



GENERAL HAPPENINGS

Brockville General Hospital

APRIL 2009

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Helpdesk is here to help!

Do you need help from the IT department? Helpdesk is how to get it. During regular business hours, please call the Helpdesk at ext. 1245 or email helpdesk@bgh-on.ca to let the department know how the technicians can assist you. You will receive a work order number and your request will be prioritized under the system, then a technician will be assigned to help you. When following up with further questions, please refer to the work order number.

The program is now fully operational; Michelle Zaveda has been hired as Helpdesk staff.

"If you need IT services, please call Helpdesk and get a work order," says IM/IT Department Manager René Melchers. "We're here for you."

René invites you to provide input after using Helpdesk. Please send an email to helpdesk@bgh-on.ca or call ext. 1245 with feedback, comments and suggestions on how to improve the service.

But first, you need to use it: "We want you to use Helpdesk as your regular way of contacting IT so we can improve our service," he says.

The [Helpdesk Policy](#) is available on SharePoint under: Departments — Information Management & Information Technology — Documents — Policies Approved by IMIT Committee.

New menu items now available in the Cafeteria



Watch for the Theme Days that are in store for you during the 2009 season at the General's Retreat Cafeteria.

At Charles Street, we are now offering **breakfast items** such as Western Omelettes, Breakfast Quesadillas and Breakfast Wraps. We offer a rotating selection daily to help jumpstart your day. Breakfast items are served from 9 to 10:30 a.m. Monday to Friday. Effective April 1, the cost will be \$2.50.

At Garden Street, we are now offering **half-size** portions of some of your favourite **desserts**. Remember, half the size, means half the price, half the calories *and*... half the guilt!

Watch for our Easter Day Celebration: April 9 at the General's Retreat, at both our Charles Street and Garden Street Sites.

HAPPY CART AT GSS

Debra Wade, the Spiritual Care Manager, rolled around the Wellness Cart at the Garden Street Site recently. Debra is retiring from BGH this month.



APRIL is made of such wonderful things: Sunbeams, tulips, Easter Bunnies and butterfly wings.

Tips for Serving Customers with Disabilities

How to help people who are deaf, oral deaf, deafened or hard of hearing

- Attract the customer's attention before speaking. For example, try a gentle touch on the shoulder or a wave of your hand.
- Don't shout.
- Make sure you are in a well lit area where your customer can see your face.
- If the person uses a hearing aid, reduce background noise or move to a quieter area.

Source: Serve-Ability: Transforming Ontario's Customer Service

For more information please visit:

www.AccessON.ca/compliance

Jessica Gerritsen / Accessibility Committee

EDUCATION/TRAINING

Here is a list of some upcoming Education events brought to you by Organizational Development.

Code White Training	April 21	7 – 11 a.m.
Code White Refresher	April 21	12 – 1:30 p.m.
Code White Refresher	April 21	2 – 3:30 p.m.
Ethics In-service (GSS)	April 15	2:15 p.m.
Ethics In-service (CSS)	April 15	2 p.m.
Neurology	April 23	8:30 a.m. – 12 p.m.
Inf. Control Hot Topic	April 28	2 p.m.

To sign up for these events, please call Shirley at 1104 or sign up via the intranet.

Grade 5 and 6 students to visit BGH

On April 27 and April 30 from 11:30 a.m. to 1:30 p.m., a group of very well behaved students in Grades 5 and 6 will visit the hospital for part of their VEP education. The students will be attending short information sessions on the following:

- Hand Washing Glitter Station
- PPEs
- Surgical Patient Post-op Care
- What happens to a patient when they enter the ER with an overdose.

Jessica Gerritsen, Education Assistant

Recognizing our BGH Educators



Casey Johnson
Nurse Educator

Thank you Casey for your excellent Critical Care training!

Casey graduated from University of Alberta in 2003 with a BScN. She worked in Emergency in Red Deer, Alberta as a undergraduate and graduate nurse. Casey completed her final practicum in Greys Nuns Hospital in Edmonton. She has also worked in Orthopaedics. Casey joined the BGH team April 2005, working in the Emergency Room and Intensive Care Unit.

Casey enjoys teaching because it is always challenging and she continues to learn new things. Her plans for education at BGH are to start working on new protocols such as ventilation-acquired pneumonia, central line infections and the new cooling protocol — and to rejuvenate the Nursing Professional Practice Council. *Congratulations!*

Here's what the students are saying about our BGH staff!

BGH had four office administration students from SLC complete a two-week placement at our facility.

One student worked with Lee Ann Grattan at GSS, one worked with the administrative assistants on fifth floor, one worked with the Organizational Development team, and one worked in the surgical suites.

Nicole commented that what she liked the most about her experience at BGH was "getting the experience of what an office administrator does."

She added that it was a great learning experience for her because she was able to complete "real jobs, tasks and projects."

Thanks to all our staff who welcome students into our facility and take time to include the students as part of the caring team at BGH!

Shirley Lazurko, Manager, Organizational Development



Brockville & District Hospital Foundation

75 Charles St., Brockville, Ontario K6V 1S8
613-345-4478 foundation@bgh-on.ca



The Incredible Shrinking Coffee Party

The Brockville and District Hospital Foundation has a clever new way of raising both awareness and funds: The Incredible Shrinking Coffee Party.

It began March 23, when seven people gathered at the home of Jean Macintosh to have a cup of coffee and discuss the wonderful things happening at Brockville General Hospital and the Brockville and District Hospital Foundation. Each party guest contributes \$5, which the host will remit to the Foundation. The money raised will help buy a specialized treadmill for the new Cardiovascular Rehabilitation Centre opening at BGH this spring.

Those seven people will go home to their communities around the region and host their own parties, each inviting six people from among their friends, neighbours and co-workers. Afterward, those guests will host their own parties for five people, who will in turn host four guests each, who will invite three people for coffee.

If no one breaks the chain of parties, several thousand Leeds-Grenville residents will attend one of more than 1,000 parties which form the Incredible Shrinking Coffee Party.

Each time, the topic of conversation will be the programs and services available at BGH and the work being done by the BDH Foundation.

While the \$5 contributions of each guest will help in purchasing cardiovascular rehab equipment, the main goal of this unique fundraiser is to build awareness.



"It's a wonderful way to get information out about the hospital and its programs and to raise money for the new Cardiovascular Rehab Centre."

*- Board member
Jean Macintosh*

Mrs. Macintosh, a BGH Board Governor who came up with the shrinking coffee party idea after hearing about a similar event in Huntsville, hopes this grassroots awareness campaign will see more people take ownership in BGH. "It's your hospital," Mrs. Macintosh points out. "When you need it, you want it to be there for you."

"The idea is to gather friends for a cup of coffee and good conversation about Brockville General Hospital and the Brockville and District Hospital Foundation," says Doris Hallett, Chairperson of the Foundation's Fundraising Committee. "I think it's a smashing idea and a great way to learn about what we offer as a hospital."

Everyone who attends a party will receive a colourful newsletter with information about, for example, the number of emergency visits, hip and knee procedures and diagnostic tests done for people in the various communities the hospital serves, including Athens, Augusta, Brockville, Edwardsburgh-Cardinal, Elizabethtown, Front of Yonge, Gananoque, Leeds & 1000 Islands, and Prescott.

The newsletter also has information on the new Cardiovascular Rehabilitation and Secondary Treatment Centre opening this spring. Organizers hope people will also discuss the hospital's many other programs, including Palliative Care and Infant and Child Development, as well as talking about the wide area the hospital serves.

"It's a wonderful way to get information out about the hospital and its programs and to raise money for the new Cardiovascular Rehab Centre," says Mrs. Macintosh. "There probably isn't anyone in our community who doesn't know someone who has been affected by a heart attack."

The newsletter also includes photos of recent donations, showing how the community generously supports the hospital through the foundation.

The BDH Foundation is an organization that supports Brockville General Hospital's commitment to providing compassionate patient care and excellence in services and programs. Kevin Tackaberry is the Chairperson of the Foundation Board.

*Christine Endicott
Communications Officer*

More Comments:**Here's what students are saying about BGH staff!**

A group of RPN students just completed their January to February 2009 placement at Brockville General Hospital with Cathy Bouwhuis. Here are their comments.

What did you like the most about your clinical experiences at BGH?

- James wrote: "The O.R."
- Elizabeth commented: "I enjoyed the day surgery/OR experience!"
- Kathryn wrote that she liked the "variety of experiences, working with many different nurses."
- Tenica said she enjoyed "knowing that you are helping others and trying to make them feel as comfortable as possible."

The BGH employee who made your experience great was...

- James wrote "Angela Lawson-Rimmer. She was very helpful and she was patient and gave a lot of compliments."
- Elizabeth commented "Tiffany in Day Surgery – Dr. Froats and Dr. MacGillis. Tiffany was able to explain things well and the two doctors were good in explaining things to me."
- Kathryn wrote: "Cathy Bouwhuis."
- Tenica said: "Day Surgery. I found that Day Surgery was the best experience. Everyone was willing and kind; you got to do a lot more."

Overall this was a great learning experience because...

- "I learned a lot and I know some expectations of nursing," wrote James.
- "I learned lots and had new experiences," Elizabeth commented.
- "It was my first time working in a hospital," wrote Kathryn. "Nurses were usually very helpful and willing to let me work alongside them."
- "I got a chance to better my skills and had a chance to see what the hospitals deal with," said Tenica.

Thanks to all our staff who welcome students into our facility and take time to include the students as part of the caring team at BGH!

**Join in the Supercities Walk for Multiple Sclerosis**

Brockville is holding its annual Supercities Walk for MS on **Sunday May 24, 2009**. Brockville's is one of more than 160 walks that take place in Canada. This makes it the single largest fundraising event and the largest one-day fundraising event in Canada.

The walk is a fun community-based event full of great food, prizes, entertainment and amazing community spirit.



Monies raised through the walk directly affects the lives of those families living with multiple sclerosis. The MS Society provides support and services to these individuals and their families to enhance their quality of life.

Multiple Sclerosis is an unpredictable and often disabling disease that affects three times as many women as men.

MS can cause a variety of symptoms including loss of balance, impaired speech, extreme fatigue, double vision and paralysis. Every day, three more people in Canada have M.S. An estimated 1 in 500 Canadians have MS. MS is diagnosed in children as young as three.

If you wish to WALK FOR MS, all you have to do is fire up your team spirit by becoming a team captain and getting a team together! (You need at least three other members to join you.) Or, you can walk as an individual.

It's great fun, great exercise, great food, a chance to meet new friends and it shows great support for our community while helping a great cause!

To register online visit www.mswalks.ca or phone 1-888-822-8467. For more information you can call 1-800-268-7582 or visit online kyle.smith@mssociety.ca.

If anyone wishes to volunteer for the MS WALK or needs any additional information, please contact: Brenda Ford in the Dietary Dept. ext. 1115 or ext. 1169 or home phone 613-498-0585.

UNITED WAY FUNDRAISER GARAGE SALE

Just a reminder that the United Way Fundraiser Garage Sale will take place at the Charles Street Site Auditorium on Friday, May 15 from 10 a.m. to 2 p.m. All gently used donations can be brought to the Diagnostic Imaging Department starting Monday, April 6. If you have questions, please call Nina at ext. 1114.

Spinach Rice Strata

6 servings

1 cup long grain brown rice
 1 tbsp. olive oil
 1 onion
 1 garlic clove, minced
 1 lb spinach leaves
 3 eggs, beaten
 2 cups mozzarella cheese, shredded
 1 cup cheddar cheese, shredded
 ½ cup milk
 1/3 cup fresh parsley
 2 tsp dried basil or 2 tbsp. fresh basil
 1 tsp dried thyme or 1 tbsp. fresh
 ¾ tsp salt
 ¼ tsp black pepper
 Pinch cayenne pepper
 ¼ cup slivered almonds, optional
 2 tbsp. parmesan cheese

Cook rice until tender. Drain.

In skillet, heat oil, sauté onion and garlic until tender. Cook spinach until wilted. Drain. Squeeze dry and chop/ Stir onion mixture, spinach, egg, ½ cheese, milk, parsley, spices into rice.

Transfer to oiled 9x13 baking dish.

Sprinkle with remaining ½ cheese, parmesan and almonds (optional). Bake 30 minutes at 350°F covered. Remove cover and bake another 10 minutes.

Serving Size	1 piece
Weight Watchers	12 points
Energy (Kcal)	511
Fat (g)	29.8
Saturated (g)	17.1
Trans (g)	0.05
Carbohydrates (g)	29.6
Fibre (g)	1.6
Sugar (g)	2.4
Protein (g)	30.8
Sodium (mg)	607
Cholesterol (mg)	168



Yoga at BGH was a success

I am sure all of the 13 staff who joined the four-week yoga program would agree that it was definitely an enlightening experience!

The workplace Wellness Bee Geez introduced Hatha yoga to BGH for a trial day in February, and there was so much great feedback and requests for regular sessions that we decided to hold a four-week program after work on Wednesdays in March. It was open to all staff at the cost of \$40. We had the Maria D'Costa, certified yoga and meditation instructor, lead the program.

Classes ran 1 hour 30 minutes from 4 to 5:30pm and provided all levels of modification to yoga postures, breath work as well as some wisdom about living in the present moment in all aspects of our life.

Maria would be interested in running another 4-6 week session at BGH, please contact Adonica Keddy at 1349 in interested or for more information.

Adonica Keddy

Stay Active, Eat Like a Champion

March was Nutrition Month, and the theme was: **Stay Active, Eat like a Champion**. Posters on display in the cafeteria and outside in the hall depicted a silhouette of an active individual displaying healthy food choices to feel your best and provide fuel for your body to be active and "feel like a champion." These foods included: low-fat dairy products, beans, lentils, whole-grain rice and a variety of other **nutritious foods that "pack a punch,"** providing good fuel for the body. The poster also showed a water faucet to emphasize the importance of regular adequate hydration, especially during periods of increased activity. We also had quizzes to fill out for chances to win prizes. One of the draws that took place on **Free Healthy Options Cafeteria Meals** were awarded to Carole Dupuis and Brenda Ford. Congratulations!

Adonica Keddy

Have a recipe to share?

Mallorytown United Church is looking for recipes for a recipe book the congregation is publishing to raise money for church renovations. The deadline for submission of recipes is April 16. Please send recipes by noting:

- Category: appetizers, beverages, salads, dressings, soups, sauces, vegetables, side dishes, main dishes, breads, dessert and canning
- Your name and organization (BGH!)
- Ingredients
- Recipe directions

Please submit recipes to Joe Hanna, Garden Street Site, via BGH email to Joseph Hanna, or call Sharon or Joe Hanna at 613-342-9017. The church welcomes your recipes!



LUCK OF THE IRISH

BGH President and Chief Executive Officer Ray Marshall, left, and VP/Chief Financial Officer Steve Read laugh as they receive a pot of gold at the St. Patrick's Day Luncheon at the Garden Street Site organized by Lee Ann Grattan and Director of Complex Care, Palliative Care and Rehabilitation Sherry Anderson, back right.

BELOW LEFT: Also at the St. Patrick's Day Pot Luck Luncheon on March 17 were, from left, Stephanie Sabourin, Linda DiLabio, Sandy Thompson and Leslie Leeder.

BELOW RIGHT: Sarah Ashby, left, and Linda Chevrier enjoyed the St. Patrick's Day Pot Luck.



CELEBRATING QUADRAMED GO LIVE!



BGH Staff celebrated the successful launch of the latest phase of QuadraMed CPR Go Live! **Left:** At the Garden Street Site, Theresa Currie, left, and June Lavery, both of the Dietary Dept., enjoy slices of cake. **Right:** At the Charles Street Site were Alison Wall of the Emergency Dept., left, and Jane Lester of Health Information.



Volunteer Association News

We hope all of you who were at Charles Street location during the week of March 9 to 13 were able to visit Eleanor's Café and enjoy free drinks compliments of Brockville General Volunteer Association. This was a gesture of thanks to all staff for their support for Association events during the last 120 years – since the date the original volunteer group, known as the Women's Auxiliary, began. No, it wasn't the ladies' auxiliary, it was the Women's Auxiliary. As Charlie Boyle, who wrote the first History of the Auxiliary, quipped, the name was Women's Auxiliary because over the life of the organization, "there were times when you (the members) didn't have the time to be ladies."

The history of the Auxiliary, now the Volunteer Association, makes for interesting reading and sheds light on how roles and jobs — not to mention costs — have changed significantly over the years. In newsletters during the rest of 2009, our anniversary year, we will be featuring some of those interesting facts.

You may have heard Volunteer President Marla Gilliland on the radio on March 25 as part of the news item that the Wagon Gift Shops and Eleanor's Café gave a cheque for \$20,000 in March to the Association, bringing to \$50,000 the amount turned over by the Shops and Café for this fiscal year. The Volunteer Association will now be reviewing the hospital equipment 'wish list' and deciding what equipment the Association will buy for the hospital with this \$50,000. The Gift Shops at both sites and Eleanor's Café generate most of the money raised by the Volunteer Association, and their success directly affects the amount the Association is able to contribute to the hospital.

The Corridor Art Gallery changed its display of paintings on March 26. Check out the new ones if you are looking for a way to brighten the look of your home for spring. An original painting would also make a unique gift for someone special.

Christine Deault



Marla Gilliland, left, President of the Brockville General Hospital Volunteer Association, receives a cheque for \$20,000 from Shirley Benson, Chair of Wagon Gift Shop, at the Spring General Meeting of the BGH Volunteer Association held at CJ's Banquet Hall recently.

This cheque for \$20,000 brings the total amount raised at the Wagon Gift Shops and Eleanor's Café to \$50,000 for this fiscal year (April 2008 to March 2009). The money will be spent on equipment for BGH.



*From the desk of
Debra Wade, Spiritual Care Coordinator:*

As I sit here at my desk, reflecting back over the 33 years I have worked in the health care system, I am happy to say that I would not change a single thing!

My experiences, my relationships and all the interesting possibilities will remain with me as very wonderful memories.

Yes, deciding to retire was a very serious decision for me. At times I felt happy about it and other times very sad. Luckily, I was not alone at this time as my family and friends were there to support me every step of the way. I must tell you in all honesty, it is the right time for me and it is the right thing to do. For that I am certain.

As my last entry into this BGH newsletter, I would like to take this opportunity to thank everyone who I have had the pleasure of sharing my journey with over the past years.

Moving on means the hope for new tomorrows, a renewed sense of well-being and time to take notice of all the great things this world has to offer.

So, my 'Friends,' I bid you farewell and I pray for abundant blessings to be sent your way.



Au revoir

AULD LANG SYNERS

Wednesday May 6, 2009

11:30 am Social Hour
 12:30 Luncheon Buffet
CJ's Dining Hall

For all former staff, auxiliary members
 and doctors of St. Vincent de Paul Hospital

ADMISSION \$16

PLEASE RSVP

Joan Murray 342-9419
 Bernie Moss 342-1105
 Betty MacDougall 342-5515

MAXINE

1. My husband and I divorced over religious differences. He thought he was God and I didn't.
2. I don't suffer from insanity; I enjoy every minute of it.
3. Don't take life too seriously; no one gets out alive.
4. You're just jealous because the voices only talk to me
5. I'm not a complete idiot. Some parts are just missing.
6. Consciousness: That annoying time between naps.
7. Ever stop to think, and forget to start again?
8. Wrinkled Was Not One of the Things I Wanted to Be When I Grew up.
- 9.



10. Being 'over the hill' is much better than being under it!
11. A journey of a thousand miles begins with a cash advance!

Did you know?

BGH's intranet site, better known as SharePoint, has plenty of useful information.

Did you know that using **SharePoint**, you can see the daily **cafeteria menu** at both the Charles Street and Garden Street sites?

Simply click on the link to "BGH Cafeteria Menu" from the main page. It's under "My BGH Links."

Gold Canyon Candles, Body & Natural Home Cleaning Products: Book a party today and get great host discounts or collect catalogue orders! Nearly 100 scents Dana Easter (613) 342-0869 deaster1@cogeco.ca

