to our staff, visitors and patients – about eight years ago we decommissioned our deep fryer, and five years ago we stopped selling chocolate bars, chips and pop."

For KDH, achieving Bronze status meant increasing the availability of whole grains, vegetables and fruit, reducing sodium in soups, decreasing the portion sizes of high-calorie beverages, and creating nutritional labels for all coffee bar and vending machine items made onsite.

Andrea and the Dietary team

“KDH was always a step ahead in providing healthier foods to our staff, visitors and patients.”

- Andrea Corbett

worked closely with the KDH Auxiliary, who operate the hospital's popular coffee bar, to make the necessary changes.

Volunteer Brenda Steacy, the coffee bar's food manager, expressed her thanks to staff, physicians and volunteers for being open to the changes.

"I think the most noticeable difference for us has been that we've replaced our former soups with lower sodium, lower fat versions," she said. "I know some of our regulars preferred the original recipes, and we are grateful for their patience as we've worked to find soups that

are flavorful as well as healthy."

To meet the Bronze status criteria, all KDH soups had to contain 480 milligrams or less of sodium, and 10 grams or less of fat. One of the first soups to be revised was the original cream of broccoli and cheese soup, which had a whopping 1,010 milligrams of sodium and 17 grams of fat! After some research on Andrea's part, it was replaced with a healthier version containing a mere 470 milligrams of sodium and 2 grams of fat.

Nutritional information was added to the labels on the coffee bar's sandwiches, yogurt parfaits and muffins, and a binder containing ingredients lists as well as nutritional information was made available at the coffee bar.

Two representatives of the Healthy Foods initiative were on hand November 5, 2015 when the hospital held a celebration to mark the achievement. Laurie

Dojeji and Andrea Taylor of the Champlain Cardiovascular Disease Prevention Network presented the official Bronze Status

plaque to Andrea Corbett, Brenda Steacy, and Bev Cecchini, the KDH Auxiliary's coffee bar and



KDH volunteer Brenda Steacy is the coffee bar's food manager.

gift shop manager.

The hospital's new CEO, Frank Vassallo, was pleased to see KDH taking a leadership role in this initiative. "As a hospital, I believe we have a responsibility to be a role model," he said. "We know that providing healthy food choices for the members of the communities we serve is an important way to reduce risk factors for chronic disease."

"What's more," he added, "promoting healthy food choices in the workplace supports the health and wellbeing of our staff, and enables them to deliver the best possible patient care."

Our next goal: Silver! Tell us what you think! Andrea



Andrea Corbett, Manager, Dietary Services.

and her team have developed a questionnaire to gather feedback on the changes at the coffee bar. The data will be compiled and used to inform future decisions about the food items available at the coffee bar and in the vending machines. Please stop by the coffee bar and fill one out!

The Patient Experience, *continued from*

the KDH Diabetes Education and Support program for several years. He says it has been very helpful in managing his condition. Led by Heather Kamenz, Diabetes Nurse Educator, and Julia Hicks, Diabetes Dietitian Educator, the program offers a full range of diabetes education and support services.

Graham credits the program with helping him get down to a healthy weight. "After starting to meet with Heather and Julia, I realized I couldn't fool around with my diabetes – I had to keep focused," he said.

Having started with one-on-one counselling, Graham joined the Diabetes Exercise Group. He finds that group very helpful as well and notes that, again, the participants are a close-knit group. Graham is happy to report that he is able to keep his diabetes under control by following a healthy diet and exercising.

Graham has high praise for Julia and Heather, and in fact all KDH staff he's come in contact with. "The hospital's staffing choices are spectacular," he said. "I don't know how they are able to hire so many great people."

“The hospital's staffing choices are spectacular. I don't know how they are able to hire so many great people.”

- Graham Gould

Graham says he feels very happy and fortunate to be involved in both these programs. He hardly ever misses attending either class.

If you have been diagnosed with Parkinson's, the KDH Parkinson's Support Group can help. The group meets every Thursday from 1:00 to 2:00 pm in the KDH Physiotherapy Department. To join, call 613.258.6133, extension 136, to make an appointment for an initial assessment. You do not need a doctor's referral.

All of KDH's Diabetes education and support services are free and self-referrals are welcome. For more information, call Heather Kamenz at 613.258.6133, extension 212, or Julia Hicks at 613.258.6133, extension 216.



KDH pilots IT project that improves the patient experience

When a patient comes to the Emergency Department or is admitted to the hospital, care providers need vital information, including what care that patient may be receiving at home. A new collaboration between KDH and the Champlain Community Care Access Centre (CCAC) is making that possible.

KDH is excited to be the pilot site for the CCAC's new eNotification system. With this integrated information technology project, admission information is now automatically shared between the KDH information system and the CCAC database.

This means that the CCAC is notified when a patient is admitted to the KDH Emergency Department. The hospital then receives notification if the patient is currently receiving home care services from the CCAC. Finally, notification is sent to the CCAC when a patient is discharged, to ensure follow-up and the resumption of services.

The new process has proven to be very beneficial, as ER physicians are able to make care decisions with more information at hand. This information is particularly helpful in an emergency situation and helps to inform the care plan moving forward.



An ER physician and nurse confer in the KDH Emergency Department

"It's been a great success so far," said Tim Farncombe, KDH's IS/IT Manager. "The next step is to enable family doctors to access the information as well. Coordinated care between the hospital, the CCAC, and the patient's physician may

help to reduce repeat visits to the ER and other health issues."

This initiative is one of several IT integration projects led by the Champlain Alliance of Small Hospitals (CAsH).

KDH is going smoke-free

In January, new provincial legislation made it illegal to smoke on the outdoor grounds of a hospital other than in a designated smoking area. This includes vehicles parked on hospital grounds.

KDH responded to the new legislation by creating a designated smoking area in the northwest corner of the ER parking lot. Patient safety and accessibility were our top priorities when choosing this location, and we are grateful for patient input into the decision.

This designated smoking area is temporary, however, as we are required to phase it out by January 1, 2018 at the latest, when smoking on hospital property will be entirely banned in the province.

The Public Health Unit offers many options for helping smokers quit, often for free. For more information, please contact the Tobacco Team at 1-800-660-5853, SFOA@healthunit.org, or ECA@healthunit.org.

KDH stresses the importance of hand hygiene in preventing illness

Although cold and flu season is over, hand washing is still the most effective way to prevent infections and illnesses.

Hand washing stations dispensing alcohol based hand rub are provided throughout the hospital for use by staff and visitors alike.

Alcohol based hand rub is provided as it kills 99.9 percent of the germs that can be found on your hands.

Visitors are asked to keep themselves and others safe by using the hand wash provided, not visiting if they are unwell, and refraining from having contact with other patients.

KDH's doctors, nurses and other healthcare providers are expected to wash their hands before and after contact with

patients, as well as after exposure to body fluids.

Like all hospitals in Ontario, we audit and report all healthcare providers' compliance with the hand hygiene guidelines. At KDH, this is the responsibility of Annie Lord-Stephens, our Infection Prevention Control Practitioner.

Annie notes that it's ok to ask your nurse or doctor if they've washed their hands. However, since many people would be uncomfortable asking their health care providers if they've cleaned their hands, KDH puts the onus on the providers.

"We provide ongoing hand hygiene education activities for our health care providers," Annie explained. "Our goal is to ensure that performing proper hand hygiene remains a central and consistent part of everyday practice."



Annie Lord-Stephens (left) and volunteer Lois Watts-Sculthorpe demonstrate proper hand washing technique during a recent hand hygiene education event for staff and the public.

KDH to participate in the first Doors Open North Grenville

KDH is excited to be participating in the inaugural Doors Open North Grenville event on September 24, 2016.

Doors Open North Grenville is a family-friendly, daylong event that invites you to be a tourist in your own community. Participants can engage with, explore and discover the 24 participating sites, from the Bishop's Mills Community Hall to the Upper Nicholson's Lockstation. Many of the sites offer special activities, such as tours, exhibitions and demonstrations – all free of charge.



Doors Open events are happening in 43 communities across Ontario from April to October under the umbrella of the Ontario Heritage Trust. One of the main drawing cards of Doors Open events is the opportunity to get behind normally closed doors, from historical houses to modern marvels of construction.

This year's theme across Ontario is the history and impact of science, innovation and ingenuity in Ontario, so KDH is a perfect fit. We will be offering hospital tours, including our state-of-the-art-ORs, and a variety of displays on how we're enhancing the patient experience, our programs and services, our donated art collection, and more. Refreshments will be available at the KDH Auxiliary's coffee bar/gift shop.

Learn more at www.doorsopenontario.on.ca/northgrenville.