



*"Every society
is judged by
how they treat
their least
fortunate"*

~Author Unknown

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MANITOULIN TRANSPORT DONATES A FUN CENTRE FOR CHILDREN



Left to right: Dean Osmond, Nursing Manager, SLMHC; Debbie Whalen, RN, SLMHC; Michelle Johnson, Terminal Manager; Mike Fitzgerald, Regional Operations Manager; Dave Murray, CEO & President, SLMHC; Marguerite Hoey, SLMHC Foundation Chair, Harvey Friesen, Foundation Board.

Sioux Lookout Meno Ya Win Health Centre received a fun centre for kids' valued at \$5,000.00 from the Starlight Foundation on behalf of Manitoulin Transport. The fun centre includes a DVD player, Wii with all games preloaded, monitor, and portable stand.

Dean Osmond, Nursing Manager, said, "This fun centre will be utilized by our pediatric patients. The children under the age of two have benefited from the movies while waiting for their surgery in daycare. Four hundred and sixteen pediatric patients went through our daycare

alone last year. Older children will be able to utilize the Wii game system, through out our inpatient services. This fun centre greatly improves the children's hospital visit by providing entertainment and stimulation while in our care, which in turn will hopefully result in better patient outcomes and result in a more pleasant hospital experience."

SLMHC would like to thank the Manitoulin Transport for their generous donation.

~Communications & Community Development

WE BOUGHT A HIPPOPOTAMUS

The Plan Canada Club finally was able to do it! With the donations from the generous employees of the Meno Ya Win hospital, the Plan Canada club was able to purchase a Community Water System for a community designated by Plan Canada. Water is essential to life and essential to healing. When you have safe water to drink you don't think much about it, but when you don't have it, it is hard to get it off your mind.

Here is some eye opening Water Facts:

900 million people in the world have no access to clean water and that includes some First Nation communities in Canada.

2.5 million people have no safe way to dispose of human waste, which unfortunately also includes some First Nation communities in Canada.

Dirty water and lack of a toilet kill 3.3 million people around the world annually, most children under the age of 5.

The average North American uses about 100 gallons of water a day at home, while millions of the world's poorest subsist on fewer than 5 gallons a day.

Women in developing countries walk an average of 3.7 miles to get water.

Source: Water, Our Thirsty World (April 2010) National Geographic

It is gratifying and amazing to know that when we work together towards a common goal we can make a difference in the world.

Several employees donated baked goods and crafts for the Plan Canada club to host a bake sale. We would like to say "Thank You" to June Wynn, Hannah Boomhower, and Leanne Tyler for the delicious baked goods and knitted crafts they donated for the bake sale. Also, thanks to all the employees who bought goods and donated monies towards the purchase of the Community Water System. The club would also like to express their gratitude towards the Meno Ya Win hospital for allowing the club to host a bake sale at the hospital.

During the bake sale, Donna Ducharme was speaking with Dr. Madden about Plan Canada and the life giving gifts that the Plan Canada Club, has purchased thus far. During the conversation between Donna and Dr. Madden it was discussed that girls in Third World countries often have to stop attending schools because of lack of toileting privacy. Dr. Madden was informed that a lack of girls-only bathrooms is one of the main reasons adolescent girls in the developing world stop attending school. For teenage girls privacy is essential, and this gift is a simple solution. Bathrooms for girls make school a more welcoming place for

girls. This means they stay in school which means they can pursue their dreams. Dr. Madden donated the entire funds to purchase outdoor bathrooms which, will open the door to a new future for a girl. Thank You, Dr. Madden! If anyone is interested in learning more about Plan Canada, please visit their website at www.plancanada.ca or speak with Donna Ducharme. The Plan Canada club plans on purchasing more gifts of life in the future, currently Polio shots for a community is the next project.

~ Cynthia Dwyer, RPN, Nursing Department

Thank you to Hudson Hospital Auxiliary Members

Most times we buy tickets to support an organization in their fund raising endeavors, but we really don't expect to win. When that happens the phone call is always an unexpected pleasure. On April 1st, I received one of those messages letting me know that two large boxes of groceries from the HUDSON HOSPITAL AUXILIARY Easter Hamper raffle would be arriving at my home as I had won the raffle. I would like to THANK the Hudson Members for all their hard work and the assortment of groceries. I know that the patients appreciate all your fund raising efforts.

~Sharon Yule, Volunteer Coordinator & Special Projects Manager

Accreditation

Quality & Safety

MATTERS



Qmentum Accreditation Quiz!

Since last September, information about the Qmentum Accreditation process has, and continues to be made available to all SLMHC staff in **newsletters**, on the **intranet**, on **bulletin boards**, in **pamphlets**, and in person at **information tables** and periodic **visits to departments**. We encourage staff at any time to contact the accreditation lead, accreditation administrative support, accreditation team members, and/or their managers if they'd like to learn more about Qmentum accreditation or are interested in becoming more involved.

Qmentum accreditation is an inclusive process that involves **EVERYONE** within the organization, so it's very important that we all have an understanding of what it entails. For this reason, we've prepared a **brief quiz**. This 10 question quiz is an opportunity to demonstrate and enhance [your knowledge of our Qmentum accreditation journey](#). Whether you know the answers by heart or need to review the available information or seek help, everyone's participation and efforts are greatly appreciated.

How Does the Quiz Work?

Simply **print** the quiz (which is featured in this newsletter and is available on the intranet), **review** the available accreditation information, and **send the completed quiz to Melissa Ayotte** (administrative assistant, Health Services) through interoffice mail. For those without access to printers, **hard copies of the quiz are available** at the accreditation bulletin boards at each site, or can be mailed to you by contacting Melissa Ayotte at 737-2877 (2025) or mayotte@slmhc.on.ca.

We're pleased to announce that everyone who submits a completely correct quiz before **May 20th** will receive a small gift as a token of appreciation for your participation and continued interest in the Qmentum accreditation process. Also, participants who submit a 100% correct quiz will have their names entered into a draw to win a bigger **prize!** We look forward to seeing how much you've all learned about our Qmentum accreditation journey. Good luck and have fun!

SLMHC QMENTUM ACCREDITATION QUIZ

Name: _____ Department: _____

- 1) Qmentum Accreditation is part of SLMHC's
C _____ Q _____ I _____ journey.
- 2) Qmentum Accreditation emphasizes:
 - a) Health System Performance
 - b) Risk Prevention Planning
 - c) Client Safety
 - d) Governance
 - e) All of the Above
- 3) How many accreditation teams are there?
 - a) 4
 - b) 6
 - c) 14
 - d) 18
- 4) Name 3 accreditation teams:
- 5) What is the date of the on-site survey?
- 6) The _____ survey provides a snapshot of our organization's quality of worklife.
- 7) The _____ survey provides valuable insight into staff perceptions of patient safety and helps to measure the presence and degree of our safety culture.
- 8) Information about SLMHC's current practices has been collected through self-assessment surveys. The results of these surveys are made available in a document referred to as a
Q _____ P _____ R _____, which helps to determine areas of strength and areas requiring improvement.
- 9) What are two ways that you could get information about the Qmentum accreditation process?
- 10) You have a role in Patient Safety at SLMHC: **True** or **False**

Once complete, please mail this quiz to:

Melissa Ayotte, Administrative Assistant, Health Services

Workplace Health and Wellness Committee



*Back row l-r: Carole Slater, Elaine Pace, Amber Brohm and Doug Moynihan
For row l-r: Sharon Yule, Debbie Whalen, Rachel Carter-Wilson, Angie McCleary*

2009 – 2010 was a whirl wind year for the Workplace Health and Wellness Committee. We started out with 47 staff signing up for the “11 Steps to a Healthier You Program” but disappointingly only 6 (13%) staff completed the program but, we had a great guest speaker Bruce Siciliano and wonderful lunch to wind things up.

Also during the year we had various lunch and learn education presentations that were open to all staff such as:

- “Let’s talk about Salt” and other Nutrition education, “Fun with Resistance” (thermabands) and other exercise education and Mental Health education.
- We gave out 30 lbs of oranges and health related

Christmas cards at Christmas and 72 lbs of apples in February for Apple Month.

- We have had health related articles every month in the hospital newsletter and every department gets a copy of Body Bulletin sponsored by the Workplace Health and Wellness Committee.
- We had a lot of fun during October for Workplace Health and Wellness Month with activities like the Wellness Bingo, Wellness Wednesday’s with fruit trays and yogurt delivered to all sites, draws for Massage therapy sessions, we gave out “you were caught doing something healthy” snack tickets (and we did that again in March), desk exercise pop-ups, blood

pressure and fat index clinic.

- We held the “Weedless on Wednesday” contest in Jan and supported the Smoking Cessation education sessions and updated bulletin boards.
- We set up a Birthday Club snack for those staff that worked on their birthday and generally tried to support staff.
- We also were involved in a day long community health fair and that have set up a traveling bulletin board about the committee and activities.

For the 2010 – 11 year our committee has evaluated what has worked for staff and what has not and we are also always looking for new and creative ways to encourage staff to maintain a healthy lifestyle. At this point we are putting the “11 steps program “on hold but we may bring back a shorter 4- 6 month program in the fall or winter as staff have told us it’s a good program and the \$100 is a great incentive, but that a year is too long to be involved. For the Birthday Club program we are looking to expand that program so that you can get a healthy snack anytime during the week of your birthday. We are going to continue with nutrition, exercise and related mental health lunch and learn sessions as well as newsletter articles, body bulletin and a fun Workplace Health and Wellness month. We hope to deliver fruit a few more time to the departments as well as come up with shorter challenges, creative bulletin boards and have a couple more smoothie days.

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National Medical Laboratory Week

April 18 – 24, 2010

Medical Laboratory Professionals

The Diagnostic Engine of Canada's Health Care System

Prenatal Test • Biopsy • Blood Test

Medical laboratory professionals provide vital information about your health.

Up to 85% of decisions about your diagnosis and treatment are based on laboratory test results. Both you and your doctor depend upon the accuracy of these results.

Medical laboratory professionals are on the frontline of our public health system, protecting you and your family from emerging infectious diseases and antibiotic resistant bacteria, such as *C. difficile*.

The **Canadian Society for Medical Laboratory Science (CSMLS)** certifies medical laboratory professionals in Canada. National certification ensures that the person who performs your laboratory tests has the necessary knowledge, skills and expertise to produce accurate results. This is essential to your health, and the health of your family.

Medical laboratory professionals *Keeping your health on track through accurate laboratory testing*

Medical laboratory professionals work in many settings including hospitals, community laboratories, research facilities, public health laboratories, veterinary clinics, colleges, universities and private industry.

Medical laboratory technologists work in laboratories and conduct medical tests on blood, body fluids and body tissue; they also interpret the results. Medical laboratory technologists are graduates of accredited education programs at the college or university level. The Canadian Society for Medical Laboratory Science (CSMLS) is the national certifying body for medical laboratory technologists across Canada.

Medical laboratory assistants work on the front lines, collecting blood and other samples

from patients, processing specimens and preparing special chemicals called reagents for use in testing. Many medical laboratory assistants are graduates of private and community colleges, and may obtain national certification through CSMLS.

Medical laboratory scientists work in both medical and research laboratories, with the goal of advancing medical knowledge in the prevention, diagnosis and treatment of disease. They are graduates of university level science programs, usually at the post-graduate level, and may be certified by CSMLS.

Areas of specialization

Here are some specialty areas in which medical laboratory professionals work:

- **Clinical chemistry:** Measurement of chemical components including hormones and drugs in blood and body fluids. Common test: Blood glucose (blood sugar) test to diagnose and monitor diabetes.
- **Clinical genetics:** Study of chromosomes, DNA and RNA from cells of body fluids and tissues to diagnose genetic diseases. Common test: Amniocentesis and other forms of prenatal testing.
- **Clinical microbiology:** Study of bacteria, fungi, viruses and parasites that invade the body. Common test: Throat swab to detect strep throat.
- **Diagnostic cytology:** Study of cells for the detection of cancer. Common test: Pap test to detect cervical cancer.
- **Hematology:** Study of diseases of blood cells and clotting mechanisms of blood. Common test: Hemoglobin test to detect anemia.

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Workplace Health and Wellness Committee

We would like to THANK ALL THE STAFF that attended and supported our activities and we would encourage more staff to get involved as these activities and education sessions are for you.

A special 'THANK YOU' to the Committee Members for all their work over the year, as they also are busy staff members just trying to make a difference at SLMHC. We have had some committee members move on and new members come on board and different people on the committee play different rolessome are consultants, some are educators and do presentations, some are idea people, some work behind the scenes, some can make the regular meetings and some can't, but each team member offers their strengths. If you have any ideas that you would like to see the team take on or if you are interested in joining our

Team please let us know.

2009 – 2010 Committee.....
Marsha Hamilton, Melissa Zarrecki, Sandra Morin, Amber Brohm, Colleen Fox, Irene Hutchinson, Rhea Rice Stephanie Hynds, Elaine Pace, Angie McCleary, Donna Gustafson, Sonya Fewer, Doug Moynihan (Senior Mgt Liaison) and Sharon Yule.

Submitted by Sharon Yule, Volunteer Coordinator & Special Projects Manager

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National Medical Laboratory Week April 18—24, 2010

- Histology/Pathology: Preparation and study of body tissue for the detection of disease. Common test: Biopsy of a breast lump.
- Transfusion science: Determination of blood types. Common test: Cross-matching for blood transfusions.

Other specialty areas include immunology, electron microscopy, virology, parasitology and flow cytometry.

You play a role in the accuracy of your tests!

Did you know that something as simple as chewing a piece of gum can interfere with certain blood tests? Medications, alcohol, nicotine, caffeine, food intake and exercise can affect your laboratory test results. Check with your doctor or medical laboratory professional for instructions before your next lab test.

Helpful information about medical laboratory testing is only a click away!

Lab Tests Online is the premiere Internet-based resource for up-to-date information on medical laboratory testing. It includes detailed test descriptions and in-depth articles on such topics as home testing and test reliability.

Retrieved from:

<http://csmls.org/en/nmlw.html>

Submitted by Karen Parent, Laboratory Manager

The Sioux Lookout Meno Ya Win Health Centre Foundation is dedicated to raising funds for the new hospital, general equipment needs, and the W.A. George Extended Care, in order to enhance health care in our community. The following is a list of funds that **YOU** can donate to:

- | | |
|---------------|---------------------------|
| • CT Scanner | • New Hospital |
| • General | • WA George Extended Care |
| • Mammography | • Hospital Equipment |



SIoux LOOKOUT
MENO YA WIN HEALTH CENTRE

Foundation

To make a donation, call Kathryn Davidson, Foundation Administrator, SLMHC Foundation at 807-737-7997 — cell 807-738-0566 or view our website at www.slmhc.on.ca and please visit our office at 69 Front Street. Thank you!

Ethics Corner: MEDICAL LITERACY

In the work Sioux Lookout Meno Ya Win Health Centre had done in Cross-Cultural Patient Safety, nine barriers were identified as cultural barriers to the delivery of safe patient care. Medical literacy is one of them and a very important factor in patient safety and an ethical one.

In a document, **'Health Literacy revisited: what do we mean and why does it matter?'**

Health literacy refers to access, understanding and using information to make health decisions and is applicable to everyday life. **Medical literacy** is related to individuals as patients within health care settings.

'Medical Literacy' denotes the type of health literacy that focuses on:

- knowledge and skills relating primarily to health care settings, and which takes various forms such as: basic reading and numerical skills that allow a person to function in the health care environment (De Walt *et al.*, 2004; McCray, 2005; Rootman and Ronson, 2005; Safeer and Keenan, 2005);
- the ability to apply literacy skills to materials such as prescription, appointment cards, medicine labels and directions for self-

management of diseases and conditions (Parker *et al.*, 1995);

- the ability to understand and act on information and instructions (specific and individual-related) from health professionals (e.g. brochures, videos, pamphlets, CD-ROMs, consent forms, package labels) (Parker, 2000, Pignone *et al.*, 2005, Dani *et al.*, 2007); and,
- patient information-seeking and shared decision-making with health professionals (Sihota and Lennard, 2004).

Health Literacy

The obvious limitations of medical literacy definitions of health literacy are that they say nothing about individuals who are neither patients nor part of a health-care setting; and, do not consider the many health-related decisions that people make in the context of 'keeping well' in everyday life (Peerson, 1998).

Maybe the simple way of describing the difference is: **'Medical literacy'** involves the ability to read, understand and act on instructions for taking a cholesterol-lowering drug; **'Health literacy'** involves the ability to access information about cholesterol, to understand it and to apply it to one's own life.

*Anita Peerson and Margo Saunders, 2009
Health Promotion International Advance Access*

There are many interesting documents to read on the topics of medical literacy and health literacy. Next month's issue will be from the article **'Through the Patient's Eyes: Health Literacy: What Patients Know When They Leave Your Office or Clinic?'**

Have you ever thought that the patient in front of you, who has listened to a careful explanation of what he or she needs to do, may not understand what you have said?

*~Helen Cromarty, Special Advisor
for First Nations Health*

CONGRATULATIONS!

Congratulations and thank you to all the Medical and SLMHC staff that have been involved with writing the 24 articles in collaboration with the Northern Ontario School of Medicine and other northern research groups from 2007—2009. Copies of the book "Research Compilation 2007—2009" are available at 69 Front Street office.

From.....Anonymous

Working Hand in Hand with Our Communities to Build a Healthier Future

ΓΝΩΣΤΕ ΤΗΝ ΚΑΡΔΙΑΝ ΤΗΣ ΚΟΙΝΩΝΙΑΣ ΣΑΣ ΚΑΙ ΚΑΤΑΣΤΑΣΤΕ ΤΗΝ ΣΥΝΕΧΕΙΑ ΤΗΣ ΖΩΗΣ ΣΑΣ ΠΡΟΣΤΑΤΕΥΟΜΕΝΗ.

Travailler main dans la main avec nos communautés pour construire un future plus sain.

ACCESSIBILITY CUSTOMER SERVICE

Over the last seven months the SLMHC has invested a lot of time and effort to meet the legislation known as Ontario Regulation 429/07 or Accessibility Standards for Customer Service (ACS). In January, 2001, the Ontarians with Disabilities Act was enacted with the purpose of improving access and inclusiveness for people with disabilities. The Accessibility for Ontarians Disability Act (AODA) 2005 applies to both public and private sectors covering every aspect of daily living available to the population.

By the year 2025 the goal of AODA is to ensure that all Ontarians with Disabilities have full access to goods, services, facilities, accommodation, employment, building structures and premises.

As part of the Public Sector organization we had to comply and meet the standards by January 1, 2010 with a report submitted by March 31, 2010. **SLMHC's goal is to meet or exceed these standards when it comes to Customer Service for all.** Over the last few months we have put on a series of ACS workshops for staff. For those who have not been able to attend, the training been put online. **We would like to thank everyone that has completed the mandatory training.** Anyone that was on maternity or sick time during this period and has not completed the training are expect to catch up on their mandatory training when they return and if there is anyone else that has not completed the mandatory training, follow up

will happen with you and your manager.

People with disabilities represent a significant and growing part of our population. Approximately 1.9 million or 16% of Ontarians have a disability now. With an aging population and within 20 years that rate is expected to be at 20%.

There are five important accessibility standards within the AODA.

1. **Customer Service**—service delivery to the public (and understanding what good customer service is)
2. **Transportation**—standard is still under development
3. **Information and Communications**—information processing and communications. This can include publication, software applications and websites
4. **Built Environment**—access to, from and within building and outdoor spaces. Can also include counter heights, aisle/door widths, parking and signs, pedestrian routes and signal system
5. **Employment**—hiring and retaining employees. May include employment practice, policies and processes such as job advertisements and interviewing

Who is a person with a disability?

“Disability” means:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing including diabetes, epilepsy, brain injury, any degree of paralysis,

amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device

- A condition of mental impairment of development disability...or
- A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language ...or
- A mental disorder...or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Just a reminder of a few things that are covered under the Legislation:

1. We have to establish policies and procedures on providing goods and services to people with disabilities and that they are consistent with the principles of dignity, integration, equality and opportunity. Many of these policies were already in effect at the health centre. These policies/procedures and training component are found on the SLMHC intranet, just click on Policies and Procedures (along the top) and then Hospital Wide.....H.W. 1.10, 1.20, 1.30 1.40. and Power Point—Accessible Customer Service Training. They can also be found on the website: www.slmhc.on.ca

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ACCESSIBILITY CUSTOMER SERVICE

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2. The SLMHC complaint process has just been updated
3. Train staff, volunteers and contractors as outlined in the standard
4. We have also created a brochure titled 'Understanding Accessible Customer Service' for the public and copies of this are located or near the 5th and 7th Admitting desks and at Extended Care. You can also find the brochure on the intranet under "brochures".

We have updated our Accessibility Working Group and they have reviewed past minutes and action plans. We have listened to staff suggestions for barriers to customer service within the organization and sent a report to Senior Mgt with an action plan in our Annual Accessibility Guide on how to address some of these issues. Some issues due to resources or physical old building may not be addressed at this time but have been taken into account in the new hospital.

The Accessibility Action Plan 2010 will be sent out to all Managers for distribution within their departments but here are some of the issues/barriers that the Accessibility Committee are going to work on are:

Barrier

1. The numbers on phones are too small for the visually impaired to see
2. 7th Avenue Admitting Area counter is too high to see people in wheelchairs and the glass barrier makes people shout (lack of privacy)
3. 5th Avenue elevator buttons

- and floor 'numbering'
4. Webpage is not user friendly for the visually impaired
5. Too many signs make direction around the 5th and 7th avenue sites confusing.
6. Signage for handicapped parking at the 5th Avenue Emergency entrance.

Objective

1. Have more phones around the hospital for visually impaired (workers, visitors, patients)
2. To make the counter more accessible for persons who are in a wheelchair or need to sit while registering
3. To create proper floor numbering (i.e. ground floor = 1, 2nd floor = 2, etc.)
4. To have the option to increase font size directly on the website
5. Have on 'master map' located at the admitting desks, with smaller arrows around corners.
6. Signage is not clear. There are handicapped parking signs at the front of the building, but it is not possible to enter the building in a wheelchair from the front.

How to remove/prevent

1. Every phone on order now will have large buttons.
2. Options would be to: cut out a section of the counter and remove every 2nd piece of glass.
3. The buttons need to be changed in the elevator and the admitting staff need to be educated on the numbering system.
4. Renee Southwind is going to speak with Korkola (who manages the website) to have this feature added.
5. Create one master map.
6. Do a walkabout to see how

signage is directed and if it's clear as to where 'handicapped' parking is located. Place a sign at the front of the site indicating that there is 'handicapped' parking around the back.

Update

4. Korkola has added all the Accessibility standards in PDF and HTML and put the option to increase the font size on each webpage as of 1-Apr-2010.
5. Delilah Anderson has completed the draft pamphlet, now the Working Group has to decide what to do with it.

Resources

2. Maintenance Department

Timing

1. Ongoing
2. As soon as possible
4. As soon as possible
5. As soon as possible
6. As soon as possible

Responsibility

1. David Hildebrand
2. Melissa Zarecki
3. Leanne Tyler
4. Renee Southwind
5. Renee Southwind
6. Committee

Review & Monitoring Process

The Accessibility Working Group will meet every six-eight weeks to review progress. At each meeting the Working Group will monitor that status of all barriers to be addressed. It is important that if you as staff members notice an issue/barrier or the public brings an issue to your attention please make sure that you document and send the information on to either Melissa Zarecki or Sharon Yule for review with the committee.

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ACCESSIBILITY CUSTOMER SERVICE

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We know that for many staff this training was a basic review of what customer service is. We also realize that for many of our staff these basics are taught in your schooling. **This is PSP in action—Patient Centered, Service Oriented and Performance Focused Care.** We needed to make sure that all staff received the same information and a basic understanding of the Act and a review of customer service expectations. Even if we all feel like we give great customer service to all who come in our doors and between peers in the hospital, we can and will continue to grow and learn to do it better. Each of us is a mentor for new staff that we can share how important it is to meet the needs of the individual person that we dealing with. This Accessibility Customer Service workshop is just one of the steps in PSP.

What is good customer service?

- Treating people with dignity and respect.
- Making people feel comfortable and valued.
- That each person has a name, is treated as an individual, and has a need and knowing what to do to meet their needs.
- Staff knowing what their role is in customer service and who their customers actually are.
- Communication is important as is teamwork, co-operation and manners.

- Customer service comes from the heart.
- Follow-up as needed and doing what we say we are going to do or offer.
- Great service begins with anyone.

It is also important to look at any information that we give out to the public and make sure that our communication is clear and concise. We need to review our font size for printed material within our departments if we are giving pamphlets out to the public. We need to keep our hallways clear and uncongested for people trying to get through them. **We still have a lot to do before 2025 but each one of us can make a difference in our day to day dealings with people.**

Each SLMHC staff member are responsible for understanding the legislation and knowing how we can help people with disabilities and everyone that enters our doors or with whom we work with.

Submitted by Sharon Yule, Volunteer Coordinator & Special Projects Manager



Annual Accessibility Guide

In 2001 the "Ontarians with Disabilities Act, 2001" was created. It establishes requirements of the Government of Ontario, municipalities, public transportation organizations, school boards, hospitals, colleges and universities, to identify, prevent and remove barriers to people with disabilities. Every year the hospital must create an 'Annual Accessibility Guide' that outlines what the organization has done and is planning to do with regards to accessibility issues.

The SLMHC Accessibility Working Group was re-formed in 2010 with members from the hospital as well as community members. The Accessibility Working Group has put together the 2010-2011 Annual Accessibility Guide, which can be found on the SLMHC intranet and at www.slmhc.on.ca <<http://www.slmhc.on.ca/>> .

Please take a minute to read through the guide and understand that as an organization this is our plan for the upcoming year. Since this year will be a transition year into a new facility, not all recommendations will be met in a timely fashion. In preparation for the move, the Accessibility Working Group has been working with the new hospital to ensure that all accessibility requirements are being met.

If you have any questions, please do not hesitate to contact Melissa Zarecki (mzarecki@slmhc.on.ca) or Sharon Yule (syule@slmhc.on.ca). We hope that you will support the Annual Accessibility Guide and help make SLMHC barrier-free and accessible to all.

Submitted by Melissa Zarecki, Co-Chair Accessibility Working Group

National Physiotherapy Month

L—r: Angie McCleary, Rachel Carter-Wilson, Madeline Lay, Tara O'Brien, Cameal Sinclair and Curtis Macdonald.



participating in these and other activities will improve personal mobility without injury or strain. The physiotherapy profession promotes wellness, mobility and independent function. Physiotherapists understand how the body moves, what keeps it moving well and how to restore mobility when you are sick or injured. We work with people to assess and provide care for a wide range of conditions that affect the musculoskeletal, circulatory, respiratory, and nervous systems.

Some examples include helping people recover after a stroke, amputation, sports injury, chronic pain, repetitive strain injury, recovery after fractures, and help in recovering movement and strength after ill-

nesses. Physiotherapists provide individualized treatment plans that may include; manual therapy to reduce pain and stiffness, techniques to improve balance and coordination, exercises and advice for strengthening, flexibility and aerobic conditioning, techniques to correct muscle imbalances and postural alignment, modalities to reduce pain, and techniques to improve heart and lung function and cardiac conditioning. Physiotherapists also play a strong role in primary health care helping people prevent injury and remain healthy, helping with chronic disease prevention and management. The SLMHC rehabilitation staff are looking forward to sharing a fun-filled, informative and energizing month with all of you. Even Andrew Bilz came back from his travels in Europe to share in the festivities! Keep your eyes open for the 411 on Exercise!!

Submitted by Rachel Carter-Wilson, BSc, PT, Physical Therapist; Cameal Sinclair, MScPT, Physical Therapist

Welcome to National Physiotherapy Month, also known as May! Weather wise, the sunshine and open waters has drawn us out into our yards, onto the golf course, parks, lakes and many recreational activities. The physiotherapy and occupational therapy department hope to ensure that

Physiotherapy Month May 2010	Sun	Mon	Tue	Wed	Thu	Fri	Sat
							1
	2	3 Physiotherapy quiz (intranet)	4	5 Lunch & Learn, Yoga at 5th Ave, 12-1 pm	6	7 5th Ave Display board	8
	9	10	11	12 Weights & Theraband ex., Class 5th Ave, 12—12:30 pm	13	14 7th Ave. Display Board	15
	16 Pedometer Challenge Week	17	18	19 Cardio ex. Class, 5th Ave, 12—12:30 pm	20	21 EXT. Display Board	22
	23	24	25 Winner of Pedometer Challenge	26 Boot Camp ex. Class, Ext Care, 12-12:30	27	28	29
	30	31 Quiz end and Draw					

Brief



SIoux LOOKOUT HOSPITAL AUXILIARY CARNATION FUNDRAISER

SUPPORT the Sioux Lookout Hospital Auxiliary Carnation equipment fund raiser May 8 and 9. Baskets of carnations will be at various locations at the hospital sites and various downtown locations.

Thanks

Sharon Yule, Volunteer Coordinator & Special Projects Manager

Thank you...

I would like to say a heartfelt thank you to Wayne King of Housekeeping. Last month I was on the evening shift and every evening he wouldn't hesitate to offer to escort myself and my co-worker to our cars at the end of the shift. He is always looking out for our safety and by "our" I mean all staff within the organization. This is not the 1st time he has been a watchdog for us and I know it won't be the last. So, kudos to you Wayne!

-Irene Hutchinson, Health Records

CONGRATULATIONS!



Judy & Norm Belisle are very proud grandparents and are excited to share their wonderful news, they have another grand child to spoil. Carly, Joy Tunkkari was born on March 31, 2010 and she weight 6 lbs and 14 oz.

Congratulations, Judy!

Nutrition Month



Photo submitted by Sharon Yule, Volunteer Coordinator & Special Projects Manager

Amber Brohm, Dietician serving Dawson Barnes a delicious and nutritious fresh fruit smoothies to celebrate Nutrition Month. Over 70 smoothies were made and served at the 5th and 7th Avenue sites in a period of two hours by members of the Workplace Health & Wellness Committee.

Oji-Cree Language Skills Test Winners!

Here are the results of the Oji-Cree language skills test that took place yesterday, April 6th!

TOP 3 WINNERS

1. Margie Kimball 50%
 2. Siobhan Moran 45%
 3. Marsha Hamilton 40%
- Each will receive one LUNCH SPECIAL gift card – Roy Lane's.

For Best Effort

1. Lisa Hindy
2. Lisa Seamark

Funniest

1. Gord Hill ~~ The question was asked, what does "Shooniya" mean? His response was "Lazy." ☺

Shooniya means Money, \$\$\$\$.
(we'll ask Gord the same question in about 6 months from now.)

For Eagerness and a Willingness to Participate

1. Heather Fukushima

They will each receive a (5 medium) coffee card - Roy Lane's.

Miigwej everyone for your participation and willingness to learn Anishinaabemowin! Congratulations to all the WINNERS!

The gift cards will be in the snail mail as of this morning. Please watch for yours!

PS – The next date for testing is Friday, June 25th.

Enjoy this day, it is a gift!

From: ~ Delilah Anderson, Helen Cromarty, & Renee Southwind

WORKPLACE HEALTH AND WELLNESS “MAY” CHALLENGE TO ALL STAFF AND VOLUNTEERS



*It's time to jump into spring, get out
and get active!*



**Our challenge to you from
May 1—31, 2010 is to:**

1. Bike to work at least once a week ...OR
2. Walk to work at least once a week ...OR
3. Go for a walk during your lunch or coffee breaks at least twice a week ...OR
4. Walk between sites at least once a week (as time and your Manager can allow you) ...OR
5. Do some kind of Community Pitch-In Project (may include, home raking and gardening) ...OR
6. Go for a walk or bike after work for at least 30 minutes

We have 6 categories of prizes at the end of May, so every week send your name and let us know which categories (#1—6) you have completed. The more categories you do, the more chances for prizes.

Draw date will be JUNE 2.

Send your name and categories by either email or the hospital mail system to Colleen Fox at cfox@slmhc.on.ca or Sandra Morin at smorin@slmhc.on.ca or to Health Records c/o Colleen or Sandra.



This May 2010 challenge sponsored by the Workplace Health and Wellness Committee

EASTER CHOCOLATE RAFFLE WINNER



Photo submitted by Sharon Yule, Volunteer Coordinator & Special Projects Manager

Colleen Fox, winner of the Easter Chocolate raffle. This was a fundraiser for the Foundation and the tray was designed and made by Bonnie Findlay from the Dietary Department.



Lorraine Miles, winner of the iPod Nano draw prize for completing the Worklife Pulse Survey.



Pat Jantzen, Housekeeping & Laundry Supervisor...Retiring!

QUESTION OF THE MONTH...

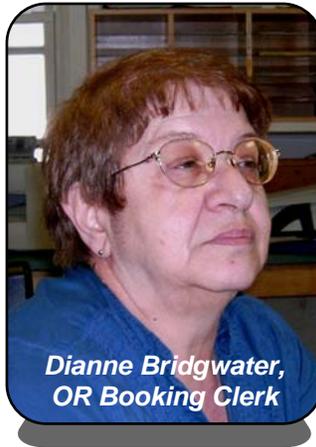
WHAT IS YOUR ROLE IN PATIENT SAFETY?

"Watch people when they walk up and down the hallway."



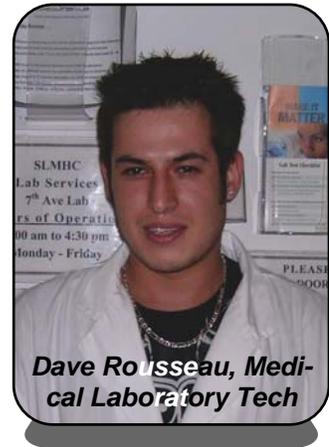
**Wayne King,
Housekeeping**

"Make sure we have correct patient information and correct labs, EKG's etc. needed for each patients."



**Dianne Bridgwater,
OR Booking Clerk**

"To ensure we draw blood on the correct patient information, direct them to the correct department they need to go to."



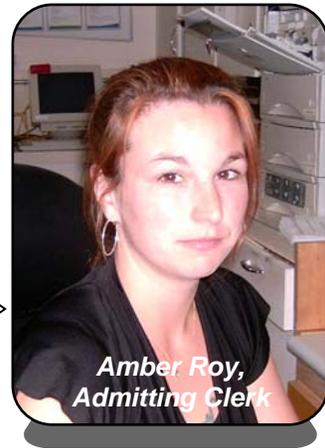
**Dave Rousseau, Medi-
cal Laboratory Tech**

"Make sure people get the proper food they're suppose to have in their diets."



**Darlene Weir,
Dietary Aid**

"Greet patients, update patients information, direct them to the correct department they need to go to."



**Amber Roy,
Admitting Clerk**

From the Sioux Lookout Four Party Services Agreement, signed April 11, 1997

Principles

The following principles of service will be used in the new hospital:

- * high quality service which means that people will be:
 - ⇒ seen promptly or as soon as possible;
 - ⇒ told in a way that is understandable, what is the matter and what steps will be taken;
 - ⇒ well looked after;

- ⇒ listened to; and
- ⇒ treated with respect, dignity and compassion.
- * fairness and respect for all patients, residents and staff, with a commitment to move towards employment equity.
- * respect for the individual's right to confidentiality with care taken to balance this with the collective needs of families and communities.
- * full and equal access to all insured hospital and related services for all people of the Sioux Lookout District.



Chicken and Corn Chowder

Preparation Time: 10 minutes

Cooking Time: 30 minutes

Makes: 9 1-cup (250 mL) servings



This delicious, creamy soup was a great hit with our taste-testers, both children and adults. The evaporated milk gives it a richness that suggests it is higher in fat than it actually is. The addition of sweet potatoe and red pepper helps increase your intake of beta carotene and vitamin C.

Margarine	15 mL	1 tbsp
Diced onion	250 mL	1 cup
Diced celery	250 mL	1 cup
Diced red bell pepper	250 mL	1 cup
Boneless skinless chicken breast, cubed	4 oz/125 grams	1
Reduced-sodium chicken broth		4 cups
Diced peeled sweet potato	250 mL	1 cup
Frozen corn kernels, thawed	250 mL	1 cup
evaporated milk	14oz/385 mL	1 can
Chopped fresh parsley	15 mL	1 tbsp

Directions

1. In a large saucepan, melt margarine over medium heat. Saute onion, celery and red pepper until softened, about 5 minutes.
2. Add chicken, broth, sweet potato and corn; bring to a boil. Reduce heat, cover and simmer for 25 minutes or until chicken and potatoes are cooked through.
3. Add evaporated milk and parsley; heat over low heat (do not boil or milk will curdle).

Source: Recipe reprinted with permission of Dietitians of Canada from Simply Great Food, published by Robert Rose Inc, 2007 <http://www.dietitians.ca/eatwell>

The next date for the
Oji-Cree Development Skill
testing is
Friday, June 25th, 2010.



Community Counselling
&
Addiction Services



Share for Hope Program Looking for Speakers

Update

November 17th, 2008 marked the commencement of the Share for Hope program. This program was designed to provide inspiration and hope to individuals residing at the Out of the Cold Shelter and has been well received by the shelter residents.

Every Monday morning at 7:30 a.m. a volunteer from the community comes into the shelter to share their story. They speak for 30-40 minutes about what their life was like when they experienced little or no hope, steps they took to overcome their own life struggles/issues, the supports used, and life after change. The speakers talk about issues as those faced by the Out of the Cold residents.

Looking for More Speakers

To date we have had 54 speakers and we are looking for more. The goal is to continue to provide this service long-term. We would like to invite you to contact Trish Hancharuk at 737-7207 or 737-4506 to book a date to speak. Your story could be the turning point for someone to have the courage to change their life!

Some Ideas to Share About

- Homelessness and your journey into housing
- Battle with mental health and addiction issues and your journey to wellness.
- Coming from a chaotic upbringing (i.e. parental substance abuse, fighting), how this affected you and steps taken to have a different life.
- Residential school impact and your healing journey
- Experience with trauma/abuse and the impact this had on your life, along with how you healed to have a better life.
- Unresolved grief and steps taken towards acceptance.
- Having a loved one struggling with an addiction issue, the impact this has had on the family, and how the loved one got better.

Trish Hancharuk, Counselor
Community Counseling & Addiction Services
Working in partnership with Out of the Cold Shelter

Handwashing
is the most
effective way to
fight the germs!

Anishinaabemodaa

Lesson: There are 2 kinds of vowels in the Ojibway language: long and short vowels. It's important to recognize the difference between these 2 sets of vowel sounds so that you can follow the set grammar rules.

- Short vowels:**
- i as in pit (**abin**—sit)
 - o as in book (**ozaam**—too much)
 - a as in cup (**animoosh**—dog)
- Long vowels:**
- e as in bed (**miigwech**—thank you)
 - ii as in peek (**niin**—me)
 - oo as in between soup and soap (**boozhoo**)
 - aa as in doctor's "say ah" (**omaa**—here)

Reference: Talking Gookom's Language, by Patricia M. Ningewance

WORDS/PHRASES IN OJI-CREE ROMAN ORTHOGRAPHY

Hello	Booshoo (Ojibwe.Ojicree) Aaniin (Ojibwe) Waajiye (Cree)
How are you?	Aan eshiyaayan?
I am well.	Niminoyaa
It is a nice day outside.	Minogiishigaa akwajiig
It is bad weather today.	Majigiishigaa noogom kaagiishigaag
Where?	Aandi?
Here	Omaa
Do you want clean sheets?	Bayahki-ahpishimonan na ginadawendaanan?
Do you want a clean towel?	Bayahki-kaasiikwaaniigin na ginadawendaan?
Do you want the blinds pulled closed?	Ginadawendaan na jikibekinikenaaniwak?
It is time to go to x-ray.	Aasha dandawimazinaatebizinaaniwan.
It is time for your bloodwork.	Aasha gimisko dawitaapinikaade.
I am going to take a blood sample.	Nigawidaapinaan bagii gimisko.
I am going to take your blood pressure.	Nigamemejikaadoon aan eyapiichisekwen gimisko.
I am going to talk to your doctor.	Niga-ayamihaa gimashkikiwiniim.
Do you want a nurse to come and help you? ..	Ginadawenimaa na mashkikiiwikwe jibiwiijihik?



Translation Provided by: Larry Beardy, Sioux Lookout, Ontario
Document Created by: Communications & Community Development, SLMHC

TOONIES FOR FRIDAY



Building the future of Health Care in Sioux Lookout, one toonie at a time...

Funds raised to date: \$1,414.18

The *Meno Ya Win News* is prepared by:
Communications & Community Development dept

All departments are invited to send updates to:

danderson@slmhc.on.ca



SIoux LOOKOUT
MENO YA WIN HEALTH CENTRE
Foundation

Pizza Fridays



MONEY RAISED TO DATE: **\$4,896.00**

This fundraising initiative is generously sponsored by:



Interpreter Services at SLMHC

- ☑ Interpreter services are available in the Oji-cree, Ojibway, and Cree languages (dialects of the SLMHC service area).
- ☑ Interpreters are available at the 5th and 7th Ave Sites, and at the William "Bill" George Extended Care.

Hours of Service

Monday to Friday

7:00 am—7:00 pm at 7th & 5th Ave Sites—float
4:00 am—7:00 pm at Extended Care
7:00 pm—9:30 pm at 5th Ave Site—float
9:30 pm—12:00 am (mn) at 7th Ave Site—float

Saturday & Sunday

7:30 am—7:30 pm at 5th Ave Site—float
4:00 pm—7:00 pm at Extended Care
7:00 pm—12:00 am (mn) at 7th Ave Site—float

HAT SALES



*Ball caps for sale
\$20.00 each! Proceeds
to the Sioux Lookout
Meno Ya Win Health
Centre Foundation's
New Hospital Fund.*

Funds raised to date \$1,060.00



SIoux LOOKOUT
Meno Ya Win
HEALTH CENTRE

Slogan:

Working Hand in Hand with our communities to build a healthier future.

Mission:

We are more than a hospital!

We provide culturally responsive acute, long term and ambulatory care, mental health and addiction services, and community-based and traditional healing services to the Sioux Lookout area and to the northern First Nations.

We are *Meno Ya Win*:

We stand for: *Health
Wellness
Well-being
Wholeness*

Vision:

We will be a *Center of Excellence* for health through

*Enhanced Services
Partnerships*

and Care that is

*Patient centered
Service oriented
Performance focused*

Values:

We value compassion, fairness, integrity and teamwork.

We celebrate diversity.

We recognize different pathways to health.

... We do care!

Pictures from our Past...

2008



2008



2008



2004



2007



2006



2003



2005



2004



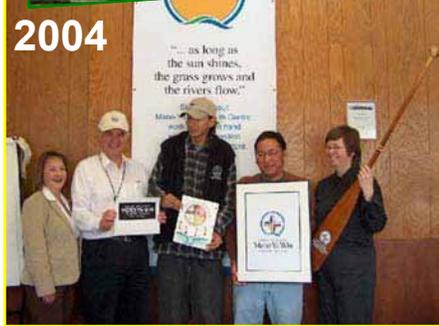
2005



2006



2004



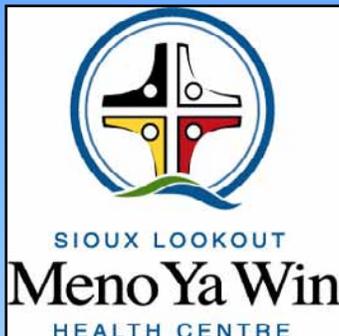
2003



2006



Patient Safety: Connecting the Dots



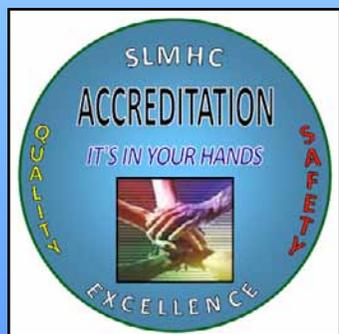
SLMHC strives to be a Center of Excellence for health by providing Care that is: ***Patient Centered; Service Oriented; and Performance Focused.*** Patient Safety is the common thread that links the various components of SLMHC (Board of Directors, committees, community partners, departments, and all staff members). Decisions, actions, processes, policies, and procedures are enacted as a means of achieving the highest degree of patient safety possible.

A notable manifestation of SLMHC's commitment to Continuous Quality Improvement and Patient Safety is its voluntary participation in the ***Qmentum Accreditation*** process. Qmentum Accreditation is a tool used by health care organizations to help improve the quality of health services they provide. By now, you will likely have participated in or heard about the Self-Assessment surveys, the Worklife Pulse Survey, and/or the Patient Safety Culture Survey. Each of these surveys is an important part of the Qmentum Accreditation process and your participation is very much appreciated.



The ***Patient Safety Culture Survey***, which was completed by 168 SLMHC staff members and physicians this past February, helps to measure the presence and degree of our organization's safety culture. This provides an indication of areas of strength and areas of improvement, which will help to determine where changes are necessary. All staff members are encouraged to review the results of this survey on the intranet and provide feedback to managers, accreditation team leaders, Effective Organization team members, Isaac Sithole, and/or Melissa Ayotte.

Without exception, all SLMHC staff members from all departments play a crucial role in Patient Safety. We must all work together towards the goal of providing the highest quality health care in the safest manner possible. We must ask ourselves: ***"How do I contribute to the safety and well being of patients at SLMHC?"***; ***"How will my decisions/actions affect the safety and well being of patients at SLMHC?"***; ***"What can I do to improve Patient Safety?"*** In addition to asking ourselves these questions, we must also ask our colleagues, accreditation team members, and/or our managers. This type of dialogue between staff and departments will help all of us to better understand and improve upon how we work together and contribute to the safety and well being of patients.



Watch for Patient Safety information and updates in the monthly newsletters, as well as throughout the hospital sites and from your managers. All staff members, departments, committees and accreditation teams are encouraged to become involved in this Patient Safety campaign by submitting examples of how they contribute to and/or improve patient safety. Please contact Heather Fukushima or Melissa Ayotte if you wish to have your Patient Safety information featured in subsequent newsletters. We welcome any feedback you wish to share!



SIoux LOOKOUT
MENO YA WIN HEALTH CENTRE
Foundation

Opening the Doors The countdown has begun.



You are the key.
Open these doors and
learn how you can help.

Opening the Doors Campaign

The New Sioux Lookout Meno Ya Win Health Centre will open its doors to patients in late 2010. This new 140,000 square-foot hospital will bring many health care services together under one roof.

We now need your help to raise \$1 million to purchase state-of-the-art medical equipment and furniture.

Together we can open doors to healthier futures for people living in northern communities.

Sioux Lookout Meno Ya Win Health Centre Foundation

The Sioux Lookout Meno Ya Win Health Centre Foundation is a not-for-profit partner corporation with the Sioux Lookout Meno Ya Win Health Centre. The purpose of the Foundation is to help raise funds to support the availability of world-class primary and emergency health care services for those persons living in Sioux Lookout and 29 First Nations in the area.

Donate Cash

You can make a cash or cheque donation by visiting the Foundation Office.

Office Hours:
Monday to Friday
8.30am to 12:30pm

Donate Online

Donate securely, simply and quickly using your credit card at:
www.slmhc.on.ca/foundation.



SIoux LOOKOUT
MENO YA WIN HEALTH CENTRE
Foundation

Sioux Lookout Meno Ya Win
Health Centre Foundation

P.O. Box 909
Sioux Lookout, ON
P8T 1B4

Telephone: 807-737-7997
Fax: 807-737-5127

Email: foundation@slmhc.on.ca

Tax Receipts will be issued for donations of \$10 or more.
Charitable Reg. 881545446RR0001

Many Doors, Many Keys...

In addition to cash gifts, there are a variety of ways to donate:

- Charitable trusts
- Gift annuities
- Gifts-in-kind
- Stocks, bonds, mutual funds
- Deferred gifts
- Third party fundraising events

The Donor Recognition Wall \$5,000 plus

An indication to all who view it that it takes more than a few to open doors to a healthier future.

The Private Room \$10,000 plus

Come together with family or colleagues to buy a room in your name.

Buy A Bed \$5000

Be recognized by our patients by having your name acknowledged on a hospital bed.

The Key Chain \$500 - \$2,499

Be recognized as one of the many donors who came together to open the doors. An official receipt and acknowledgement are given for all donations.

Give Children a Healthier Future

I/We would like to purchase the following Paediatric equipment:

<input type="checkbox"/> Thermometer	\$350.00
<input type="checkbox"/> Countertop Warming Cabinet	\$4,300.00
<input type="checkbox"/> Incubator	\$5,000.00
<input type="checkbox"/> Stretcher	\$5,000.00
<input type="checkbox"/> Paediatric Bike	\$5,200.00
<input type="checkbox"/> Infant Scale	\$5,600.00
<input type="checkbox"/> Birthing Bed	\$19,000.00
<input type="checkbox"/> Radiant Infant Warmer	\$21,000.00
<input type="checkbox"/> Fetal Monitor	\$23,000.00

I/We would like to donate

\$ _____

to help purchase the item selected above.



Help Us to Furnish Patient Rooms

I/We would like to purchase the following room furniture or equipment:

<input type="checkbox"/> Mammography Unit	contact for info
<input type="checkbox"/> CT Scanner	contact for info
<input type="checkbox"/> Pulse Oximetre	\$50.00
<input type="checkbox"/> ENT Headlight	\$120.00
<input type="checkbox"/> Blood Pressure Monitor	\$250.00
<input type="checkbox"/> Portable Temperature Unit	\$350.00
<input type="checkbox"/> Wheelchair	\$500.00
<input type="checkbox"/> Transport Wheelchair	\$1,000.00
<input type="checkbox"/> Sleeper Chairs	\$1,800.00
<input type="checkbox"/> Crash Cart	\$1,800.00
<input type="checkbox"/> Vital Signs Monitor & Stand	\$3,450.00
<input type="checkbox"/> Medication Cart	\$4,000.00
<input type="checkbox"/> Patient Pressure Mattress	\$6,500.00
<input type="checkbox"/> IV Pump	\$4,400.00
<input type="checkbox"/> Patient Lift	\$8,000.00

I/We would like to donate

\$ _____

to help purchase the item selected above.

If you are interested in donating or fundraising for a specific piece of equipment please contact our Foundation office.

Donation Form Request for Information

Name:

Address:

City:

Prov:

Postal Code:

Phone:

E-mail:

Yes I would like to make a donation in the amount of:
\$ _____
to the Opening the Doors Campaign.

Payment method:
 Cheque MasterCard Visa

Card #:

Expiration Date:

Signature:

Please make cheques payable to:
The Sioux Lookout Meno Ya Win Health Centre Foundation.