

NO-SHOW APPOINTMENTS

This last fiscal year, the Physician's Office provided 4997 appointments and the FHT provided 7662 appointments to the community. **That is 3066 more appointments offered since last year.** 6.4% of FHT and 5.0% of the Physicians appointments were no-shows who did not call to cancel or reschedule.

That is 740 appointments wasted in a year
(nearly 125 HOURS of physician appointment time)

115 more no-show appointments than the 2018/2019 year

When you cancel or reschedule your appointment, later appointments on the wait list are bumped up, reducing wait times. If you cannot make it to your appointment, please call to cancel and contribute to wait time reduction.

Nursing Update

Sheeja and Sujay will be leaving mid-July to further their careers down south in Richmond Hill. Sheeja will be joining an Intensive Care Unit, and Sujay will be off to the Emergency Department. Sheeja and Sujay came to us August of 2018 for a guarantee of 18 months and we were fortunate enough to keep them with us for a few extra months. During their time with us we got to see them grow and develop personally and professionally. Along the way they went back home to India to be married last summer, and embraced day to day learning opportunities as well as obtaining certification in ACLS and PALS (Sujay). Congratulations to you both on your achievements. It is certainly a loss for SMH to lose two wonderful employees. We hope to see them come through and visit in the future. Good Luck! And all the best!



Physician Recruitment Update

Physician recruitment remains a top priority for Santé Manitowadge Health. We are fortunate that Dr. Park will be joining our team, but we are continuing recruitment efforts for 2 more full-time family physicians. Dr. Park will be supported by locum physicians in the interim. We do ask that you only book in with a physician when you have a medical concern. "Meet and greet" type of appointments are discouraged as it adds to wait times for individuals to seek care for medical concerns. We appreciate your patience during this time.

myRide

The myRide had been out of commission since the beginning of the year due to a manufacturing issue. The repairs have been completed and the service is up and running!

Due to COVID-19, the service will only be available Monday to Thursday from 8am-1:00pm for medical appointments only. All clients must be screened by the coordinator prior to their ride, and masks must be worn at all times. You can bring your own mask, or one can be borrowed from the coordinator.

If you need to borrow a mask, please mention while booking your appointment.

You can call 826-3251 x130 to speak to the myRide coordinator or leave a message to schedule a ride.



Health Happenings!

July 2020

1 Health Care Crescent • Manitowadge ON • T: 807.826.3251 • E: infoserv@mh.on.ca

Santé Manitowadge Health

Warm Welcome

The Manitowadge Physicians Group is happy to announce the arrival of Dr. Jun Park. Dr. Park will be joining our team effective July 31, 2020. Dr. Park attended medical school in upstate New York and completed his residency at the University of Ottawa. He has been a locum physician in our community since 2016. He will be relocating from Wawa, so he is used to a small town atmosphere. His hobbies include: being outdoors, hiking, volleyball, tennis, golf, and he is always looking for some new fishing tips and hotspots! We welcome him to Manitowadge and all it has to offer!



SMH/Manitowadge Family Health Team would also like to welcome back a familiar face! Jocelyn Bourgoin will be filling in for Megan Esarte, as the Director of Community Programs and Services, while she is off enjoying her maternity leave. We are excited to have such a motivated and knowledgeable individual join us at SMH again! His experience and leadership will be a great asset in the year

ahead!
We are anticipating Amy Gray, Finance Manager to take a maternity leave in the Fall—Oct/Nov. and Stephanie Hardy will be our temporary replacement. We look forward to the new arrival and wish Stephanie well in her new role.

In This Edition...

- Warm Welcomes & Sad Goodbyes.....1
- Go Green!.....2
- Community Events.....2
- LTC Visiting Update.....2
- Older Adult Program.....3
- Department Celebrations.....3
- Assisted Living.....3
- A Beautiful Donation.....3
- Chronic Pain Program.....3
- Community Appreciation.....3
- No-Shows.....4
- Nursing Update.....4
- Recruitment Update.....4
- myRide Update.....4

On Friday May 29th, we said farewell to one of our esteemed team members, Louise. After 38 years of work at SMH, Louise thought it would be a good time to turn the page and start a new chapter. She leaves some significant positions to be filled, as she was part of the Health and Safety Committee, the Contingency Committee, the Incident Management Team, and other roles in addition to her official role. We congratulate her on a lengthy career, it is not often that you see such long standing commitment. We wish her well!



Sad Goodbyes

It is with great sadness that we say goodbye to Dr. Theresa Ross, Wallace Ross PT, and Dr. Angus Pauls.

Wallace and Theresa Ross departed the community at the end of May 2020. They have returned to their home base in British Columbia to be with family. We do have some good news though, Dr. Ross and Wallace have agreed to return to the community on a locum basis.

Dr. Angus Pauls will be leaving the community effective August 14, 2020. After approximately 1 year in the community, Dr. Pauls has decided to relocate his practice closer to family. We do hope that he will return as a locum in the future.

All of you will be missed dearly!
We wish you all of the best in your future



Health Hub Happenings

Go Green!



In a continued effort to contribute towards the **GREEN CAUSE**, the Wellness Committee's filtered water dispensers at Santé Manitouswadge Health have already **saved the environment from 14,745 plastic bottles! That's approximately 840 pounds of plastic out of our oceans.** Patients are encouraged to bring reusable water bottles from home to fill for **FREE!** ♡



Community Events On Hold

Unfortunately, due to the Covid-19 pandemic, many programs, services, and events are on hold. This includes:

- The Bed Golf & Beyond golf tournament fundraiser
- The Paint Run fundraiser
- CNIB EyeVan
- Ontario Screen for Life Coach
- Caring Café
- Exercise Class
- Golden Age/MFHT events



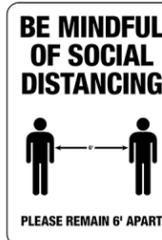
Follow the Manitowadge Family Health Team on Facebook to stay up-to-date on the latest news and information! <https://www.facebook.com/ManitouwadgeFHT/>



An Update From the Incident Management Team

Long Term Care visitation will open on June 18, 2020 with the following Ministry-mandated stipulations:

- Visits are limited to outside only, and limited to one visitor at a time.
- For an individual to be cleared as a visitor, they must have been tested for COVID-19 with a nasopharyngeal swab within the last two weeks, and have a negative result.
- Visits must be scheduled prior with nursing station.
- Each visitor must check in with reception at the time of their scheduled visit to be screened and pick up a face mask.
- Minimum of ½ hour per visit.
- Patient and visitor may not leave the property.
- Visitor must wear a face cover for duration of their visit (even outside).
They can bring their own or obtain one from registration.
- Physical distancing must be maintained at all times.
- Visiting hours will be from 11:00-19:00 daily.



We will have a large tent set-up with tables, chairs, and hand hygiene supplies. The resident (LTC/ALC) and visitor do not have to stay under the tent if they do not wish, but it is available to them for shelter and seating.

We understand that these regulations may be frustrating, but the Ministry has mandated these stipulations to protect the residents, your loved ones, during this challenging time.

Community Programs

Older Adult Program

With the current gathering restrictions, the Older Adult Program, unfortunately, has been on hold. The Family Health Team saw this as an opportunity to reach out to some of our older adults for friendly calls, to check in during isolation.



They also advocated for the Golden Age Centre, and funding was received for a tablet and a 1 year subscription for a Zoom account! This tablet can be used to allow those who cannot come to events in person to join in virtually.

Department Celebrations

- **April 7th** World Health Day
- **April 21-27th** National Medical Laboratory Week
- **April 22nd** Administrative Professionals Day
- **May 6-12** International Nurses Week



A Beautiful Donation

These beautiful quilts were donated to our chemotherapy patients last year. Thank you for your hard work, these gorgeous quilts will be put to good use!



Assisted Living

Due to COVID-19, the Assisted Living Program has been put on hold. During the pandemic, the development of the program has been ongoing. We hope to have this service implemented in the near future. For more information please contact the MFHT at 807-826-3251 Ext. 0.



Chronic Pain Program

GOOD NEWS! Wallace will be returning to SMH on short-term contracts to continue the Chronic Pain Program in Manitowadge. The Chronic Pain Program was put on hold due to COVID-19 but we do hope to resume the program shortly. We are working with our partner, St. Joseph's Care Group, to resume services.

Community Appreciation

To say 2020 has been challenging is an understatement, the current world events have sparked fear, anxiety, and frustration. In such a difficult and uncertain time, the Community of Manitowadge has come together with unquestionable strength, and it's beautiful. The outpouring of appreciation, kindness, and generosity has been overwhelming! From the beautiful, hand-painted rocks that freckle our walkway to work, the multiple parades honking their way by, the 31 Gift bags full of goodies, thank-you sign from OPP, Tim Hortons' donation of coffee, food baskets to our dedicated nursing staff, to the multiple donations of masks, headbands, ear-savers, and other PPE! The community's messages of gratitude, acts of generosity, and words of encouragement are powerful affirmations for our team and volunteers. We would like to thank our community for their continued patience as we continue to battle COVID-19, in what we know will be a long-term fight. Thank you, Manitowadge!

