

HEALTH MATTERS



KEMPTVILLE
DISTRICT HOSPITAL

WINTER 2019/2020

‘Building Healthier Communities’





CEO's Message

I'm pleased to introduce this issue of Health Matters as we begin our 60th Anniversary year!

Like many at KDH, I have been reflecting on all the changes that have taken place in this building since we opened our doors on June 29, 1960. Looking back, I believe that one of KDH's greatest strengths has been our ability to adapt to the changing needs of the people we serve. This led from KDH's transformation a number of years ago from a typical small rural hospital into an integrated health services organization providing acute care hospital services, advanced orthopedic care, and primary care management services.

Our further evolution now sees us looking beyond our walls more and more. KDH has become a leader in building and facilitating partnerships among health service organizations in our region with the aim of improving the coordination and integration of care. Read about our 'extramural' efforts in articles on KDH's work with multiple partners to help develop an Ontario Health Team (page 13) and a Mental Health and Addictions Health Hub for Children and Youth (page 21).

KDH's history is closely intertwined with that of the KDH Auxiliary, which formed in 1959, a year before the hospital opened. Read about our journey together on page 6.

And please don't miss our tribute to Dr. Denis Jones (page 19), a beloved family doctor throughout the North Grenville community and a lifetime champion of KDH.

I would also draw your attention to news from the KDH Foundation (page 10), which channels community support for your hospital, and from our Patient and Family Advisors (page 23), who give of their time to help ensure our programs and services are centred around the needs of our patients, families and caregivers.

We look forward to celebrating KDH's first 60 years with a number of events throughout 2020, including a Dinner and Dance on May 8, 2020, for past and present staff, physicians, Board members, and volunteers, and a Strawberry Social Open House for the community on the hospital grounds on June 27, 2020.

Here's to a wonderful year for all of us,
Frank Vassallo

LETTERS

“I just wanted to express my appreciation and admiration for the very well run operation at the Kemptville District Hospital.

In the past month or so, I have received services from KDH from a clinic appointment with Dr. Steven Oliver and your x-ray department, to a pre-op visit with nurse Sylvia and Dr. Yvonne Kaethler, and then arthroscopic surgery with Dr. Oliver and his fine medical team.

I also want to mention the Patient Registration staff who added me to the hospital system within a few minutes of my arrival, and the many volunteers who seemed to be at every corner to guide me through the magical maze of a new hospital unfamiliar to me.

Every step of the way was unbelievably timely, thorough, professional, skilful and very, very friendly. I am so impressed!

I thank you and all of the staff of KDH sincerely for my experience in what is probably one of the finest and best run hospitals in the country.

All the best,

William Tim MacKenzie

Merrickville, Ontario

P.S. Yesterday, I received a follow-up call to find out how I was, and how the instructions for recovery were – amazing! I am following my post-op instructions faithfully and have managed to progress up to about one mile on the repaired knee in a little over two days! ”

This patient experience was told to the Nursing Manager for our outpatient clinics.

“In November, 2010, Mr. Edward Darch of Kemptville, a patient in KDH's Diabetes Education and Support Program, had an appointment at the hospital with our Diabetes Nurse Educator at the time, Heather Kamenz, RN.

Heather noticed that something was wrong with his feet and told him about it. She stressed the importance for him to follow up with his family doctor.

As a result he went to see his physician, and was subsequently diagnosed with melanoma.

Mr. Darch had surgery, and multiple follow-up treatments for cancer on various places on his body. This went on for several years.

He was told that the diligence and thorough care that Heather provided to him was what saved his life. He wanted to thank Heather, and all of the people at KDH for the great care they provided to him. ”



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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ON OUR COVER

Our cover photo was taken at our first Ontario Health Team planning workshop. See page 13.



When ‘Home Alone’ is no longer an option

Planning ahead helps make your loved one’s transition to a new senior living situation the best it can be

As we progress through our senior years we begin to think about our ability to manage our day-to-day living. And so do our children. Today there are so many options; it can be very confusing for a senior and for their family.

The key is to think about moving ‘to’ rather than moving ‘from’. This may be difficult and full of emotion and perhaps fear but it is important to investigate the options while the current living situation is still working. Planning ahead may make the difference between a move to a preferred place, and a move to whatever is available in a time of crisis. Planning ahead means it’s a matter of choice and we have some control over the future.

As a senior, tell your family of your concerns and thoughts about where you might like to live when your present living situation becomes difficult for you – for whatever reasons. Enlist their help and be clear about what you want. Ask yourself, “What are the aspects of senior living that are important to me?” and “What assistance would be most helpful to me?”

Being proactive and moving to a facility with staff and services means that some health crises can be avoided and others can be managed much better than if you were living on your own.

If you have a parent or parents in their senior years, have you ever heard yourself say these words: “I don’t think Mom/Dad can manage by herself/himself at home much longer”? Many of us will say them, or think them, but will not do anything more than worry about the situation. Maybe we don’t act because we are in denial that we are going to

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“
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control over the future.
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have to find them a new living situation, or maybe because we simply don't know how to do that.

First of all, talk to your parent(s). Be a supportive partner in helping your parent(s) find a new home. Throughout our lives we often move several times for various reasons. This is just another move with special considerations.

Helping to plan for where they will go when they can no longer manage at home is a gift we can give our ageing loved ones. It can mean the difference between a steady decline in hospital while waiting for a long-term care bed and a comfortable and smooth transition to an appropriate senior living situation – before a crisis occurs.

In the absence of a plan, the former scenario often comes to pass. A senior will arrive in the ER with an issue like a urinary tract infection, perhaps accompanied by confusion, and be admitted. When the medical issue resolves, the family members may feel like they will not be able to cope with their loved one back at home; the decision may be made that they need to transition to long-term care, and they will get on a waiting list. Often a long waiting list.

“

Unlike hospitals, retirement communities and long-term care facilities can provide activities to improve quality of life and try to slow down the decline in mobility for people living with dementia.

”

- Cathy Burke, Vice President of Nursing and Clinical Services (KDH)

During this time spent waiting in hospital for a bed in a long-term care home, many seniors will experience a decline in physical or mental function – or both. They are at risk for hospital-acquired infections, pressure sores, incontinence, falls, and more.

If your loved one suffers from Alzheimer's or dementia, a hospital is not the ideal place to be: designed to provide acute care, hospitals can't offer the specialized dementia services that long-term care and retirement homes provide.

"I've seen many patients with Alzheimer's or dementia decline while they wait in hospital for a new living situation," said Cathy Burke, Vice President of Nursing and Clinical Services at Kemptville District Hospital (KDH). "As a hospital, we simply cannot provide the programming that they need."

"Unlike hospitals, retirement communities and long-term care facilities can provide activities to improve quality of life and try to slow down the decline in mobility for people living with dementia," she added.

In addition to the health risks that hospitalizations pose for seniors, waiting in a hospital bed when you no longer require acute care is a bad use of our healthcare dollars. In Ontario it costs approximately \$1,100 per day to keep a person in hospital, compared with about \$200 to keep them in long-term care.

When people occupy acute care hospital beds but they no longer need to be in hospital, they are designated "Alternate Level of Care" or ALC. You may have read about this – it's a big problem



in healthcare today. When people are taking up hospital beds and they don't require in-hospital care, that means that people who do need to be in hospital have to wait for a bed. This contributes to the problem of "hallway medicine", another phrase you will find in the news just about every day.

Why is planning ahead so important?

The ideal situation for many seniors is to age at home as long as possible and then make a smooth transition to retirement living. Planning ahead with your parent(s) means you can make measured and informed decisions, rather than deciding in a hurry at a time of crisis, based on too little information.

Planning ahead with your parent(s) means you can do your best to honour their wishes. Your plan may include home renovations to address current or future mobility issues. You may develop an interim plan, like finding a place for your parent(s) in a retirement community while they are waiting for long-term care.

Planning ahead also helps families choose a living situation that can evolve as your loved one's care needs change. This can save the costs of having to move him or her more than once; more importantly, it can save your loved one the distress of having to make an unnecessary move and readjust to another new living situation.

Help is available

There are a number of services in the Champlain region that can help seniors and families find the best senior living situation. They know all the options in the area and can advise about the different levels of care available, costs, and more. And their services are free.

- **A Place For Mom** - Ottawa, ON - 613-796-9294
- **Age Well Solutions** - Ottawa, ON - 613-277-6449
- **Help Downsizing** - Ottawa, ON - 613-864-8939
- **K. Turner Transitions** - Ottawa, ON - 613-859-4557
- **Maestro LifeStyles** - Ottawa, ON - 613-505-4792
- **Solva Senior Living** - Ottawa, ON - 613-421-6073
- **Supporting Seniors** - Ottawa, ON - 613-295-1984
- **Tea & Toast** - Ottawa, ON - 613-406-6031
- **Visavie** - Ottawa, ON - 613-234-3383



Champlainhealthline.ca has a wealth of other information to assist families.

Your loved one's family doctor or nurse practitioner may also be able to help. The doctor or nurse practitioner likely knows your parent well and most certainly wants the best for them. The primary care provider may flag that your parent now has a new baseline of health; he or she may ask you, "How are you coping?" and "What are your plans going forward?" This may prompt you to have the conversation with your parent(s) that you need to have. Maybe you have concerns and can ask to speak to the primary care provider, with your parents' consent, to discuss future planning.

You care about your loved one. Plan ahead – don't wait for a crisis.

“

The ideal situation for many seniors is to age at home as long as possible and then make a smooth transition to retirement living. Planning ahead with your parent(s) means you can do your best to honour your wishes.

”



A Short History of the KDH Auxiliary, 1959 – 2019

Excerpts from a
speech delivered by
Lynne Clifford-Ward on
September 19, 2019, at
a 60th Anniversary Tea

On January 5, 1959, Miss Margaret Storey, RN, Chairman of “Women’s Activities” on the Board of Governors for the future Kemptville District Hospital (KDH), issued a call to all interested women in the Kemptville area to meet in Leslie Hall. Why? To form a Women’s Auxiliary for the yet to be built hospital. Miss Storey hoped that 300 area women would help with the projected duties of the Auxiliary. Her appeal far exceeded her expectations: by April of that year the membership stood at 751.

And so began the dedicated corps of volunteers at KDH.

The Women’s Auxiliary was up and running a year and a half prior to the official opening of the hospital. It was comprised of a central Auxiliary with some 19 distinct units, each with a representative on the main Auxiliary. At the inaugural meeting in February 1959, unit directors

were introduced, plans for a quilt raffle were put into motion, a committee was chosen to begin work on a constitution, standing committees were selected, and a decision was made to join the provincial Association of Hospital Auxiliaries. The second Monday of the month was set aside for Women’s Auxiliary meetings.

This was a robust beginning that set the stage for how the Auxiliary would operate.

In a 1960 article in *The Weekly Advance*, Kemptville, the organization’s first president, Helen Patterson, wrote that there was “a three-fold purpose of the Auxiliary – Public Relations (the interpretation of the needs, services rendered and the understanding of the hospital), Volunteer Service (in the hospital) and fundraising.”

Fundraising efforts at the time included bake sales, dances, and catering for banquets – Women’s Auxiliary volunteers worked tirelessly to raise money for much-needed medical equipment. They also supplied bed linens, towels, drapes and curtains for the hospital along with other small needs, and after the opening of the hospital, were responsible for the repair and replacement of these items as needed.

Opening Day June 29, 1960

At last, on Opening Day, June 29, 1960, the Auxiliary, under the guidance of Lois Latimer, RN, provided guided tours to 2,000 curious visitors. It seemed that everyone wanted to see what had been described as “the castle in the air” by reporter Philip Cooper, in an article printed in the *Ottawa Citizen* just before KDH opened. Cooper also wrote that KDH was “one of the best-designed, most modern hospitals in Canada”. Tours continued throughout that happy afternoon and evening until 11:00 pm.



This photo from the 2018 Hey Day shows some of the 77 volunteers who had served at the event for at least 10 years.

Hey Day

In June of 1961, Auxiliary member Mary Prosser initiated and convened the first “Hey Day” fundraiser. In its inaugural year, Hey Day raised \$3,172 – the equivalent of \$26,968 in today’s dollars.

1959

JANUARY 5
Call for interested women in the Kemptville area to form a Women’s Auxiliary

1960

JUNE 29
Opening Day! Tours of ‘the castle in the air’



1961

JUNE
The inaugural year for Hey Day

The annual date of the second weekend of June was selected, since local mothers would have received their family allowance cheques and would have some money to spend, at a time when the monthly government family allowance was three dollars per child.

Still going strong as it approaches its 60th year, Hey Day is made possible through the hard work of well over 100 dedicated volunteers, coupled with the generosity of the community. All proceeds are used for the direct benefit of KDH patients.

“
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” - Helen Patterson in
The Weekly Advance,
Kemptville (1960)

The Early Years

In the early days at KDH, the Women’s Auxiliary volunteers helped in many different and generous ways. “Sometimes it might even include bringing in homemade jam or pickles for the patients,” recalled Catherine Brunton, Auxiliary President from 1990 to 1991.

By 1961, all provinces had hospital plans in operation and 99% of the population was covered for standard-ward hospital care. The Auxiliary helped to inform the community of this message: with Ontario Hospital Insurance (now OHIP), patients no longer had to pay for services or hospital stays. In 1961, the cost per patient per day was \$20.10, which included nursing service, lab and x-ray work, drugs, medical and surgical supplies, administration salaries, wages of hospital staff, and maintenance.

Leading the hospital from 1959 to 1974 was KDH’s first Administrator, Miss Marjorie Hawkins, RN. Her long career began with training at the Pembroke Cottage Hospital and included serving as a Nursing Sister Officer with the Royal Canadian Army Medical Corps during World War II, overseeing a 1,200 bed hospital in Bruges, Belgium.

Miss Hawkins began her job at KDH long before there was a bricks and mortar building. Her role was critical, overseeing the entire hospital and organizing every facet of the hospital’s operation, from ordering equipment to writing policies, from hiring staff

to supporting the formation of the Auxiliary and building and maintaining strong relationships within the community.

In 1964, Miss Hawkins led KDH to achieve its first Accreditation, attesting that the hospital met a prescribed set of standards regarding patient and medical care, staff, governance, the physical plant, and more. At this time, KDH was the smallest hospital in Ontario to achieve this significant accomplishment.

In mid-July 1967, during Canada’s celebratory Centennial Year and while the Kemptville arena was being demolished, Hey Day was deferred for a year. Instead, the Auxiliary hosted a mammoth Centennial Garden Party on the campus of the Kemptville Agricultural School. 1,200 people came and enjoyed the many booths featuring candy, jams and jellies, a fish pond, and a baking table; the highlight, according to Miss Hawkins, was the wedding Dress Parade with dresses dating back to 1860. Proceeds from the day were \$2,500.

In April, 1969, KDH opened a new Emergency and Admitting wing. This grew the footprint of KDH and the areas where the Auxiliary provided service.

Candy Strippers

Teenaged Candy Strippers volunteered at KDH from 1968 to 2000. Their duties ranged from helping patients at mealtimes to

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1964

KDH achieves
its first
Accreditation

1967

MID-JULY
Centennial
Garden Party on
the Kemptville
Agricultural
School campus



1969

APRIL
A new
Emergency
and Admitting
wing opened



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making beds, entertaining children in the waiting room, hairdressing, escorting patients to other departments, and playing cards with or reading to patients.

Miss Hawkins described the Candy Strippers in a 1971 letter to the editor of *The Weekly Advance* as "rays of sunshine in the lives of those who are ill and injured".

After the program launched, each year there were 13 or so young women in the program and, in 1990, it included some young men.



Connie Brogan (right) and friend.

Candy Stripper uniforms included white slacks, white blouse and white shoes. The female Candy Strippers proudly wore pink and white striped aprons. Upon completion of 50 volunteer hours at KDH, Candy Strippers received a cap; after 100 hours, they were issued a volunteer pin. This achievement was celebrated with a "Capping and Pin Ceremony" with parents and friends to cheer them on.

The program also provided an opportunity for these young volunteers to explore hospital career opportunities. A bursary was offered by the Auxiliary to a Candy Stripper who was planning to continue in the health field; eventually this was offered to two candidates, and continues to this day, though recipients may not have volunteered at KDH.



A number of past presidents of the KDH Auxiliary attended the 60th Anniversary Tea.

Evolution of KDH and the Auxiliary

At a meeting held January 12, 1975, a motion was moved by Avalon Pinhey, President from 1977 to 1979, and seconded by Carol Wilson that "Women" in the Women's Auxiliary title be deleted and that henceforth the organization would be known as the Kemptville District Hospital Auxiliary (KDHA).

Another change that impacted the Auxiliary was the ending of KDH's Obstetrics program in June, 1990. With demand for the nursery declining from more than 100 babies per year to 25, it was no longer sustainable, and the maternity ward closed. For decades, it had been customary that the KDHA present the gift of a silver spoon to the first baby born each year at KDH. With the ward's closure that tradition ended.

Gradually, the many units reporting to the main Auxiliary diminished to nine and then, finally, to one unit: Acton's Corners. This unit continues to thrive and be active in many ways, including helping to staff the Coffee Bar/Gift Shop, organizing quilting bees, and providing a quilt for an annual quilt raffle.

In January, 1998, The Great Ice Storm hit Eastern Ontario. The impact was monumental. 70,000 homes were without power – some 11,000 hydro poles had shattered with the weight of the ice and needed to be replaced. KDH, with its diesel generators working at full tilt for weeks, was an oasis

1970

*Candy Strippers
program
launched*



1975

*JANUARY 12
Women's
Auxiliary
becomes known
as Kemptville
District Hospital
Auxiliary*

1990

*JUNE
The end of
the Obstetrics
program; the
nursery closes*

“

Volunteers have been absolutely critical to the success of KDH since it opened.

”

of warmth and a respite from the cold and freezing temperatures. Many Auxiliary volunteers, along with many others from the community, helped hospital staff in making sandwiches and meals, serving and delivering comfort to the community, and were very glad for the military personnel and hydro crews who arrived to help a few days into the power outage.

In 2000, the 40th Anniversary of KDH, a grand celebration was held, including a Garden Party on the west lawn of the hospital on June 30, and a Gala Dinner Dance on September 30. Nancy Chajkowski, Auxiliary President from 1995 to 1997, created a scrapbook of the celebrations, which now resides in the Auxiliary archives. It contains photos, articles and printed materials for this milestone year.

When the hospital Board decided on a major expansion in the mid 2000's, involving new construction, extensive renovations, and a \$10 million "Lean On Me" Capital Campaign led by the Kemptville District Hospital Foundation (established 1979), the Auxiliary contributed \$50,000 to help pay for constructing and equipping the new Coffee Bar/Gift Shop. The new Emergency Department, state of the art Operating Rooms, and Diagnostic Imaging suite opened in the fall of 2010, along with a larger and light-filled KDH Auxiliary Coffee Bar/Gift Shop, which has become a magnet for visitors and a significant revenue generator for the Auxiliary.

For several years the Auxiliary was focused on helping to purchase a mammography machine for the new Diagnostic Imaging suite. Prior to its acquisition, the distance to the closest service was Winchester, Brockville or Ottawa. This often meant that many local women did not have a mammogram on a regular basis – or perhaps not at all. The Auxiliary successfully raised \$100,000 toward this important acquisition, achieving its goal in 2013.

In April 2010, as the Auxiliary celebrated its 50th anniversary year, it was honoured by the Municipality of North Grenville with a Civic Award for its exemplary work in the community.

2019: 60th Anniversary of the Auxiliary

2019 marked the 60th Anniversary of the KDH Auxiliary. It was a time to reflect and celebrate the valuable contributions, commitment and service of all the Auxiliary volunteers over the many decades.

A 60th Anniversary banner was posted outside the Coffee Bar/Gift Shop and hospital volunteers proudly wore 60th anniversary buttons. A permanent history exhibition at KDH will soon commemorate and recognize their many generous contributions to help build a healthier community.

Volunteers have been absolutely critical to the success of KDH since it opened. Their contributions can be measured in hours: 2018 saw Auxiliary volunteers contribute a total of 14,117 hours, the highest number in the recorded history of the Auxiliary.

The contributions of the KDH Auxiliary over the decades can also be measured in dollars: to date, their efforts have raised an astounding \$1.43 million.

However, measurement by hours and dollars does not represent the entire Auxiliary. What the volunteers bring to the experience of patients, their families, caregivers and visitors – a smile, a guiding hand, a kind word – is immeasurable.

The same spirit and passion that motivated more than 700 women in the North Grenville area to help build an Auxiliary and launch a hospital 60 years ago still prevails at KDH. This is the hospital the community built, and multiple generations of KDH Auxiliary volunteers, clad in their iconic red vests, continue to carry that torch forward.

And for this, we are grateful.

2010

Auxiliary receives Civic Award from Municipality of North Grenville on its 50th Anniversary

2013

Auxiliary meets goal to raise \$100,000 for Mammography

2018

*Highest number of volunteer hours in one year: 14,117
Total donations to KDH reached \$1.43 Million*





Community Donations to the KDH Foundation

Thank you to the community for your generous support to enhance patient care at KDH

In the fall of 2019, **Yates Custom Lawn Sprinklers** donated an irrigation system for the Hospital's Heart of Giving Memorial Stone Garden. Chuck Yates and his brother, Chad, made this generous donation in memory of their father. Chuck is pictured here with Joanne Mavis, KDH Foundation Executive Director (left) and Mary Boucher, Foundation Senior Manager, Community Engagement.



On November 7, 2019, KDH Foundation Executive Director Joanne Mavis (centre), KDH CEO Frank Vassallo (far right) and Project Lead for the Mental Health and Addictions Health Hub (Hub) for Children and Youth in North Grenville, Joanne Desormeaux (second from left), were thrilled to accept a cheque for \$9,371 from **Kemptville Tim Horton's** owners Ingrid Kohling (far left) and Jose Salvador (second from right). The money, raised at the two Kemptville Tim Horton's locations during September's Smile Cookie campaign, will be used to support the Hub initiative, now named Wellness Access for Youth/WAY.



On November 8, 2019, **The Commonwell Mutual Insurance Group** presented a cheque to KDH for \$13,000. Accepting this generous gift from Commonwell's Paul Rolofs (second from left) and Amber Wells (second from right) are KDH's CEO, Frank Vassallo (far left), Manager of Nursing Services, Meagen Boisvenue (centre), and the KDH Foundation's Executive Director, Joanne Mavis (far right). The money will be used for much needed renovations of KDH's Interim Long-Term Care Unit.





\$10,000 Shopping Spree Raffle raises \$35,000 for new equipment

In late 2019, we announced that one lucky person would get to spend \$10,000 on whatever they wish at Kemptville Building Centre (KBC)/Rona and/or Kemptville Interiors.

"From tools to furniture to appliances, the winner can choose anything available in the store," said Eric Norenberg, owner of KBC/Rona. "We are very excited about this opportunity to support KDH and the community!"

Thanks to KBC/Rona, 100% of the proceeds from ticket sales for the shopping spree raffle will be used toward the purchase of a new ultrasound machine for KDH and equipment for colonoscopy and gastroscopy procedures.

Tickets were \$25 each or five for \$100 and were on sale until December 31, 2019. Two early bird draws for \$500 KBC/Rona gift certificates were held September 30 and November 15, 2019.

The Grand Prize Draw was held January 6, 2020. Congratulations to Dale Richardson, the lucky winner of the \$10,000 shopping spree at KBC/RONA!

Dale Richardson (left), winner of the \$10,000 shopping spree at KBC/RONA and Kemptville Interiors with Brentley Summer, General Manager, KBC/RONA.



The current KDH Foundation Board of Directors gathered for a photo celebrating the Foundation's 40th Anniversary. Back Row: Lorna McKnight (Treasurer), Anna Van Adrichem-Rochon (Director), Mike Wallace (Director), Mary Boucher (Senior Manager), Mike Gaynor (Vice Chair). Middle Row: Dean Usher (Director), Robert Noseworthy (Past Chair). Front Row: Margret Norenberg (Chair), Joanne Mavis (Executive Director), Carolyn Hardie (Director)

News from the Foundation Board: Volunteers in Action

2019 marked the 40th anniversary of the Kemptville District Hospital (KDH) Foundation. The Foundation's mandate is to raise funds for equipment, capital projects and other important needs of KDH. The Foundation's funding of priority medical, diagnostic and surgical equipment enables KDH's health teams to provide the highest quality patient care. Since 1979, many passionate and committed volunteer Board members have contributed to raising a grand total of more than \$12,000,000 for KDH! Thank you to former and current Board members for all your hard work.

The Foundation Board has welcomed a new Chair, Margret Norenberg, who took over from outgoing Chair Robert Noseworthy last June. Margret was born and raised in Kemptville. After spending a number of years abroad, her strong ties to the area brought her home again. She teaches at the University of Ottawa and is continually inspired by her students.

Outside of the classroom, Margret is passionate about raising funds for KDH. She joined the Foundation Board in 2013 and became the Vice Chair in 2015 before moving into the Chair position in 2019. "We are fortunate to have this Hospital in our community and I am proud to follow in the footsteps of the many volunteers who have served on the Foundation Board since 1979," she said.

Margret's father and mother established Kemptville Building Centre Ltd in 1974, and the company has been family owned and operated since its inception. Now run by her brother Eric, KBC/Rona is an integral part of the community and recognized for its commitment to local philanthropy.





News from



Foundation raising funds for new Cardiac Stress Testing Equipment

The Foundation is currently raising funds to purchase new cardiac stress testing equipment for our Cardiac Care Clinic. The equipment will allow physicians to help diagnose coronary artery disease, the possible cause of symptoms such as chest pain (angina), and help predict dangerous heart-related conditions such as heart attacks.

For current cardiac care patients, the news of the availability of heart stress testing at KDH has been warmly welcomed. "I am thrilled I don't have to travel to Ottawa anymore for my stress test," said John Steven. "What a difference this will make for me and my family."

For many of us who have family or friends living with cardiac disease, having access to heart stress testing close to home is a relief. For those who are not yet diagnosed, having the testing available can, and will, save lives.

If you would like to make a donation to the Foundation's Equipment Fund, you can donate online at www.kdhfoundation.ca, email us at foundation@kdh.on.ca or call Mary Boucher at 613.258.6133 extension 157.



Internal Medicine Specialist Dr. Rimon Ghattas recently joined the Cardiac Care team and will be conducting heart stress testing at KDH.

“

I am thrilled I don't have to travel to Ottawa anymore for my stress test. What a difference this will make for me and my family.

”

- John Steven

Foundation purchases \$1.85 Million dollars' worth of equipment for KDH

From 2018 through to 2020, the Foundation has committed \$1.85 Million to purchase much needed equipment and to fund renovations.

The Foundation contributed \$750,000 to build new Clinics, \$100,000 for a Friends and Family Gathering Space, and \$196,000 towards equipment, including \$160,000 for a new x-ray machine.

The Foundation has also committed another \$250,000 towards the Clinics at KDH and \$275,000 to purchase new Ultrasound technology. Other projects currently on the go that are funded by the Foundation include a major renovation project to upgrade the space in the Interim Long-Term Care Unit.



If you have any questions or comments about the KDH Foundation, please get in touch!

Joanne Mavis, Executive Director:

jmavis@kdh.on.ca
613-258-6133 x 185

Mary Boucher, Senior Manager,
Community Engagement:

mboucher@kdh.on.ca
613-258-6133 x 157



Development of KDH-sponsored Ontario Health Team Continues

As Health Matters readers may know, the Ontario government announced a major overhaul of our provincial health system on February 26, 2019. The system is being redesigned to revolve around patients and families, and to provide better coordination and integration of care. It will be enabled by digital health technology -- meaning greater access for people to their health records, the ability to book appointments online, have doctor visits remotely, on a tv screen, and more.

A major component of the restructuring is the formation of Ontario Health Teams (OHTs), made up of an array of health providers such as hospitals, long-term care facilities, home care agencies, and family doctors. Under the new system, each OHT will be responsible to provide the range of health services its population needs.

KDH responded to the announcement of the system overhaul very quickly, meeting with a variety of health and social service partners interested in forming an OHT, and subsequently sending an Expression of Interest (EOI) to the (then) Ministry of Health and Long-Term Care on March 15, 2019, listing 12 potential partners.

This rapid response was possible because, as our CEO Frank Vassallo said at the time, "We have spent the last three years focusing on building and facilitating partnerships among health service organizations in our region, with the very aim of making integrated and coordinated care a reality for our patients and their families."

In April 2019, the formal process for becoming an Ontario Health Team was announced: first, complete a Self-Assessment Form, which the Ministry would review and then designate the proposed OHT as being either ready to proceed to the Full Application stage, or 'In Development', or 'In Discovery'. OHTs designated ready

to proceed to Full Application would then be required to submit that documentation, and the Ministry would decide which were ready to be given the green light to start operating as OHTs.

KDH continued to meet with potential OHT partners and gather information, then together the partners, a diverse group of providers including long-term care, hospice, affiliate hospitals, and the majority of family doctors in the region, submitted a Self-Assessment Form on May 15, 2019. The proposed OHT was given the name "North Rideau Health Alliance" and now included 28 partners.



It is crucial for every OHT in the province to be driven by the needs of patients, families, caregivers, and the communities they serve.



- Bob Hale

Once given the green light, the North Rideau Health Alliance will focus on two populations in its first year: children and youth with mental health and addictions challenges, and older adults managing multiple complex conditions.

On July 18, 2019, we were informed that the KDH-sponsored OHT had been assessed as being 'In Development', meaning that, although there was a strong degree of readiness, further development is needed to progress to the Full Application stage.

"Although we weren't selected to proceed to the full application at this juncture, we are very encouraged by the Ministry's assessment," Frank Vassallo responded. "The Ministry sees us as clearly on the path to becoming an OHT." The Ministry subsequently provided guidance on areas for improvement.

The next step for the proposed North Rideau Health Alliance OHT is to submit a progress report on January 20, 2020, as we continue to move toward getting the green light.

Along the way KDH has sponsored several opportunities for community engagement, including an OHT planning workshop May 3, 2019, a Governance Symposium October 26, 2019, and a second planning workshop held on December 6, 2019. Each of these events was attended by a large number of OHT partner organizations, Patient and Family Advisors, and more.

Patients and families have been and will continue to be an integral part of the development of the KDH-sponsored OHT. "I was very pleased to see the requirement in the Ministry's Self-Assessment Form for each partner in the OHT to demonstrate a track record of meaningful patient, family and caregiver engagement and partnership activities," said Bob Hale, the Co-Chair of KDH's Patient and Family Advisory Committee. "It is crucial for every OHT in the province to be driven by the needs of patients, families, caregivers, and the communities they serve."

The first wave of OHTs -- 24 groups from across the province -- was announced in December, 2019. Partners in the North Rideau Health Alliance are currently working toward completion of the Progress Report and anticipate getting the green light to proceed to the Full Application stage in 2020. Watch our website, www.kdh.on.ca, for updates!



News from the



Founded in 1959, a year before Kemptville District Hospital opened its doors, the KDH Auxiliary celebrated its 60th anniversary in 2019. See page 6 to read about the volunteer organization's illustrious history!

The Auxiliary was very busy throughout its diamond anniversary year. Here are some of the highlights.



Acton's Corners Unit

The Acton's Corners unit presented a cheque for \$5,000 to the KDH Auxiliary in early 2019. The money was raised through their annual Christmas quilt raffle. Again this year, members of the Acton's Corners unit were active at Hey Day, selling out their supply of tickets on a beautiful 60th Anniversary Auxiliary afghan. The 2019 Christmas quilt was won by Tina Pos, pictured above.

Annual Donation

The Auxiliary's annual donation to the hospital for 2018-2019 was \$70,000, \$5,000 more than the previous year. The money was used to purchase four "smart beds" that monitor a patient's health while they sleep and alert their healthcare providers to potential problems. This donation brings the Auxiliary's total to more than \$1.43 million since its founding in 1959!

The increase in the Auxiliary's annual donation is attributed to a very successful new fundraiser held in September, 2018: "Celebrating Decades of Bridal



KDH Auxiliary President Brenda Steacy presents a cheque for \$70,000 to KDH CEO Frank Vassallo.

Gowns and Engaging in High Tea". Kudos to Linda Carnegie and her highly creative team of volunteers for putting together this sold-out event!

60th Anniversary Tea

The Auxiliary celebrated its diamond jubilee with a 60th Anniversary Tea held at KDH on September 19, 2019. The tea was well attended by past and present Auxiliary volunteers, KDH staff, and members of the public. Special guests included a number of past Auxiliary presidents and Lynn Rogers, the great-niece of KDH's first Administrator, Marjorie Hawkins. Lynn traveled from Peterborough, Ontario to attend the Anniversary Tea. The attendees were treated to a fascinating presentation about the history of the Auxiliary by Lynne Clifford-Ward of KDH's Communications department. (See page 6.)



Left to right, Meagen Boisvenue, KDH's Manager of Nursing Services, Lynne Clifford-Ward, and Lynn Rogers.





Some of the Hey Day Volunteers who have served for 10 years or more.

Hey Day 2019

The Auxiliary's annual giant garage sale, Hey Day, was held June 7 and 8, 2019. Amazingly, it was the 59th Hey Day! This incredible event was made possible by the amazing creativity and organizational skills of convenor Jolene Stover and about 200 volunteers. The 2019 Hey Day brought in \$34,000, the new record for this historical fundraiser!

Volunteer Report

The Auxiliary's Volunteer Coordinator, Connie Parsons, reports that volunteers are active in many areas of the hospital, including acting as greeters in the ER and at the main entrance, assisting in the Interim Long-Term Care/Convalescent Care unit and pre-op clinics, serving at the coffee bar and gift shop, and providing clerical assistance to staff.

The Auxiliary is currently seeking additional volunteers to act as greeters and way finders at the main entrance. Typically volunteers work for two to four hours at a time in the area of the hospital they choose. Prospective volunteers are asked to complete a Volunteer Application Form and have two references submit Volunteer Reference Forms. In addition, hospital volunteers must submit the results of a criminal reference check, and provide the results of a tuberculosis test as well as proof of immunization for certain communicable diseases. For more information, please email volunteer@kdh.on.ca.

2019 Bursary Recipients

Every year, the Auxiliary awards bursaries to local high school graduates who will be pursuing studies in healthcare. The 2019 bursary recipients were Joshua Dawson and Eva Altehoefer Hastings.

In the photos below, KDH Auxiliary President Brenda Steacy presents the 2019 bursaries to Joshua and Eva.



From the Archives

This photo from the April 10, 1958 issue of The Weekly Advance, Kemptville, depicts the six people who had recently been selected to set up a Hospital Board to proceed with the planning for a hospital for the Kemptville District. Just over two years later, on June 29, 1960, Kemptville District Hospital opened its doors. The last surviving member of this Board, Patrick Maloney (back row, far right), passed away peacefully at Dundas Manor in nearby Winchester, Ontario, on September 15, 2019 at the age of 89 years.





IN BRIEF

KDH embarks on research and quality improvement partnership with WDMH

In February 2019, KDH and Winchester District Memorial Hospital (WDMH) announced that they had entered into a new partnership for collaborative research and quality improvement.

According to Dr. Mohamed Gazarin, WDMH's Chief Research Officer, the partnership is a "win-win-win" situation. For KDH, it means access to WDMH's proven quality improvement and patient safety resources and materials, so the smaller hospital doesn't have to "reinvent the wheel" when developing quality improvement initiatives. For WDMH, the agreement provides a new partner in its research proposals. "The third winner," explained Gazarin, "is the Canadian rural health care system, which achieves both cost savings, because of better utilization of resources, and a more robust rural research outcome."

Cathy Burke, Vice President of Nursing/Clinical Services and Chief Nursing Executive at KDH, agreed. "We are excited about this new partnership as it will enable us to take quality improvement projects already successfully implemented at WDMH and replicate them here at KDH," she said. "These initiatives will be of direct benefit to our patients."

"As hospitals with different areas of specialization, it's so beneficial for all concerned – but particularly the people that we serve – when we share resources and transfer knowledge from one organization to another," noted Cholly Boland, WDMH's CEO.

The partnership with WDMH is "very much in keeping with our strategic direction to build and facilitate partnerships among health service organizations in our region to help make coordinated care a reality for our patients and families," added KDH's CEO, Frank J. Vassallo.



BGH CEO, Nick Vlacholias, and KDH's Communications/Patient Relations Officer, Jenny Read, flank KDH CEO's, Frank Vassallo, dressed as 'Cardiac Carl'.

KDH competes with BGH to register the most new organ donors

In recognition of BeADonor month, KDH and Brockville General Hospital (BGH) held a friendly month-long competition in April 2019 to register as many new organ and tissue donors as they could.

The aim of the challenge was to raise awareness about the value of donor registration, in recognition of the fact that someone dies in Ontario every three days because the life-saving organ transplant they need is not available, yet less than 30% of Ontarians have registered their consent to be a donor.

Both hospitals set up campaign pages on the Trillium Gift of Life Network (TGLN)'s website, BeADonor.ca, to track the number of registrations received during the month of the competition, and encouraged their staff, volunteers and members of their local communities to register.

As part of the challenge, they agreed that the hospital that recorded the least number of new donor registrations would see its CEO spend a day as "Cardiac Carl," the TGLN mascot.

Over the course of April, together BGH and KDH registered more than 500 new organ and tissue donors. It was KDH's CEO, Frank Vassallo, who donned the Cardiac Carl costume, appearing at BGH's Charles Street Site on Friday, May 10, 2019.

As both CEOs shared, the true winners of the competition were the thousands of patients waiting for organ and tissue donation. Both CEOs agreed to repeat the challenge again next year!

KDH welcomes new Medical Specialists to its Outpatient Clinics

Since the last issue of Health Matters, KDH has welcomed three new Specialists to its outpatient clinics.

Dr. Priyanka Dixit, Consultant Paediatrician

Dr. Dixit has joined KDH's existing Consultant Paediatrician, Dr. Irfan Moledina, in offering a full range of paediatric services, including general paediatrics, development, post-neonatal intensive care unit (NICU) care, and behaviour.

Dr. Dixit graduated from medical school at the University of Sydney, Australia, in 2012. She completed her paediatric residency training with the University of Ottawa and The Children's Hospital of Eastern Ontario (CHEO) in 2019.

Dr. Dixit also works at The Ottawa Hospital (TOH) General Campus, providing newborn nursery care, and at the Special Care Nursery of the TOH Civic Campus providing enhanced level II NICU care.

Dr. Dixit welcomes all paediatric medical consultations from family doctors and nurse practitioners; referrals can be faxed to Dr. Dixit's office, 613.216.5163.



Dr. Zeeya Jamal, Chronic Pain Management Specialist

Dr. Jamal offers a clinic in managing chronic pain at KDH. A family physician with a focus on interventional chronic pain management, Dr. Jamal holds a Diplomate designation with The Canadian Academy of Pain Management and a change of scope designation in Interventional



Chronic Pain Management with the College of Physicians and Surgeons of Ontario.

Dr. Jamal's practice at KDH focuses on patients suffering with headaches, facial pain, neck pain and low back pain. Among the services offered are nerve blocks of the head, face, neck and spine.

Dr. Jamal comes to KDH from Uxbridge Cottage Hospital, a University of Toronto teaching site. She is currently a lecturer at the University of Toronto.

Dr. Jamal welcomes referrals from family doctors and nurse practitioners; referrals can be faxed to KDH at 613.258.4997.

Dr. Rimon Ghattas, Internal Medicine Specialist

Dr. Ghattas provides general Internal Medicine services as well as assessment and management of chest pain (including referrals for exercise stress testing), atrial and ventricular arrhythmias, congestive heart failure, uncontrolled diabetes mellitus, and thyroid disease. As a general internist, Dr. Ghattas also provides specialty support to all aspects of our existing hospital services, in particular our ER and inpatient services.

Dr. Ghattas comes to KDH from Hamilton Health Sciences, where he practised as an Internal Medicine Consultant and taught the next generation of physicians as Associate Clinical Professor in the Department of Medicine.

He began his healthcare career as a Clinical Pharmacist after graduating from the Faculty of Pharmacy at the University of Toronto. He then pursued his medical training and completed Internal Medicine residency and subsequent fellowship training at the State University of New York.

Dr. Ghattas welcomes referrals from family doctors and nurse practitioners; referrals can be faxed to KDH at 613.258.4997.



With the arrival of these new specialists, KDH's CEO, Frank Vassallo, commended Chief of Staff, Dr. Penny McGregor, for her ongoing success in recruiting the best physicians to KDH. "We are fortunate to have attracted physicians of the calibre of Doctors Dixit, Ghattas and Jamal to our community," he said. "Our patients, families, and providers will benefit greatly from their services."



IN BRIEF

KDH earns Silver status in the Green Hospital Scorecard

In November 2019 we were pleased to announce that KDH was awarded Silver status in the 2018 Green Hospital Scorecard (GHS) measuring participating hospitals' annual environmental performance.

We are delighted that our ongoing sustainability efforts have been rewarded with the Silver rating for the fourth year running. And we're proud that we've been able to increase our overall score each year so that we are now very close to achieving Gold status.

The Green Hospital Scorecard is a project of the Canadian Coalition for Green Health Care. It measures a hospital's energy and water conservation, waste management, pollution prevention, and corporate leadership, planning and managements. The 2018 GHS results pertain to data reported for 2017.

KDH's latest GHS results show moderate reductions in energy and water use and greenhouse gas emissions, along with a significant 17 percent increase in corporate commitment to environmental sustainability.

Energy reduction efforts included installing programmable thermostats throughout the hospital, replacing most light fixtures with LED bulbs, removing plug-in window air conditioning units, and replacing dated laundry machinery with energy efficient equipment. In addition, building automation capabilities, which maintain and regulate both temperature and humidity, have been upgraded to include the pharmacy and new administration areas.

KDH's Manager of Building Services, Tammy Buehlow, commented on the increase in KDH's corporate commitment score. "Our score in this dimension is a reflection of our formal organization-wide commitments, as well as support and outreach with respect to energy, waste, water and special events," she said. "We couldn't have achieved the success we have without the support of our leadership as well as buy-in from staff, physicians, volunteers, patients and visitors," she added.

KDH's outreach efforts include a partnership struck with nearby Ecole catholique Sainte-Marguerite-Bourgeoys that sees the school's students bringing messages of the importance of environmental sustainability to hospital staff and leading annual Earth Day events at KDH.

Ken Waddington, Communications Director for the Canadian Coalition for Green Health Care, commented on KDH's commitment to sustainability. "It's awesome to see small hospitals like KDH being such tremendous stewards of our environment," he said.

Students from Ecole catholique Sainte-Marguerite-Bourgeoys planted dozens of shrubs on the hospital grounds in celebration of Earth Day 2018.



Tribute to Dr. Denis Jones 1927 – 2019

One of only a few physicians in Kemptville when it was just a very small town and an instrumental figure in the establishment of the medical community that we know today, Dr. Denis Jones was the epitome of a rural family doctor. For more than 50 years, he kindly and generously treated generations of families, and his death on February 28, 2019 at age 91 was deeply felt at Kemptville District Hospital (KDH) and throughout the North Grenville area.

A native of Liverpool, England and a graduate of Liverpool University, Dr. Jones first practiced medicine in hospitals in the UK, served as a medical officer in the Royal Air Force, and then set up a general practice. In 1957, he immigrated to Canada with his wife, Gwyneth, and baby daughter, Sian. After a year at St. Boniface Hospital in Winnipeg, Manitoba, he moved his family to Kemptville. This was three years before KDH opened its doors. In a 2004 interview with Joseph Morin, Staff Reporter for the Kemptville Weekender newspaper, Dr. Jones described the town then as “a pleasant place to be” and to raise a family. He also believed the town should have a hospital of its own.

Dr. Jones set up a medical partnership in Kemptville with Dr. Oswald Beamish, and along with family physicians Dr. Jackson Flay and Dr. Orville Wilson, advocated for a local hospital. Later, he shared a practice in Kemptville with Drs. David Blaine, Gary Blake and Greg Leonard, who would also be great supporters of KDH.

Dr. Jones’ physician colleagues held him in the highest regard.

Dr. Greg Leonard, former Chief of Staff at KDH, commented on Dr. Jones’ dedication to KDH, his support for other physicians, and his unfailingly good nature. “Although KDH is small, it has always been busy, and back then was supported by just a few doctors,” he said. “Denis was the main anesthetist at KDH for many years. He was available seven days a week, day and night, for emergency calls both in the



Dr. Jones holds one of the many babies he delivered at KDH.

emergency room and in the operating room. Back then the obstetrical unit was active and he continued to deliver babies until the unit closed. Denis was always willing and eager to come to the aid of his younger colleagues. He was gracious and pleasant regardless of the hour of the day.”

Dr. John Evans, Dr. Leonard’s partner in practice and also a KDH physician, agreed. He recalled that, “Dr. Jones would always take time to come to the KDH ER to assist with difficult intubations and airway management. He would come from the OR or from his office, or even from his home. It was always very reassuring to know that we could call on him whenever we needed to, that he ‘had our back’.”

Dr. David Blaine added that it was “a great privilege to be Dr. Jones’s partner in practice for more than 30 years.”

In December 2004, four months after he retired and 47 years after his arrival in Kemptville, Dr. Jones received the Hal Anthony Award from the North Grenville Chamber of Commerce in recognition of his consistent effort to help fellow members of the community. As his widow, Gwyneth, noted, “When Denis got involved with something, he gave one hundred percent of himself.”

Over the years he had worked with many groups, including the (former) Rideau Regional Centre in Smiths Falls, the Rotary Club, the local school board, and Camp Merrywood, a camp operated by Easter Seals Ontario for children with physical disabilities. The camp, located between Smiths Falls and Perth, began in 1948 as a summer camp for children with polio, a disease of special concern to Dr. Jones as he had contracted polio himself at the age of 27.

A funeral for Dr. Jones was held in Kemptville on March 5, 2019. In her eulogy, Dr. Loan Luong, Dr. Jones’ physician for the last several years, said, “There are

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**When Denis got involved
with something, he gave one
hundred percent of himself.**

”

- Gwyneth Jones



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many people in our community and its surrounding areas whose life was made better by him being in it. He delivered babies who have grown to be men and women, now in their 30s and 40s. Stories about him are legendary in Kemptville. Dr. Denis Jones embodied the spirit of what it truly means to be a physician. He was kindhearted, hard-working, caring and respectful. He endured countless hours at work to better the lives of his patients."

One of those stories was contributed by Hallville resident Carol Naphan: "I remember him doing a couple of house calls to our home in South Gower. How many doctors would do that? Mom raised eight children and I think he felt sorry for her, so he would take the drive out instead of mom loading the kids in the car."

Evidence of Dr. Jones' generosity abounds. In addition to his busy medical practice and work at KDH, he acted as Coroner for the region from 1966 to 1977 and served on the hospital's Board of Governors from 1966 to 1969, and again from 1981 to 1984. He was also appointed to the KDH Construction

Committee to help oversee the building of a new ER wing in 1968, acted as Chief of KDH Medical Staff from 1980 to 1984, and served as President of the Medical Staff from 1987 to 1990.

Dr. Jones's great sense of humour was renowned at KDH, whether on rounds, conducting medical staff meetings, or chatting with staff. Dr. Patrick Leahy, a Kemptville family physician and Past President of KDH Medical Staff, commented that, "He made medical staff meetings very entertaining!"

KDH nurse Eileen Goddard also has fond memories of Dr. Jones. "He had such a sharp wit and cracked jokes, but always with respect and dignity. He was a gentle man and treated everyone with kindness. He also delivered my daughter, Paula. Back when I was a young nurse, fresh out of nursing school, Dr. Jones helped guide me through the ER."

Dr. Evans added that, "Dr. Jones always had a twinkle in his eye, right from the first time I met him in 1992. Whether he was talking about patients, his boat, or his beloved grandchildren, that twinkle was always there. Even towards the end, when he was in Bayfield Manor (a nursing and retirement home in Kemptville), his eyes would light up when I dropped in from my nursing home rounds to pay him a little visit."

Dr. Luong's eulogy for Dr. Jones painted a vivid picture: "He stood tall and strong in his work years and paved the way for those who followed him," she said. "We thank him, his wife Gwyneth, and his family for the sacrifices they all made for the greater good, giving us his time away from them."

In his leisure time, Dr. Jones enjoyed

sailing, reading, and listening to classical music. He was very much a family man, the loving father of four children, Sian, Mali, Robert and Gareth, and grandfather of five, for whom, Gareth shared, he was "a gentle presence, always interested in what they were doing, and he always had time for them."

In his father's obituary, Gareth noted that, "He was a loving and supportive father who modelled what it meant to be a parent. He was a member of the community whose engagement made it better and who showed us how passion and hard work could make a difference...nothing stopped this man, not polio, not anything."

**“
There are many people
in our community
whose life was made
better by him being
in it.**

” - Dr. Loan Luong

Nurse Goddard agreed that "nothing got Dr. Jones down," noting that, despite any lingering effects of polio, the combination of Dr. Jones' willpower and regular swimming helped him through occasional difficult episodes.

The final tribute rests with Dr. Luong: "As we age, we realize that time is the most precious commodity and can never be replaced or exchanged for anything of equivalent value. Dr. Jones certainly used his time well."

The KDH community is grateful for Dr. Jones' decades of selfless service to the hospital and to patients and families both within our walls and across the wider community. His loss will be deeply felt for a long time to come.



Dr. Jones in family photos.



Update on Child and Youth Mental Health and Addictions Health Hub

Since the last issue of Health Matters, much progress has been made in the development of the Mental Health and Addictions Health Hub for Children and Youth in North Grenville, an initiative KDH has been working on with more than 20 community partners since early 2018.

First, we are excited to announce that the initiative has a new name: Wellness Access for Youth, or W.A.Y. The name represents both a direct way for children and youth to get access to the services they need, and a new way for the partners to work together, as a Collaborative. The name was chosen on a consensus basis by the partners from a list of names generated by youth in North Grenville, who were engaged to submit their ideas through a naming contest and a focus group process.

Walk-In Clinic

A mental health walk-in clinic for children and youth opened in Kemptville on April 17, 2019. The first new service introduced by the WAY Collaborative, the walk-in clinic is held every Wednesday from 11am to 7pm at the Kemptville location of Children's Mental Health of Leeds and Grenville (CMHLG): 79 Shearer Street (lower level) on the Kemptville Campus. The clinic offers each child, youth and family an appointment with a counsellor to focus on behavioural, emotional and/or mental health concerns. If additional services, such as psychiatry consultations, are required, CMHLG will facilitate that.

Statistics on the use of the walk-in clinic show that 100 percent of the clients seen in the clinic between April and June 2019 felt heard during their session, and 75 percent felt hopeful after their conversation with the counsellor.

Introduction of Navigator Role

In early 2019 the WAY Collaborative put in place a Navigator to help children, youth and their families access the mental health and addictions services they need. In between counselling sessions with CMHLG and/or while waiting for a referral, children and youth can talk to the WAY Navigator, Kris Van de Ven, as often as every day if they need to. Van de Ven also works for Connect Youth, a WAY partner that helps and supports youth with a variety of challenges in addition to mental health and addictions, including employment and housing.

Help for Parents

When a child or youth is struggling with a mental health or addictions challenge, their parents can feel helpless and alone. Parents' Lifelines of Eastern Ontario (PLEO), another WAY partner, can help. PLEO is staffed by parents who have supported their own children with these challenges. Their services include a support group held at KDH on the second Tuesday of every month for parents and caregivers of children and youth with mental health and/or addictions challenges. And we are pleased to announce that PLEO staff are now offering support to parents at the weekly walk-in clinic referenced above. PLEO also offers a Parents' Helpline and Mobile One-on-One Support.

Launch Event

The WAY initiative was officially launched at a special event held at KDH on May 11, 2019. The Launch was attended by representatives of the partner agencies, community members, and politicians from

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both municipal and provincial levels of government. Speakers included KDH's Consultant Paediatrician, Dr. Irfan Moledina, who highlighted the need in North Grenville for youth mental health services based on the patients he sees, including young children who are experiencing panic attacks because of bullying and teenagers demonstrating self-harming behaviours.



Naming Contest Winner

At the Launch, KDH's CEO, Frank Vassallo, announced the contest to choose the new name for the initiative. He invited youth aged 12 to 25 to pick a name and explain why they chose it – in a short essay, video clip, etc. He declared that a tablet would be awarded to one entry chosen at random from all entries received. Two months later, on July 18, 2019, Vassallo presented the iPad to Mathew Dicsi, a student at St. Michael Catholic High School in Kemptville.

Visioning Exercise

On June 5, 2019, the 20-partner WAY Collaborative held a visioning exercise, which was well-attended by the partners as well as by an enthusiastic group of youth. The group began the process of crafting a Mission, Vision and set of Values for the initiative. The resulting Mission is "a community working together to strengthen mental health and addictions services and promote mental wellbeing to support children, youth, families and caregivers in North Grenville"; the vision is of "a community where children, youth, families and caregivers are healthy and have the life skills to achieve their full potential," and the values are collaboration, youth, family and caregiver centred care, compassion, and youth friendly environments.



Participants at the visioning exercise.

For more information about the walk-in clinic or Children's Mental Health of Leeds and Grenville, call 1-800-809-2494.

To contact the WAY Navigator, Kris Van de Ven, youth can call or text 613-246-5792. Physicians, teachers and others with concerns for a youth can call Connect Youth at 613-918-0173.

Parents, to access Parents' Lifelines of Eastern Ontario (PLEO)'s Parents' Helpline and Mobile One-on-One Support, call 613-321-3211.



The family of Mike Lalande present a cheque for \$10,500 to WAY partners.

Community Support

Community support for the WAY initiative has been tremendous. To date, the North Grenville District High School 'Move Marathon' (April 2019), Eddie and the Stingrays Benefit Dance (April 2019), the inaugural Mike Lalande Memorial Golf Tournament (June 2019), the KDH Foundation Corporate Golf Classic (June 2019), and the Kemptville Tim Hortons Smile Cookie Campaign (September 2019) have all raised much-needed funds to help with development of the WAY initiative. The WAY partners are very grateful to be a part of such a generous and supportive community.

Next Steps

As development of the WAY initiative continues, the focus is on increasing access to and awareness of mental health and addictions services for children and youth. To help increase awareness among the youth, Kris Van de Ven, the WAY Navigator, is becoming a very familiar face where youth gather in Kemptville: he can be found at North Grenville District High School five days a week over the lunch hour; he is at the Kemptville Youth Centre every Tuesday after 3pm, and joins the group of youth that head over from there to Holy Cross School about 6pm Tuesday evenings for Sports Night.

PFAC News

As part of its commitment to Patient and Family Centred Care – partnering with patients, both in their care and at its decision-making tables – KDH established a Patient and Family Advisory Committee (PFAC) several years ago.

Current work of the PFAC includes presenting an education program for KDH staff, with topics such as ‘Compassion Fatigue’ and ‘Difficult Discussions’, developing policies and procedures for a proposed pet therapy program, and participating on KDH’s Infection Prevention and Control Committee.

We have developed a logo and a PFAC seal of approval, which will be used on policies and other documents to indicate they have been reviewed and accepted by the PFAC.

In addition, we are proud of our work, led by PFA Jane Hale, to develop a Patient Declaration of Values. This is a series of statements about what our patients value, under the headings of Quality and Safety, Clarity and Confidentiality, Dignity and Respect, Compassion and Care, and Collaboration and Communication.

We have been working hard to make our membership more diverse, and have successfully recruited new volunteers to bring the New Canadian and LGBTQ+ voices to the PFAC table. We are

currently recruiting volunteers to bring the Indigenous voice.

We are also looking to grow the PFAC as a result of new opportunities to partner in KDH’s work with 20-plus health and social service partners to create an Ontario Health Team (OHT) (see page 13), as well as the continued development of the Mental Health and Addictions Health Hub for Children and Youth in North Grenville, now known as Wellness Access for Youth, or W.A.Y. (see page 21).

There are many ways you can act as a Patient and Family Advisor at KDH. For instance, you could sign up with your email address to be a member of our PFA Virtual Pool, in which capacity you could participate by reviewing materials and offering comments or completing a short survey. You could also become a PFA bringing your patient and/or caregiver experience to a specific project like W.A.Y. or in shaping our future health services as a member of our OHT.

To learn more about becoming a Patient and Family Advisor at KDH, please call 613.258.6133 ext. 222 or email PFAC@kdh.on.ca.



**Patient and Family
Advisory Committee**
KEMPTVILLE DISTRICT HOSPITAL

The PFAC logo



PFA Jane Hale and KDH's CEO, Frank Vassallo, show the PFAC Declaration of Values plaque that was developed by the Committee.



*The PFAC
Seal of
Approval*

“

We are also looking to grow the PFAC as a result of new opportunities to partner in KDH’s work with 20-plus health and social service partners to create an Ontario Health Team.

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DID YOU KNOW?

...that you do not need a doctor's referral for several programs and services at KDH? Patients can self-refer to the following programs.

Mammography

Women aged 50 to 74 should have regular mammograms, generally every two years. Mammograms save lives; early detection of breast cancer provides the best chance of survival. Women aged 50 to 74 can book their mammograms at KDH directly; call 613.258.6133 extension 400.

Bone Mineral Density (BMD) Testing

The best way to protect yourself from an unexpected fracture is to have a BMD test that predicts your risk of osteoporosis. All men and women 65 and over should be tested. The test is painless and quick. Women and men 65 and over can book their BMD tests at KDH directly; 613.258.6133 extension 400.

Diabetes

KDH offers a comprehensive Diabetes Education and Support Program including group education sessions, personalized support during individual counselling sessions, and a weekly resistance training program. People 18 years and older with diabetes or prediabetes can register for the program by calling 613.258.6133 extension 289.

Chronic Obstructive Pulmonary Disease (COPD)

KDH offers a COPD education program in partnership with the Lanark Renfrew Lung Health Program to help people with COPD learn more about the condition and how to stay healthy. Monthly education sessions are led by a Certified Respiratory Educator; topics discussed include learning about your inhalers, exercise and COPD, and much more. Caregivers are welcome. To register, call Lori at 613.259.2182 or 1.866.762.0496 extension 2324.

Parkinson's

If you have been diagnosed with Parkinson's, KDH's Parkinson's Exercise and Movement Group can help. The group meets for a weekly exercise class that focuses on strengthening and balance exercises. The class is held at The Workshop Dance Studio in Kemptville. Our Parkinson's program is offered in partnership with Parkinson Society Ottawa. To join, call 613.258.6133, extension 136 to make an appointment for an initial assessment.