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Issue No. 8, Vol. 2
September 2017



Star

A publication for the staff of Horizon Health Network

A photograph of a man with a mustache, wearing a red and white checkered shirt, sitting at a desk. He is holding a handheld electronic device in his right hand and looking at a computer monitor. In the background, there is a large display of medical images, likely MRI scans, arranged in a grid.

**A key tool
in patient
care**

New technology making it easier for physicians and medical
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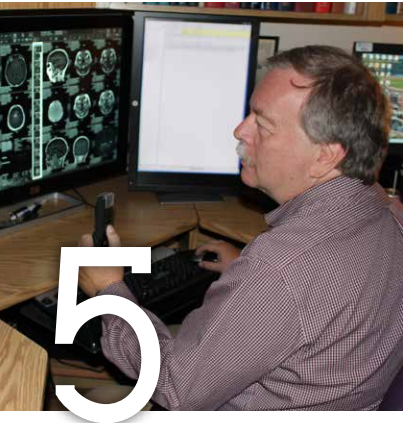
Better asthma control = Better quality of life

Unique blend of staff at Paediatric Asthma Education Clinic proves vital in educating,
empowering patients and families Page 8

My Dad Matters

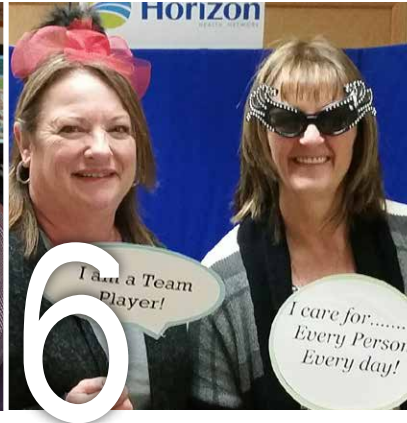
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Public Health expands HPV Campaign

This magazine is published by Horizon Health Network's Communications Department, and is distributed free of charge to Horizon staff, physicians and volunteers. A French version can be found online at fr.horizonnb.ca.

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Please send comments and/or story ideas to HorizonStar@HorizonNB.ca.

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Café de Paris is at
your service

Dear Staff and Physicians,

Cool evenings, back-to-school routines and everything else that September brings is upon us. I for one look forward to experiencing fall in this lovely province as a new New Brunswicker! In the months ahead I will be making my second tour to many Horizon facilities. Even more than seeing the fall foliage, I look forward to meeting with as many of you as possible.

This tour will be different from my last. I will be sharing with you my ideas on how we can improve our health care services, particularly in our communities. It's time for us to look at health care differently, and think outside the box (that box being a hospital). The health of our province depends on the health care services we provide beyond the walls in our hospital.

To truly live our Horizon mission of "Helping People Be Healthy" we need to get into our communities, improve primary care, be involved in our school system and support our seniors living at home.

I look forward to sharing my ideas with you and gathering your feedback. It may sound cliché, but I can't do this alone. We need to work as One Horizon to improve the care we provide to our patients and their families.

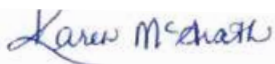
At Horizon we have lots of great things happening. It's happening across Horizon - in our hospitals and facilities, and out in the community. We also have a dedicated, caring and professional staff. I encourage everyone to check out the Top 10 List in this issue of why our staff entered our health care organization. Reading the submissions truly warmed my heart and made me proud to lead an organization with such a tremendous staff.

We need to do a better job at sharing our Horizon successes with each other. We need people to know what Horizon does and who we are. While this publication, the *Horizon Star*, goes a long way, we want to take it even further. Our Horizon Communications team is looking for ways to better engage and share our Horizon stories with our staff and the public. And we're hoping that you will be our ambassadors!

We're improving our social media. You'll start to see more of your colleagues profiled. Maybe even yourself! I'm going to be more active as well. Together we can all be ambassadors for Horizon, either by providing story ideas with our communications team, or by sharing and liking our social media content.

I look forward to seeing many familiar faces this fall. If we're unable to meet, you can always reach me at President@HorizonNB.ca. I'd love to hear from you.

Sincerely,



Karen McGrath
President and CEO



Karen McGrath,
President and CEO

A welcome note from the editor

Welcome to the eighth issue of the *Horizon Star*.

While I am comfortable writing, photographing, and editing, these tasks may take you out of your comfort zone. Or, they may be a space to showcase or strengthen your other talents.

I'm so impressed by the number of you who not only knew something you, your team or a colleague was doing would make for a great story for the *Star*, but took the time to write it and/or take photographs.

In doing this, you are going above and beyond to make this magazine yours.

A lot of you ask me how to be featured in the *Star*, and I'm always happy to share there are many ways we can coordinate and collaborate to bring pen (or printer ink) to paper.

Some of you choose to write the entire piece, while others like the offer of setting up an interview with me on Skype, by phone, or, if possible, in person. Others are comfortable providing me answers to questions by email, or providing a briefing note or background, and letting me write from there.

And then I and members of the Communications team do all the editing for clarity, length, grammar, and style.

In this issue, the submitted stories include a piece on the Diagnostic Imaging team from Saint John Regional Hospital's fundraising efforts, and several pieces from Public Health teams across our organization.

You'll also have to check out the story on Page 8, which was a collaboration that involved a phone conference, an email Q&A and a colleague of mine shooting the photos (thanks, Steve Butler!).

It's an honour to share your stories, and I hope you'll continue to reach me at HorizonStar@HorizonNB.ca with new ideas.

Happy reading,



GinaBeth Roberts





Dr. Ralph Ellis, a Radiologist at The Moncton Hospital, is seen using the new dictation system while reviewing scans of a patient's brain tumour in late August.

New dictation system a key tool in patient care

A new province-wide initiative is making it easier and faster for physicians and medical transcriptionists to produce patient reports.

Horizon and Vitalité health networks, together with Service New Brunswick, have launched a new dictation system.

The project started in 2013 when one facility asked for their system to be repaired. A thorough look at all eight dictation systems across the province showed all were in need of upgrades. Instead of replacing eight different systems, a plan was set to introduce one system, called Fusion, from Lanier Healthcare Canada, throughout the entire province.

A dictation is a verbal report of patient care from a physician, and can include operative reports, discharge summaries, consult reports and outpatient clinic visits. Transcriptionists listen to and type the physician's report, then make it available to health care professionals caring for the patient.

The key to this new system is voice recognition, which allows the report to be created in front of the physician at the time of dictation. Front End Voice Recognition (FE/VR) is available to all Horizon Radiologists.

"The Radiologist literally dictates, the system types it, they edit it themselves, as required, electronically sign it, and away it goes," said Claire Esson, Regional Director, Health Information Management.

FE/VR will be made available to other Horizon physicians in the very near future.

This has reduced the turnaround time for reports to be available to those caring for the patient, in some cases from 40 days to the same day — or even within the same hour.

The scope is large. There are four main departments that primarily use dictation: health records, radiology, electrodiagnostics and laboratory.

"The system is available to all physicians in the province," said Tim Calvert, Horizon's Senior Project Manager. "I compare it to their stethoscope or scalpel; for every doctor it's a key tool for them in patient care."

The new system has not eliminated any positions. The improved functionality has assisted in dealing with the backlog of physician dictation.

It has also enabled transcriptionists to edit back end voice recognised reports, instead of having to transcribe the entire report. This too has improved report turnaround times.

There have been other benefits for staff, as well.

Previously, Horizon's four areas had different systems and couldn't share resources.

"We could have had employees in one Horizon area available to help, but because of different systems and licence issues, we couldn't leverage this help," said Esson. "We've now created a centralized transcription pool that they can work on any physician dictation."

Since it's a province-wide project, no matter what hospital or health care facility a physician is working in, he or she can dictate and

electronically sign reports regardless of what facility they are in. The project will also help with the province's transition to integrated electronic health records, and has eliminated the need for mailing of reports, as reports done in one facility can be printed in another.

And, most of all, it furthers Horizon's goal of becoming a patient- and family-centered care organization, as this work will allow information to be available to families or their referring doctor for follow-up more quickly.

Dictation Fun Facts (of as February 2017)

Horizon

Transcriptionists: 56

Physicians using the system: 1,100

Province-wide

Transcriptionists: 122

Physicians using the system: 2,644

Speech recognition users: 366

Physicians using the system at any given time: 131

Dictations (September 2014 to February 2017):
3,642,606



Members of the Regional Registration Network Committee. Back row, from left: Lee Vickers, Debbie Bishop, Rachel Legge, Wendy Smith, April Hines, and Tricia Arbeau. Front row, from left: Faye Earle and Sherry Ward.

Registration and admitting team celebrates role in providing exceptional care

From April Hines, Chair, Regional Registration Network Steering Committee

The Regional Registration Network Steering Committee recently hosted the Horizon Registration Workshop at The Moncton Hospital, a workshop designed specifically for registration and admitting clerks.

Eighty-four people attended the May event, enjoying laughter, prizes, exercise breaks and a photo booth. Topics focused on the message that registration and admitting clerks are one of the driving forces in providing *Exceptional Care. Every Person. Every Day.*

Claire Esson, Regional Director of Health Information, and Andrea Seymour, Chief Operating Officer Corporate Resources, opened the workshop with words of inspiration.

Jennifer Landry, a Risk Management Consultant for the Moncton area discussed the importance and legalities around substitute decision makers, followed by Noel Milliea, a traditional First Nations member who talked about the native cultural

history and spirituality, including the smudging ceremony. Both presentations were thought-provoking and generated a lot of interest and questions.

Jeff Whyte, Security and Emergency Planning Coordinator, talked about workplace violence prevention, providing informative and practical tips to keep employees safe in the workplace, and directed them to Skyline for more information.

Elizabeth Cormier, Regional Director of Volunteers, Auxiliaries and Alumnae, gave a presentation about health care "through our patients' eyes," while Marilyn Babineau, Regional Manager of Employee Health and Wellness, ended the day with humour and laughter with her presentation titled "Taking Care of Yourself and Your Team."

Attendees received a "survival kit" that included a registration best practices card and instructions for at-work stretching exercises.

Thanks to generous donations from Rodd Hotels & Resorts, Hilton, Enterprise, CUPE, Massage Addict, The Moncton Hospital Nurses' Auxiliary Gift Shop, Sackville Ladies Auxiliary and individual donors there were prize draws throughout the day with a grand prize of a



Angela Ross, Lauren Doiron, Ashley London, and Lucie Basque, registration clerks.

two-day getaway at the Rodd Brudenell River Resort on Prince Edward Island, complete with car rental and spa gift certificate. Tammy Smith from The Moncton Hospital lab won the grand prize.

The next Horizon Registration Workshop will be in May 2019 at the Saint John Regional Hospital. Registration and admitting clerks can contact April Hines at April.Hines@HorizonNB.ca with topic ideas.



Shelley Richardson and Rose Marie Scribner, registration clerks.

TMH employee completes gruelling international march

Each year, the International Four Days Marches Nijmegen accepts 47,000 registrations — many of them repeat walkers, some of them for the eighth or even 38th time.

Participants walk between 30 and 50 kilometres a day for four consecutive days, depending on their age and gender. As the gruelling walk marches on, their number dwindles. This year, only 38,409 people finished all four days.

One of them was Horizon's Linda Fullerton.

The Patient Flow Resource Coordinator at The Moncton Hospital travelled to Nijmegen, Netherlands in July to participate in the 101st edition of the largest multiple-day marching event in the world.

"You could walk on the energy," she said.

Fullerton has walked half marathon and marathon events in the past, but nothing like this. She learned about the march while participating in a Learn to Run clinic, where an instructor told her she needed a challenge.

She put it on the back burner, but this year, she was ready.

It's not an event for the weak of heart (or feet).

Fullerton, 57, walked 40 kilometres a day for four consecutive days.

How long does 40 kilometres take?

"Forever," she laughed.

Though it may seem that way, it's not quite forever.

Her usual pace for a marathon (42.195 kilometres) is just over six hours. Here, she took it slower, knowing she needed the strength and energy to repeat the distance four days in a

row. There was also the logistics of walking in a crowd of around 40,000 others, including many military personnel marching in full dress.

Every morning at 6 a.m. she and a friend, also from New Brunswick, embarked on a journey that started and ended at the same destination, but took them through different local villages.

The first day, they came in around 1:20 p.m.; the following three days they were in after 3 p.m.

"If you didn't make it in by 5 p.m. you could not go back out the next day," she said, adding organizers are relentless about the rules.

At other community or fundraising walking events Fullerton has been inspired and encouraged by a crowd of supporters cheering for her or another walker, but she had never experienced this kind of support.

"They're out there with trays passing you cucumber slices ... peppermints, licorice, watermelon slices," she said. "And everybody's hollering, 'Good luck. Success! Success!'"

Every little village had a marching band or DJ playing music, though the often-repeated *YMCA*, *500 Miles* or *You'll Never Walk Alone* may not be on her walking playlist ever again.

While she encountered many memorable moments during the walk, the crowning moment came on day four — in different ways.

It was on this day she and others passed through the Via Gladiola, where they were passed a flower of the same name as a symbol of success and strength.

But it was a familiar sight that proved to be most meaningful for the former registered nurse.

"As I came along, being from the hospital and being a nurse, I see the white tents, and there's a big brick building behind, big lawn ... I got up close to these tents and I looked: they're hospital beds with patients in them," she said.

Some patients had IV pumps and poles, one had a nasogastric tube, and another was in traction. But they were all enjoying the sights, as it was symbolic of the liberation of their country.

"They're watching us go by. Some of them are crying, some of them are clapping, and they're smiling. It was just the most amazing thing," said Fullerton.

Where there's joy, there's pain — big time pain.

Fullerton injured her feet while training for the event — stress fractures in her second toes. She started trying to walk differently to take the pressure off those two toes, and in doing so, inflamed the balls of her feet and her toe joints.

"My feet were killing me," she said, adding she changed shoes every day, and halfway through each day refreshed her socks and blister band aids.

But pain would not stop her from getting the Cross for the Four Day Marches, which is awarded to participants who successfully complete the march.

"It's all about the bling," she said.

It's also all about the exercise, as the event promotes physical activity and sport, and Fullerton encourages others to look into participating in a future walking or running event.

"It's doable. You have to train. You have to train properly and listen to your body but oh it's doable," she said. "I think physical activity is the most important thing that a lot of us don't do for ourselves and we end up in here (hospital)."

Despite the pain, she's hoping to do it again in three years, when she's 60.

"Besides the birth of my children, it was the most amazing thing I've ever experienced."

7



The Cross for the Four Day Marches, awarded to participants who successfully complete the march.

A crowd of walkers in the International Four Days Marches Nijmegen.

Linda Fullerton, pictured in an office at The Moncton Hospital in August, shows off this year's commemorative t-shirt for the International Four Days Marches Nijmegen.



Many military personnel, like those seen here from the Netherlands, participated in the march in full dress.

Hospital patients cheered on walkers as they completed the International Four Days Marches Nijmegen.

Fullerton and co-New Brunswick participant, Kris Acker, after receiving their gladiolas, which marked the end of the four-day march.

Know someone who's accomplished something outstanding outside the workplace? Nominate a colleague, peer or volunteer for this feature by emailing HorizonStar@HorizonNB.ca.

Clinic helps patients, families become experts in asthma control

A unique clinic caring for the province's youngest patients in Saint John and Sussex has been successful in educating and empowering patients and families to take charge of a common chronic disease – asthma.

The Paediatric Asthma Education Clinic at the Saint John Regional Hospital is one of very few asthma clinics across Canada in which Certified Respiratory Educators (CREs) and physicians (pediatricians) work together in the same clinic at the same time.



Dianne Clark performs a spirometry test with patient Mawadda Khanes.

"In our clinic, where we're physician based, we do all of our teaching here. When a patient first visits the clinic, those who are six years of age and older and are physically and mentally capable, perform spirometry, also known as pulmonary function testing (PFT)," Cheryl Rossignol, Registered Respiratory Therapist and Certified Respiratory Educator (CRE) said of the collaborative work.

"CREs also obtain health history, review inhaler technique, auto-injector technique for those with anaphylaxis, signs and symptoms of asthma and goals of good asthma control, provide education around allergy and anaphylaxis and write action plans. The pediatrician then completes a physical examination, validates the action plan, and writes prescriptions."

The clinic began as a pilot project in 1994, led by Dr. Robert Beveridge, the Chief of Emergency at the time. It became permanent in January 1999, after highlighting the value of educating children with asthma and their families, which in turn reduced time missed from school and decreased hospitalizations and emergency room visits because of better asthma control.

"It's important to educate families on how to deal with chronic disease so they become the experts; that's our goal," said Clark, Registered Nurse and Certified Respiratory Educator. "They're the ones who see their child daily and who should have the tools and knowledge to be able to alter treatment according to the action plan, and work towards reducing or eliminating asthma triggers so they get the best possible results."

The clinic runs three days a week at the hospital, and staff visit the Sussex Health Centre one day each month. Staff assess around 1,100 patients every year; 90 to 100 every month.

"It's satisfying to see how much better a child's quality of life can be if they've been quite restricted in their level of activity, and the family develops the confidence to make the necessary changes to gain control of the disease," said Clark. "To see the child leading a healthier and more active life is very rewarding".

Spirometry, the gold-standard breathing test that measures the maximum amount of air a person can blow out of their lungs, is performed at each visit. This is an objective measurement of the degree of airway obstruction, which helps with establishing a diagnosis of asthma and provides information on a child's response to treatment.

"The same as trending blood pressures for a person with hypertension or blood sugars for individuals with diabetes," Clark said.

Patients also benefit in terms of the clinic's accessibility, from short-notice appointments within 48 hours, to tailored visits based on patient need (weekly, monthly, annually). There is also a helpline for patients and families active within the clinic.

The clinic aims to provide families with the support they need in order to reduce trips to the Emergency Department, After-Hours clinics or urgent visits to their Primary Care Provider, who may not be available for fit-in appointments. The clinic sends a copy of the patient's action plan and physician note to the primary care provider for continuing care.

Their work also extends beyond the walls of the clinic.



Cheryl Rossignol performs a spirometry test with patient Matthew Delucry.



Several members of the Paediatric Asthma Education Clinic, seen at the clinic in August. From left, Heather Johnston, Registered Respiratory Therapist working toward CRE designation; Cheryl Rossignol, RRT and CRE; Dr. Wendy Alexander, Pediatrician; and Dianne Clark, RN and CRE.

"We strive to meet the learning needs of our patients and their families, recognizing there are often many barriers to achieving good asthma control," said Rossignol. "We stay current in our knowledge of community supports and regularly refer to counselling, the Integrated Service Delivery Program in the school system and community dietitians."

Tracking the success of the program through data collection and measurement of outcomes is another part of the program. Intake data is collected at the initial visit, before any education is provided to the family. This data includes direct costs to the healthcare system, such as number of urgent GP and ER visits as well as indirect costs, including time missed from school. Second-hand smoke exposure in the home is also tracked.

This same data is then collected every six months for the following 18 months after the initial visit. Since the clinic started collecting outcome data in 1999 it has consistently demonstrated at least a 90 per cent reduction in direct and indirect costs as well as a reduction in second-hand smoke exposure.

Team Members

- **Dr. Wendy Alexander, Pediatrician:** First pediatrician involved with the clinic; started January 1999
- **Dr. Norman Garey, Pediatrician:** Involved from 1999 until his retirement in 2010
- **Dr. Marianne McKenna, Pediatrician:** Replaced Dr. Norman Garey in 2010
- **Dr. Marc Nicholson, Pediatrician:** Replaced Dr. Norman Garey in 2010
- **Dianne Clark, Registered Nurse, Certified Respiratory Educator (CRE):** Involved since the clinic opened in January 1999
- **Cheryl Rossignol, Registered Respiratory Therapist, Certified Respiratory Educator (CRE):** Involved since the clinic opened in January 1999
- **Heather Johnston, Registered Respiratory Therapist:** Casual since 2015; working towards CRE
- **Cindy Belyea, Registered Nurse:** Involved since 2002; retired in 2017

Supporting family and the role of *My Dad Matters*: A letter from an N.B. father

More men than ever are taking an active role in parenting their children, and Horizon's Public Health staff want to shine a light on the benefits of being an active partner in the parenting equation.

Staff interviewed a dad in their community who has taken on an active role as a father while his partner completes her education. Below is his story, highlighting just how rewarding being a dad can be.

Meet Ryan MacIsaac and his family.

Ryan and his fiancée, Tiffani Yvonne Mitton, are the parents of two boys, Carter Louis Stephen, born May 9, 2014, and Ethan Tommy Anthony, born September 17, 2016.



MacIsaac and his two boys, Carter, 3, and Ethan, 9 months (at time of photo).

My Dad Matters is a resource offering information about the importance of father involvement and how it affects children, fathers and community services.

Research shows being an active dad will help children with school performance, the abilities to share with their peers, have respectful relationships with adults, reduce depression, anxiety and other mental health issues, help with problem solving and self-confidence and reduce criminal behavior (My Dad Matters, 2014).

We encourage all dads to take an active role in parenting for the benefits that it brings to their children but also how it benefits fathers.

Please visit mydad.ca for further information.

“Why did I take parental leave? Hmm ... there are a lot of reasons, honestly.

For Carter, I took it because Tiffani had to keep going to school. The nursing program she was in was closing in a few years and she didn't have the option to take a year off.

I was nervous; I had never not worked and I had never held a baby before. Still, after Tiffani gave birth, I took my leave six weeks after Carter was born, as she was struggling with postpartum depression. The two of us spent the summer raising the baby.

He was a hard baby — sick a lot. I remember being awake all night with him, him screaming constantly. It wasn't easy. My worst night, I don't know what time it was, but Tiffani found me crying on the couch holding Carter begging him to sleep. She picked him up and sent me to bed. I did the overnights and she did the mornings; we still do it this way.

I'm lucky though. It's not easy being home with a baby all the time; it's isolating and frustrating, but it's a gift. I was very sad to go back to work. I actually changed jobs so my leave was cut short. It was the price to pay to be able to offer my children a more reliable future.

When we decided to try for the second baby, I happily decided to take parental leave again as Tiffani still had another year of school left. We aimed for August but it took a bit longer to get pregnant the second time. I knew I would be taking leave the whole time again, which I was excited for but nervous to tell my work. They were wonderful though, and couldn't have been more supportive. They even threw me a little party and bought a cake and gifts. It was nice!

Having two kids at home, it is harder. Carter still goes to daycare most days and Ethan is home with me. He's a super happy baby. He doesn't sleep a lot, though, so that's my only struggle. I find with parenting, sleep is the hardest part. It's not hard having a routine and making sure your kids are fed and loved, but doing it on three hours of sleep is not always easy.

While I'm home with him though, we take naps and go for walks. Truthfully, I couldn't imagine a world where I didn't get to spend these formative months with him.

Tiffani was able to finish her Nursing degree and graduated a few weeks ago (in Spring 2017). The boys and I went to Fredericton to cheer her on and it was amazing! Thinking about it now could make me cry. When someone has a dream and is willing to fight for it, I wouldn't want to do anything less than support them 100 per cent! When Tiffani and I first got together, she said she always dreamed about being a nurse - I'm happy she accomplished her dreams.

As for me, and my feelings on being a dad, they are vast! I was 30 when I started dating Tiffani and for 30 years I never wanted kids. I never saw the need and would have been completely happy it being just her and I. With that said, I can unquestionably say that I would have not only missed out on their love but I would have missed out on a part of my own being. I can't really put into words that feeling I would have missed out on if I hadn't become a father. But now that I have kids, it's a part of who I am. I'm a different person because I have two tiny heartbeats to love and take care of.

I like this new person and I'm so grateful, so in awe of the love they provide me, changed in me, that I struggle to think of a life before them. I love being a dad, being responsible for someone, teaching them how to grow and be a good person. The pride I feel when my oldest boy says “please” or “thank you” or “you're welcome” is amazing. I did that, with help from so many people, but at least I'm a part of that!

I help raise my kids, I take them to the park, make sure they are happy, fed, clean, played with. I support my partner. I stay home because I'm lucky and because I'm in a country that allows that opportunity. I do know I couldn't be happier being off with my children. I go back to work on June 19 and I'm not looking forward to it. I really like my job but I love my life as a father more!”



Ryan MacIsaac and his fiancée, Tiffani Yvonne Mitton, with their two boys, Carter and Ethan.



Horizon receives Energy and Environmental Stewardship Award

Horizon Health Network has been awarded the Energy and Environmental Stewardship Award by the Canadian College of Health Leaders. The Network received the prize at the association's Honouring Health Leadership event in Vancouver on June 11.

The award recognizes a progressive health care organization that has implemented initiatives demonstrating environmental responsibility through the reduction of energy usage, the preservation of natural resources, and effective waste diversion solutions.

The Energy Network was established in 2013, in recognition of the importance of energy sustainability and its long-term impact on patients and communities. The Network provides leadership and direction while ensuring sustainability in energy and carbon dioxide emission reduction for all of Horizon including five regional hospitals and various healthcare facilities.

The team uses a collaborative and continuous improvement approach to energy sustainability, with a framework that includes benchmarking, identifying and analyzing projects, assisting in the implementation of initiatives, and verifying projects meet targeted energy reductions. Best practices and successful projects are then implemented in other hospitals and facilities.

As a result in 2016-17, Horizon reduced both energy usage and carbon dioxide emission by 13 per cent, and achieved 8.5 per cent in actual energy and water cost avoidance.

This article first appeared in SNB's Info + newsletter.



Energy Network members, from left: Rob McLaughlan, Chief Engineer and Energy Co-ordinator, Saint John Regional Hospital; Dean Lake, Plant Operations Manager (Acting), Dr. Everett Chalmers Regional Hospital; Ralph Mayfield, Director of Physical Resources, Saint John area; Blaine Lynch, Regional Director, Facilities, Engineering and Property Management; Kate Butler, Energy Manager, Service New Brunswick; Todd Bryenton, Energy Co-ordinator and Chief Engineer, Miramichi Regional Hospital; and Bill Goobie, Energy Network Chair, Manager, Major Construction, The Moncton Hospital.

Horizon Speech-Language Pathologist and family honoured

A Horizon employee and her family were named as Diabetes Canada's Volunteers of the Year (Atlantic Region) at the NB Diabetes Educators Conference, held this spring in Fredericton.

Gloria Yachyshen, a speech-language pathologist at Upper River Valley Hospital, together with her husband Stuart Kinney and son Ross, were recognized at the conference.

"We support the work of Diabetes Canada not only because we have family members who are affected, but also because it's an important cause, one that has deep roots in Canadian history," said Yachyshen, explaining why she volunteers for the organization. "In addition to raising funds, we like the fact that Diabetes Canada also raises awareness about healthy living, which is important for us all."

This award honours volunteers, either individuals or groups, who have gone above and beyond to support the work of Diabetes Canada.

Along with participating in the annual 5k walk/run/bike (held August 20 this year), the family has helped others through sharing their personal experience with diabetes.

"Our family has been available to meet with parents who have a child with a new diagnosis of Type 1 diabetes," said Yachyshen. "Ross also has been asked to meet with young people newly diagnosed and talk about his experience and challenges."

Honourees must have volunteered at least 10 years with the organization, and demonstrate outstanding dedication (commitment, reliability) and/or achieving (advancing its mission and goals).



Ross Kinney, Stuart Kinney and Gloria Yachyshen receive their Volunteers of the Year (Atlantic Region) award from Diabetes Canada's Jerri McCallum.



Members of the Diagnostic Imaging team in Saint John: Debbie Shannon, Clerical; Cathy Mitchell, Clerical; Sylvia Worrell, Administrative Assistant; and Dwight Kerr, Supervisor, General Radiography.

Diagnostic Imaging hits the books for SJRH Foundation

From Daryl Steeves, Regional Director of Diagnostic Imaging

Five years ago, Diagnostic Imaging staff at the Saint John Regional Hospital had a brainstorming session with members of the Saint John Regional Hospital Foundation for a new fundraising idea for staff education and department equipment.

Collecting and selling used books was a staff-led idea they thought could add at least a small stream of cash toward their goal.

That stream has since become a river.

Dwight Kerr, Medical Radiology Technologist, and Sylvia Worrell, Administrative Assistant, have managed the project from the beginning and even they have been amazed at its success.

"It started with just a few books from staff," said Worrell. "But before long, family members and patients were joining in with donations."

"Although we haven't been counting, our best guess is we have sold over 40,000 books over the five years," said Kerr.

As Worrell points out, it's not just books that have been flying off the shelves, but CDs and puzzles, too.

"Those puzzles, I'm always worried a key piece is missing... but so far no complaints," said Kerr with a chuckle.

Donations have come in fast and furiously. One day, a porter arrived with boxes of books in near-mint condition.

"I think we counted over 200 books in that one donation," said Worrell.

Department staff has been overwhelmed by the support of patients dropping off English and French books and buying new ones to take home.

"It has become an opportunity for patients to mingle while waiting for their appointment, or for family members to browse while waiting for a loved one," Kerr said with a smile. "Exactly the atmosphere we want to create in our department."

Cookbooks and craft books have been among the most popular genres thus far.

Both Kerr and Worrell are quick to give credit to the clerical staff working in the department's reception area.

"Without them, this doesn't happen," said Sylvia. "They interact with the patients and families, and they handle the cash, accept donations and do whatever they can to make it work."

And work it has.

Since 2012 the book program has raised and donated \$48,000 for the Foundation, including \$15,000 for the 3T MRI, a point of pride throughout the department.

Congratulations to the Diagnostic Imaging staff in Saint John on raising \$48,000 (so far) and for enhancing the experience of Horizon's patients - another innovative way of *Helping People Be Healthy*.



Registered nurses attend the opening of their new oncology clinic.



A group of speakers and dignitaries posed for a photograph at the official opening, shown here are Ellen Waye, Oncology Coordinator; Karen McGrath, President and CEO, Horizon Health Network; Bertrand LeBlanc, MLA, Kent North; Paula Barry, oncology patient; Dr. Jill Watts, General Practitioner in Oncology; Hon. Bill Fraser, Transportation and Infrastructure Minister, MLA for Miramichi; Hon. Lisa Harris, Seniors and Long Term Care Minister, MLA for Miramichi Bay-Neguac; Marilyn Underhill, Executive Director; and Joanne Sellars, Executive Director, Miramichi Regional Hospital Foundation.

New oncology clinic supports patient- and family-centered care

On July 14, the Miramichi Regional Hospital's new oncology clinic officially opened its doors, moving from a cramped shared space in the Ambulatory Care Clinic to its own space on the third floor of the building. It welcomed its first patients 10 days later on July 24.

The new location will provide staff and patients an accessible and spacious area for treating all cancer types, including chemotherapy, supportive therapy such as blood transfusions and injections, and patient and family education.

Patient visits have increased dramatically since the clinic opened. In 2008-09, the clinic received 1,300 patient visits; today, the clinic records more than 3,500 patient visits every year.



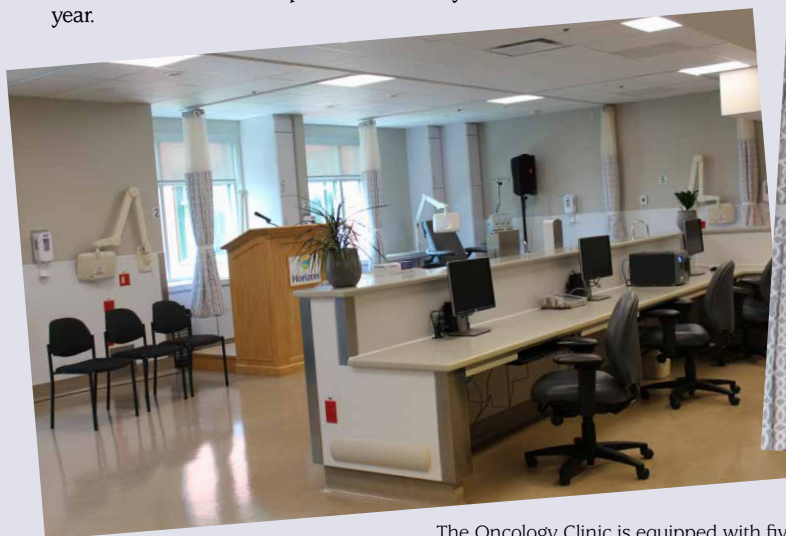
Paula Barry, oncology patient, spoke on the importance of having space in the new clinic for families to stay with their loved ones during treatment.

Because of the increasing demand, the previous treatment area had minimal space for family members to remain with patients during their treatment. The new space will accommodate more patients and allow for staff to provide safe and quality care for cancer patients and their families in a comfortable, spacious and private environment.

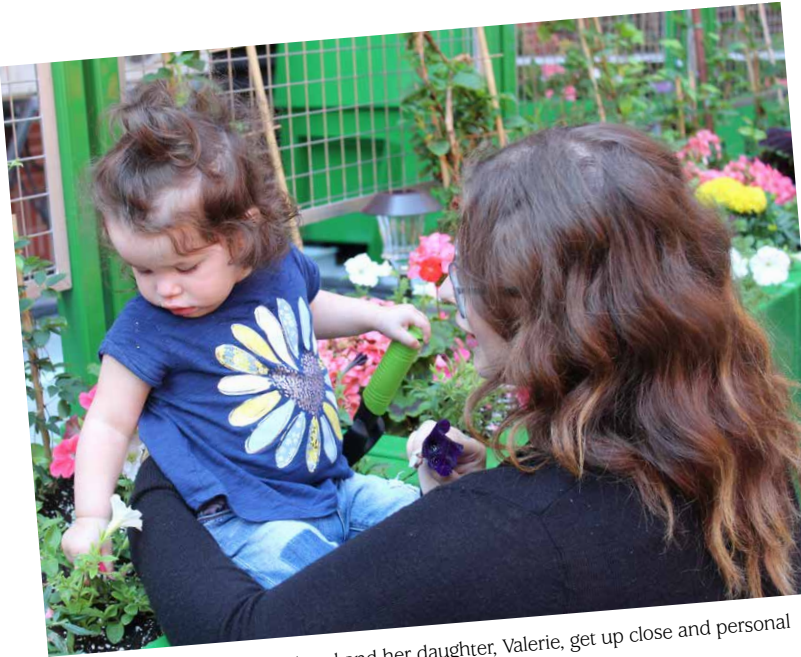
The clinic will also bring welcome changes for staff, which includes nurses, physicians, pharmacists, social workers, dietitians, and allied health professionals, as well as volunteers.



Miramichi Regional Hospital Executive Director Marilyn Underhill, right, gave Horizon President and CEO Karen McGrath a tour of the clinic, including a room where towels were warmed.



The Oncology Clinic is equipped with five chemotherapy chairs; a stretcher; two interdisciplinary exam rooms; a physician office; Telehealth technology; and advanced technology, connecting pharmacists at the clinic to the Pharmacy department and allowing remote checking of chemotherapy preparations.



Former patient Alicia Robichaud and her daughter, Valerie, get up close and personal with some of the garden's beautiful flowers.



Patients, including Alicia Robichaud and Susan Duquette, seen here on opening day, were involved with the design of the garden. They believe a space like this will help patients recover, offering them fresh air and sunlight. Staff agree. They say the length of patients may decrease due to the enhanced treatment possible with the addition of the garden. For example, a comforting green space will be a preferred method of treatment as opposed to the use of sedation medication or other restraints for patients in crisis or a near crisis situation.

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Rooftop garden to enhance care for Addiction and Mental Health inpatients

On August 14 The Friends of The Moncton Hospital Foundation, Horizon and staff of The Moncton Hospital celebrated the official opening of a new rooftop garden.

The garden, located on the third floor, will be a space for patients who have been admitted to the Provincial Child and Adolescent Psychiatry Unit (PCAPU), Youth Wellness Unit (YWU) or Adult Psychiatry Unit.

The interdisciplinary Addiction and Mental Health team on these units includes: Registered Nurses, Licenced Practical Nurses, Psychologists, Social Workers, Youth Care Workers, Human Service

Counsellors, a Recreation Therapist, an Occupational Therapist, and administrative support.

The garden will allow patients to enjoy therapeutic, recreational and physical activities. It will also be a space for group educational sessions, including wellness, relaxation and peer support groups.

The creation of the garden has been made possible thanks to donors of the Friends Foundation. The Foundation provided \$230,000 for garden construction, renovations, materials and labour.



Horizon President and CEO Karen McGrath spoke to how involving our patients and their families benefit the quality of their care.



Pat Armour, First Vice Chair, Friends of The Moncton Hospital Foundation; Jean Daigle, VP, Community, Horizon; former patients Susan Duquette and Alicia Robichaud; Karen McGrath, CEO and President, Horizon; Monique LeBlanc, MLA, Moncton East; and Dr. Dinesh Bhalla, Chief of Psychiatry, The Moncton Hospital cut the ribbon to officially open the rooftop garden for addiction and mental health patients.



The 40-by-20 sq.-ft. outdoor space features 25 raised garden boxes, brightly-coloured tables, chairs and benches, an arbour, water hose/taps/sprinklers, special flooring, fence, and locked supply box/storage area. A mix of annual and perennial plants, including clematis and climbing hydrangeas, will beautify the space, while a basketball net, giant games and other materials will keep inpatients active and creative.

Collaboration between Horizon and UNB to benefit new nurses

From Nicole Irving, Nurse Clinician III, Faculty of Nursing, University of New Brunswick, Fredericton

Preceptorship is intended to help senior nursing students enhance their nursing practice through collaboration with experienced nurses in the health care system.

This experience will help students increase their independence and autonomy in coordinating and providing nursing care in a variety of health care settings.

The transition from being a student nurse to a graduate nurse is challenging. A concentrated period of clinical practice with an experienced nurse is one way to ease that transition in a significant and meaningful way.

Preceptorship enhances learning and professional socialization, develops knowledge and skills, and promotes critical thinking to help with the transition to the "real world" of nursing practice. The preceptor can ease the transition from student to novice professional.

In 2014, key stakeholders from Horizon Health Network and the University of New Brunswick's Faculty of Nursing came together to discuss potentially expanding the traditional seven-week preceptorship to 12 weeks.



During her 12-week preceptorship Breanne Miller, UNB Nursing Student, learned from Melanie Gallant, RN on internal medicine/oncology at The Moncton Hospital.

This change follows several years of discussion and feedback from students, preceptors, employers, and other practice partners, and was supported by findings in current literature and research.

This extended preceptorship placement will provide students with additional learning experiences, increased opportunities for developing independence in practice, and will

help to better prepare students for the transition from student nurse to graduate nurse.

In May 2017, the first 12-week preceptorship began with the Advanced Standing students from the Moncton site of UNB. Students at UNB Fredericton and UNB Saint John will begin 12-week preceptorships in January 2018.

#Throwback

THEN:

Students at Albert Street Middle School in Fredericton receive polio vaccinations during the 1950s, after a major polio outbreak between 1941 and 1950. Polio vaccines are vaccines used to prevent poliomyelitis (polio).

Photo Credit: Provincial Archives of NB P342-1143B





Public Health nurse Beth Heppell prepares students to receive HPV vaccinations.

Public Health expands HPV Campaign

Beginning in September all students entering Grade 7 will be eligible to receive the publicly-funded Human Papillomavirus (HPV) vaccine.

HPV vaccination has been offered in New Brunswick to females born in 1995 and later since the 2008-09 school year. The program is expanding to include all Grade 7 students.

This immunization series consists of two doses separated by six months. It will be offered in school clinics or at local Public Health offices.

HPV is the most common sexually transmitted infection in the world today. It is highly contagious and can spread by skin-to-skin contact in the genital area or during genital, anal, or oral sex.

Anyone can be infected with HPV. Approximately three out of four sexually active Canadians will have at least one HPV infection in their lifetime, with the highest rates of infection occurring in young people aged 15 to 24.

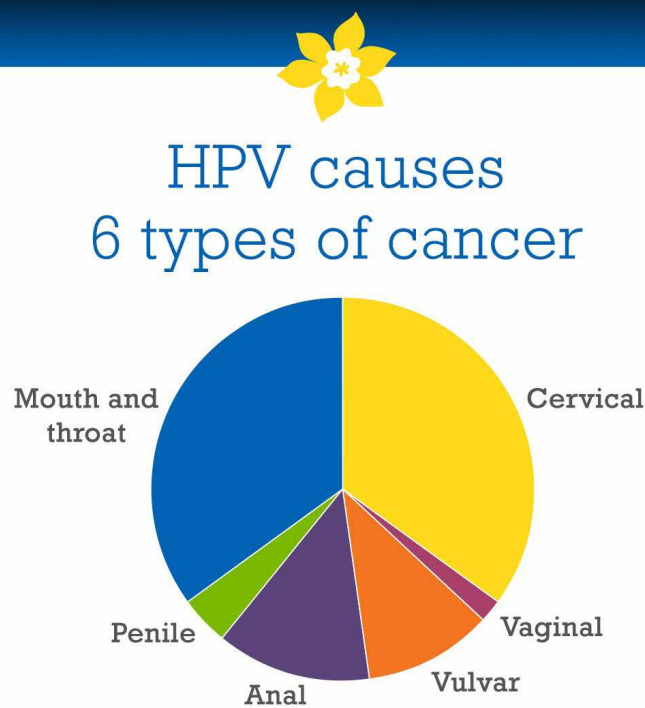
Infection with high-risk HPV is linked to cancers of the cervix, penis, anus, vulva, and vagina, as well as the mouth and throat. HPV does not normally cause any signs or symptoms.

The latest HPV vaccine offered to N.B. students, Gardasil 9, offers protection against nine common strains of the virus. Vaccination is up to 90 per cent effective at preventing the HPV types responsible for most HPV-related cancers and genital warts.

In 2016, the Canadian Cancer Society estimated nearly 4,400 Canadians would be diagnosed with an HPV cancer and about 1,200 Canadians would die from an HPV cancer. Research has shown vaccination provides the best levels of protection (antibodies) in girls between the ages of nine and 13, and it is believed that the data would be the same for all those who receive the vaccine.

Along with vaccination, risk of HPV can be reduced by limiting sexual partners, consistent condom use, and regular screening for cervical cancer (a Pap test).

Immunization offers the best protection against HPV. Further information can be found at hpvinfo.ca or by phoning your local Public Health office.



cancer.ca/statistics

© Canadian Cancer Society 2016

Why I chose a career in health care ...

"Even before I started to work in the hospital, I was lucky enough to save two people from dying (pulled a man out of a car that was submerged in water and (saved) a lady who was choking on her food at a party). I decided that health care was my calling."

Richard Snow

Occupational/Physiotherapy Assistant,
Occupational Therapy, Saint John Regional
Hospital

"I chose to work as a nurse practitioner in diabetes chronic disease management because I saw firsthand how diabetes can affect patients and their families. My husband at the time lost his eye sight at an early age due to uncontrolled diabetes; it caused our family to turn upside down. Chronic disease not only affects the patient, but their families as well. Ever since our family's events I wanted to help patients and their families learn to live and manage their chronic disease. As a nurse practitioner, we have the time and knowledge to help patients understand their disease, how their disease does not dictate who they are as a person and that they can be empowered with the right knowledge to care for their health and live a vibrant life. Everyone needs a champion to coach them to be the best that they can be!"

Stephanie Henry

Nurse Practitioner, Fundy Health Center

"I chose to be a nurse when I was 10 years old (1972). I cut my knee while riding a bike and was taken to the Charlotte County Hospital in St. Stephen for stitches. Needless to say I was scared to death, but the RN who held my hand while I cried was so kind and caring that I decided that someday I wanted to be that for somebody else. I applied after high school and was accepted but was not able to go due to personal reasons. I raised three daughters and when my youngest was in high school I was able to go to university and have been an RN for 15 years. My 14-year-old granddaughter recently asked me why I love to work. I said, 'that's easy: I love what I do.' That is truly the secret! One of my daughters also graduated as an RN two years after I did."

Wendy Morrison

RN, Campobello Health Centre

"I was always interested in health care, but had no real direction in mind. While I was doing my Science Degree at UNB Fredericton I had lunch with my best friend, who was working at the hospital

(she is still working at DERCH). I happened to speak to the Manager of Switchboard, who was looking for a casual employee; I was looking for a job that would fit around my classes. While working at switchboard, I realized that the Respiratory Therapist was always called when 'things' were getting busy. They were on the cardiac arrest and trauma team as well. This appealed to my 'adrenaline rush' need, as well as a desire to move throughout the hospital. I did some more research and realized their involvement with patient care and the positive impact that they had—I was sold. After I completed my degree, I moved to Halifax to enter the Respiratory Therapy Allied Health Program. I moved back to New Brunswick, got married and started my 'new job' as a respiratory therapist at the Dr. Everett Chalmers Regional Hospital. I have enjoyed every moment of my career to date, and look forward to a few more years."

Kathy Kowalski

Director of Electrodiagnostics and Respiratory
Therapy, Forest Hill Center

"I was a cook at an elementary school, and my son was graduating. As my job was going to go down to three days a week, I knew I needed more (work). My son had some college books that he had been looking through, so I had started looking at them. I came upon this course for Medical Laboratory Assistant, and thought, 'Wow, I like this,' and I always admired the medical field. So I applied at Oulton College for the course, and was accepted. I was 46-years-old at the time; it was quite the challenge, but my instructor said I was a natural. I love my job."

Lucy Bourgeois

Medical Laboratory Assistant, Queens North
Community Health Center

"When I was nine years old, my mother was diagnosed with breast cancer and in spite of having surgery and radiation, she passed away six months later. As I was growing up, some of my warmest memories were the stories my father told us about the nurses who were so loving and caring toward my mother. These stories greatly influenced my decision to choose a career in nursing as an opportunity to 'give back,' by offering emotional, physical and spiritual care to other patients and families during times of illness and loss. I have never regretted this choice. I have been a nurse for 34 years and feel very blessed to

have played a part in the lives of so many people."

Heather Hamilton

RN, Preoperative Clinic, Dr. Everett Chalmers
Regional Hospital

"For many people, hospitals are scary as the average person can feel unable to navigate such a complex system. Clinical Social Workers help demystify the medical model while encouraging self-determination with patients. Being a Social Worker, I see patients when previous resources have broken down in community and need to be addressed to allow for safe discharge planning. Being a hospital Social Worker means having the added complexities of being able to work with people who have also experienced a medical crisis. In the end, Clinical Social Workers are able to see people who came in at a low point in their lives and, over time, we are able to witness them make remarkable changes so that their quality of life is enhanced. For me, the privilege in getting to know and help so many people with complex medical and social needs is beyond rewarding."

Heather L. Burns Mann

Clinical Social Worker, Saint John Regional
Hospital

"As a Recreation Therapist, I focus on a patient's strengths and what they can do! I enjoy seeing the smile/look on a patient's face when they have achieved something or completed an activity they didn't think possible! Recreation Therapists assess, plan, implement, and evaluate recreation/leisure-based-treatment programs for patients with disabilities, injuries, or illnesses. I use a variety of modalities, including exercise and games; arts and crafts; drama, music, and dance; aquatics; and community outings to help maintain or improve a patient's physical, cognitive, social, emotional, and spiritual well-being. What could

be better than helping my patients to improve their quality of life?"

Nicole Robertson

Supervisor, Recreation Therapy, Ridgewood
Veterans Wing

"I always wanted to help people. I was attracted to OT because of the variety of our services, such as having to think outside the box and offering a huge array of treatment. An OT goes from working in the world of physical medicine to that of mental health. I can work with people from 0 to 100 years old. I can work within a hospital or in the community. In my 33-year career, I have been able to do various jobs (pediatrics, geriatrics, hospital, nursing home, mental health clinic), without ever having to change profession. I also have the satisfaction of helping people, which has always been, and remains, my number one goal."

Brigitte Dutcher

Occupational Therapist, Addictions and Mental
Health Services, 81 Albert St., Moncton

"I started in general stores at the old VPH (Victoria Public Hospital), (then) five years at Dr. Everett Chalmers Regional Hospital Pharmacy, then two years as environment supervisor at the VHC (Victoria Health Centre). (Then I was) Facility Manager for Pine Grove and York Care for 25 years. I have been back with Horizon for eight years in different capacities. Long-term care is my favorite part because we provide a home for the residents. Above all you need a roof - a secure environment to live."

Bruce Harrison

Groundskeeper, Physical Resources,
Harvey Health Center

TOP 10

Thank you to everyone who shared why they choose a career in health care.

With more than 60 meaningful, heartfelt and passionate responses, this was the most difficult list to par down. We (Horizon's Communications team) hope to feature these and more stories in the months to come as part of our growing social media presence.

Through these responses, it's clear many Horizon employees decided to go into health care because of a familial influence; the calling of healing and helping others; and the intricacies and opportunities of the job. We heard from readers from 21 facilities, 31 units and 30 different positions. Such great diversity in respondents shows our employees are engaged across the organization.

As with all past Top 10 lists, we (myself and two colleagues) based the decision in building our Top 10 on a variety of factors, including uniqueness and passion of response, and to ensure a variety of representation across Horizon.

We look forward to reading your submissions for the next Top 10 list!



Youth from the Teen Resource Centre in Saint John promoted the World Hepatitis Day Campaign of eliminating viral hepatitis by 2030 with chalk art.

Public Health celebrates World Hepatitis Day

From Krista Connell, Public Health nurse, Saint John area

In recognition of annual World Hepatitis Day, Horizon Public Health helped facilitate several activities in Saint John and Fredericton.

Local events began in the days leading up to World Hepatitis Day, which is celebrated across the world on July 28.

On July 25 and 26, youth from the Teen Resource Centre in Saint John took to Waterloo Village to decorate the city streets with posters and chalk art promoting World Hepatitis Day.

In the following days, Horizon Public Health partnered with AIDS Saint John and AIDS New Brunswick to offer free community barbecues in recognition of World Hepatitis Day in Saint John, on July 27, and Fredericton, on July 28.

Events at both locations were well-attended, as many community members enjoyed the barbecues and World Hepatitis Day prizes.

Volunteers from AIDS Saint John, AIDS New Brunswick, Horizon Public Health, RECAP (The Centre for Research, Education, and Clinical Care of At-Risk Populations), Guardian Drugs, Outflow, UNB Nursing and Phoenix Recovery Center graciously donated their time to help coordinate and run the events.

Viral hepatitis affects more than half a million Canadians, and in New Brunswick is the most common reportable blood-borne infection.

The virus is commonly spread by those who are unaware they have contracted it through exposure to contaminated blood or bodily fluids.

The 2017 World Hepatitis Campaign focuses on the goal of eliminating viral hepatitis by 2030. With the availability of an effective vaccine and treatment for Hepatitis B and a cure for Hepatitis C, the elimination of viral hepatitis is achievable.

Horizon Public Health and community partners are dedicated to raising awareness about viral hepatitis and informing the public of the options available for prevention, testing and treatment.



One of the AIDS New Brunswick posters promoting the World Hepatitis Day event.

World Hepatitis Day provided the perfect opportunity to raise awareness of viral hepatitis and to work towards the goal of decreasing and eventually eliminating viral hepatitis.



Andree Safford, left, and Krista Connell, Public Health nurses in the Saint John area, pose for a photograph under an umbrella during the World Hepatitis Day barbecue on July 27.

Horizon staff helps Foundation double grant money

The Stan Cassidy Foundation has more than doubled its grant disbursements over the last year, thanks in part to support of Horizon staff and physicians.

In 2015-16, grant distributions were \$160,000; in 2016-17, they rose to \$380,000.

"Through our grants, we've provided direct support for individual patients, funded research and professional education to raise the standard of patient care, and augmented available tools and equipment for the expert practitioners at the Stan Cassidy Centre," said Stan Cassidy Foundation Chair John Travis.

The Stan Cassidy Foundation is a registered charity that directly benefits the day-to-day lives of Stan Cassidy patients and their families by raising funds for direct patient support programs, research and education, and building and equipment.

Physicians and staff at the Stan Cassidy Centre have long been great supporters of the Foundation; in addition to working hard to care for patients in their "day" jobs, nearly 40 per

cent of Stan Cassidy employees are donors to the Foundation.

Employees also help in other ways, such as having privacy consents signed by patients so the Foundation can share their stories, attending and volunteering at our events, and providing valuable feedback on the programs we deliver.

Grants by the Foundation over the past year include:

- **\$242,500 in direct patient support through Community Grants programs** (includes providing 150 Care + Comfort grants, 70 pieces of gently-used mobility equipment through the Equipment Recycling Program, and 20 customized bikes through the Bikes 'n' Trikes Program as well as hosting the annual Patient Christmas Party);

- **\$32,500 in research and education grants** (includes funding a study to standardize pain assessment and management for spinal cord injury patients and sending Stan Cassidy experts to leading international conferences to learn about innovations and best practices in their chosen disciplines to advance excellence in patient care);

- **\$79,000 in equipment grants** (includes funding adult physiotherapy gym equipment, a wheelchair bus shared with the Veteran's Health Unit, patient and family wireless Internet access at the Centre and Kiwanis House Hostel, and equipment and research required to establish the first accessible gaming service in Canada); and

- **\$14,000 to continue exploring commercializing assistive devices.**



New kicks for kids thanks to PALS program

From Bridget Stack, Administrative Director for Medicine and Neurosciences for the Saint John area and Stephanie Goguen, Administrative Director of the Women and Children's Health Program at the Saint John Regional Hospital

Through our participation in the Partners Assisting Local Schools (PALS) program we were inspired to embark on a fundraising campaign for students of our partner school, Hazen White-St. Francis.

For those unfamiliar with the PALS program, it is an initiative in the Anglophone South School District that pairs schools with local community businesses and services agencies to offer both volunteer and financial assistance to enhance opportunities available for students.

In our continued support of our partnership school we planned a spring fundraiser, which focused strongly on the mission of our organization, *Helping People Be Healthy*.

Inspired by Horizon's values we embarked on a Health Day where we focused on the health literacy of students in kindergarten to Grade 2 by engaging in physical activity and focusing on healthy eating.

We began our fundraising efforts on April 11 by sending a mass memo to staff in our facilities and the support was fantastic. We involved our partners at the Saint John Regional Hospital Foundation to help us meet our goal, and with their help we were able to create an electronic link for those who wished to donate online to Health Day.

We were able to reach our target goal of \$3,300 through individual and group donations; a tremendous thank you to all those who donated.

The paediatrics and adult Oncology departments held several fundraisers that contributed significantly to the campaign. Our Food Services Department and a community sponsor were able to provide apples and bottles of water for our day of activity with the students. We were also able to provide each student with a good quality pair of sneakers to encourage them

to run, jump, and play over the summer months and infuse activity into their vacation days.

On June 16, we visited Hazen White-St. Francis School to present 85 students with these brand new sneakers.

We are happy to have been able to partner with the school to provide this opportunity.



Students in Kindergarten through Grade 2 at Hazen White-St. Francis School kick-off summer with new sneakers thanks to employees from the SJRH.

Café de Paris is at your service

Do you want to improve your skills in speaking and understanding French in order to better serve your patients and their families?

Participating in Café de Paris is an excellent starting point and a great way to maintain your skills in French.

How does Café de Paris work?

Café de Paris offers personal, individual assistance to improve and develop your language skills, including oral expression and syntax (verb tenses and sentence structures) and will certainly boost your confidence when expressing yourself in the province's two official languages.

- Whether you make an appointment or drop in, depending on the location and the service available, a monitor will welcome you and guide you in learning French or maintaining your skills.
- Sessions are individualized. You set the length of each session and choose a time that suits you. It isn't a class or a course, because you receive service that is customized to your needs and requests. You can come as often and for as long as the monitor's availability allows.
- If you combine Café de Paris with practical exercises and listening to the radio, videos and/or TV in French, and keep it up every day, you will be proud of your progress.

Depending on your region, Café de Paris gives you access to academic tools prepared for you based on your needs and your learning rhythm. The monitor can give you practical help that will respond to your wants.

1. Vocabulary related directly to your work:
 - We make available around fifty documents related to components of the health care system, services and patient care (oncology, geriatrics, outpatient care, for example).
2. Exercises to practise the language, based on your level of French:
 - beginner, intermediate or advanced
 - with images, progressive difficulty
 - diversified exercises that reflect your reality
 - related to a theme or to active offer.
3. Tools for oral expression:
 - Podcasts
 - Websites
 - Role-playing
4. Links to the Francophone community:
 - Local newspaper
 - Social events
 - Performances
 - Feature stories
5. General information you may need to help you improve your French:
 - Immersion in another region or province, activities with other social groups (newcomers, Knights of Columbus, Optimist Club...), hours of operation of the library in a Francophone centre.

Where are Cafés de Paris located?

There is certainly a Café de Paris near you. Café de Paris is often found in the cafeteria (of a hospital), but the location may vary depending on where you work. The Official Languages Advisor and/or the monitors in your region will find a way to provide you with the services you need to achieve your goal of better serving your patients in their language of choice.

How do you access the Café de Paris services?

Contact the Official Languages Advisor in your region or a monitor at Café de Paris by telephone, by email or by simply dropping by your Café de Paris.

What material might we find at Café de Paris?

Café de Paris can also provide you with varied material to enhance your learning:

- Magazines
- Newspapers
- Recordings
- Card games (vocabulary, sentences, verbs...)
- Copies of varied and diversified teaching material
- Books to read
- Dictionaries, Bescherelle, Grammars, Dictionnaire Visuel
- References on medical practice and vocabulary
- Custom tools that meet your language needs

Who can access Café de Paris services?

All Horizon employees can attend Café de Paris in their free time (before or after their shift, during their break) or during their shift with the agreement of their manager.

Here are a few no-cost ways to gain confidence and strengthen your skills:

- Listen to a Francophone radio station (Radio-Canada or community radio).
- When you watch your favourite films, click on the French version, or borrow magazines or books from Café de Paris.
- Watch French-language TV shows on channels like SRC, TV5, TVA, RDS (sport) and TFO.

Your Official Languages Advisors

Miramichi:

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Saint John: Gaétane Levesque-Dupont

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Fredericton: René Doucette

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Psssst.
Hey, you! Yes, you.

We want to talk about workplace violence.

**Too often, our staff experience
workplace violence and it's not ok.**

If it happens to you, please report it and talk with
your manager for support.

The Workplace Violence
Prevention Committee is also
here to help. We have tools
and resources to help staff
Anticipate, Respond, and
Report workplace violence.

By working together, we can
reduce workplace violence.

Find our support tools and resources on Skyline –
under the Workplace Violence Prevention Program.

- 1 ANTICIPATE**
- 2 RESPOND**
- 3 REPORT**