



Woodstock Hospital

NEWSLETTER

SPRING
2020



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WOODSTOCK HOSPITAL'S EMERGENCY DEPARTMENT

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MESSAGE from the President & CEO



Perry Lang
President & CEO

This past January marked my first full year as Woodstock Hospital's President and CEO, and one thing I can say with certainty is that 2019 was a transformative year for health care.

Since the province announced changes to the health care system in February 2019, Woodstock Hospital has been

working collaboratively with more than 30 health care partners to form a proposed Oxford and Area Ontario Health Team (OHT).

We recognize this new model of care will enhance the patient, family and caregiver experience, easing the transition between providers while ensuring the patient is getting the right care at the right time. More information about this collaborative work can be found on page 3 of this newsletter.

The winter months are always a busy time for hospitals. I would like to recognize and thank our staff for providing exceptional patient care throughout these challenging months. The hospital was also bustling with open houses

and forums to gather input and feedback for our 2020-2025 Strategic Plan. We thank the public and our staff, volunteers and physicians for their participation and feedback.

Every department at our hospital plays a vital role in caring for patients in our community. In this newsletter, we feature the Emergency Department (ED), which is consistently recognized as a top performing ED in Ontario. We strive to improve our wait times and have introduced a number of strategies to assist with this. You can learn more about the ED on pages 8 and 9.

The Woodstock Hospital Foundation's Operating Statement is on page 12, alongside Connie Lauder's Report to the Community. I would like to extend a special thank you to Connie for serving as Chair for the past two years, and welcome incoming Chair, Cheri Palmer.

As the weather gets warmer, I am excited for the return of the Woodstock Hospital Foundation's Dairy Capital Run. The community comes out in full force to help raise money for the Foundation, which helps us to replace or update equipment and technology at the hospital. I look forward to seeing you at Southside Park on May 24, 2020 for the 24th annual Dairy Capital Run. ■



WOODSTOCK HOSPITAL

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WOODSTOCK HOSPITAL FOUNDATION

THANK YOU FOR SHARING YOUR INPUT AND FEEDBACK

Woodstock Hospital would like to extend a special thank you to the community, hospital staff, physicians, and volunteers, who collectively made the strategic planning campaign *Your Voice, Your Vision: Creating Great Care Together* a success.

Strategic Plans act as a road map for hospitals. They define our future goals and vision for the hospital, while outlining how we plan to get there. For Woodstock Hospital, our latest Strategic Plan will outline our priorities for the next five years.

From November 2019 to January 2020, we developed a variety of opportunities for people to share their input. This included in-person meetings and presentations, surveys, feedback cards, community sessions, open houses, phone calls and emails. Through these various formats, we received feedback from nearly 1,000 individuals. This includes over 125 patients, families and caregivers, 230 community members, 45 community partner agencies and 550 staff members.

As health care impacts us all, it was important to Woodstock Hospital that the community was engaged throughout this process. We anticipate the Strategic Plan will be shared with the community early summer.

OXFORD

and Area OHT Update

Momentum continues to build for the development of an Oxford and Area Ontario Health Team (OHT), as now more than 30 health care partners are working collaboratively on this provincial initiative.

The goal of the OHT model is to smooth transitions for patients navigating different health care providers, so they may easily access care in their community. This coordinated care approach should also improve inpatient length of stay and reduce avoidable visits to Woodstock Hospital's Emergency Department.

The Oxford and Area OHT recently submitted a progress report to the Ministry of Health, highlighting areas that have been improved upon since submitting a readiness self-assessment in May 2019. Meanwhile, the Oxford and Area OHT's six Action Teams continue to meet regularly. They are:

Patient Engagement: This action team is responsible for bringing the perspectives of patients, families, and caregivers into the design of the Oxford and Area OHT.

Digital Health: This action team is developing a proposed solution to digitally connect the various health care providers and systems, so that test results and medical records are accessible in any setting.

Governance: This action team will explore different models of collaborative governance that may be considered as providers become an integrated Ontario Health Team.

Communications and Community Engagement: This action team is responsible for the development of standardized communication materials and branding, a public website and quarterly newsletter.

Year 1 Target Population: This action team has reviewed data relating to the people accessing health care in the region, and identified who will be a part of the proposed Year 1 Population.

Primary Care Engagement: This action team has a firm belief in the value of team-based, connected care, and have a goal of building relationships and engaging with primary care stakeholders across the region.

These action teams report to a broader Coordinating Committee, which includes membership of approximately 30 individuals from a variety of sectors including Acute Care, Primary Care, Long-term Care, and Home and Community Care, among others. Overseeing the entire Oxford and Area OHT is a Steering Committee. For more information about the proposed Oxford and Area OHT, please visit the newly designed website at www.oxfordandareaoh.com. There, you can sign up to have the latest OHT news and information delivered directly to your inbox. ■

CONNECTING

Oxford County to London

An inter-community transportation service administered by Tillsonburg will soon connect Oxford County to London and surrounding areas. Voyago, a London-based transportation company, will begin offering four routes on April 1, 2020.

One of the routes connects Woodstock Hospital to Alexandra Hospital Ingersoll and London's Victoria Hospital.

The Voyago buses are fully accessible and service animal friendly. Fares have not been established yet. Tillsonburg staff plan to monitor the service and will adjust the schedule to meet the demand, where it's feasible to do so.

Inter-community Transit is Funded by the Government of Ontario. For more information about this initiative, please visit www.tillsonburg.ca/TGO. ■

Designated Routes:

Route 1: Travels from Woodstock to Tillsonburg and includes stops in Ingersoll, Burgessville, Norwich and Mount Elgin. Five trips per day from Monday to Friday, starting and ending at Tillsonburg Town Centre.

Route 2: Connects Norfolk County with stops in Langton, Delhi and Courtland. Three trips per day on Tuesdays and Fridays.

Route 3: Travels from Port Burwell to Straffordville to Tillsonburg. Runs Tuesdays and Fridays with three round trips per day.

Route 4: Two round trips per day on Mondays and Wednesdays connecting Woodstock Hospital to Alexandra Hospital Ingersoll and Victoria Hospital in London.

NONVIOLENT Crisis Intervention Training

Woodstock Hospital is committed to ensuring the highest quality of care for our patients and community. As part of the *Excellent Care for All Act*, Ontario hospitals must develop Quality Improvement Plans that include specific targets and actions that reflect the province's health care improvement priorities, as well as the quality issues that are locally relevant. Workplace violence remains a mandatory indicator in Quality Improvement, and Woodstock Hospital is proud to be a proactive organization in terms of staff education, prevention and training.

By the end of this year, the majority of hospital staff will have some level of nonviolent crisis intervention training, regardless if they work in an area that is considered to be high-risk or not. Nonviolent crisis intervention training is based on the philosophy of providing the best care, welfare, safety and security for staff and those in their care, even during the most violent moments.

"Everyone who comes into contact with patients and visitors can benefit from de-escalation training," said Tracy Brouwer, Occupational Health Nurse and Safety Trainer & Advisor. "Not everyone faces the same level of risk, so not everyone needs the same level of training. But without basic awareness training, a staff member could miss out on an opportunity to de-escalate a situation early on."

With this training, staff will be equipped with skills that will improve their confidence to safely manage and prevent difficult behaviours by using strategies and verbal interventions. The training aims to minimize injury for everyone involved, by covering a variety of scenarios that could arise in a hospital setting.

"In addition to using verbal and nonverbal de-escalation strategies, staff have also been trained in how to block and move away from strikes," added Tracy.



Woodstock Hospital staff that are certified Crisis Prevention Institute (CPI) Trainers. (LtoR) Jarred McCall, Social Worker; Matthew Rogers, RN; Gail Clarke, Social Worker at RSA; Tracy Brouwer, Occupational Health Nurse, Safety Trainer Advisor and NVCI Coordinator; Brian Densmore, Medical Radiation Technologist; Sarah Desmarais, RSA Consultant. (Bottom) Marita Vroom, RN and FLIP Specialist; Stacey Sim, RN and Staff Educator. Missing from photo is Dawn D'Entremont, RSA Consultant.

"While the focus is on verbal de-escalation, safe physical intervention options are also taught as a last resort."

The nonviolent crisis intervention training also incorporates Woodstock Hospital policies and procedures surrounding Code of Conduct, Code White, Code Silver and Violence Prevention. Staff also review the use of Radio-Frequency Identification (RFID) badges and APA devices, and how to call for assistance when needed.

In some areas of the hospital, such as the Emergency Department, Critical Care Unit and Mental Health, recertification is on an annual basis. All other areas are two years. ■

HONOURING Retiring Employees (Continued on page 7)



Mary MacKay has completed 42 years of dedicated service as a Registered Nurse. Prior to joining our hospital family, Mary worked at Henderson General in Hamilton. She transitioned to a job in the 2nd Surgery Unit and Emergency Department at the old WGH site, finishing her career as an Operating Room nurse at the new Woodstock Hospital.

"Teamwork is an essential component to patient care. I have always enjoyed and appreciated my coworkers at Woodstock Hospital," shared Mary.

Upon retirement, Mary looks forward to helping her husband, Laurence, on their farm and spending time with their four children, their spouses and seven grandchildren.

A PATIENT'S EXPERIENCE

in the BrainEx 90 Program

Mat Daley is not the same person he was before his concussion and subsequent brain injury.

In fact, if you ask Mat or his wife Jessica, they would tell you he is an even better version of himself thanks in part, to the BrainEx 90 Program at Woodstock Hospital.

The BrainEx 90 Mild Traumatic Brain Injury Group Therapy Program has been offered at Woodstock Hospital since the fall of 2017. Most of the clients are referred through Parkwood Hospital. An occupational therapist and physiotherapist work with individuals experiencing symptoms after a concussion or mild traumatic brain injury, with clients attending once per week, for a total of 16 weeks.

“The work of Angie, Holly and Mel was fantastic. They did a great job of appealing to the four areas of resilience whether it be physical, emotional, mental or social, and that played a huge role in my recovery,” shared Mat.

The program includes exercises that are set up in a circuit training style format, with patients working on areas such as individualized self-management, vision rehab, vestibular rehab, balance and core stability. The group also discusses topics relevant to brain injury, recovery and strategies.

“There are certain elements of the program that I wasn't open to at first, like art therapy. I normally would have scoffed at something like that, but I ended up enjoying it. We created a mask at the end of the program to represent our journey, and I have it set up beside my treadmill at home as a reminder of how far I have come,” he added.

Mat also said he will be a lifelong meditator now, something he had previously never tried to do.

“Meditation is a perfect example of my post-traumatic growth, and that's what I find so exciting about this program. We can go through these traumatic events in our lives but because of the program at Woodstock Hospital and the people here, I have experienced post-traumatic growth and as my wife says I am even better than I was before,” he said with a chuckle.

The BrainEx 90 Program is patient-centred as individualized goals are set upon admission. Self-identified goals may include returning to work or school, improved cognition, and/or improved activity tolerance.

Before he shared his final thoughts on the program, Mat paused and tears came to his eyes.

“ Thank you to everyone that works here. The program was excellent and in no uncertain terms, gave me my life back.

-Mat Daley, patient.

Woodstock Hospital's mission is to deliver compassionate patient care and quality services, by exceptional people. Patient experiences, like Mat's, demonstrate the hard work and dedication Woodstock Hospital staff bring to their respective departments each and every day. ■



Photo courtesy of Mat Daley. Mat shared his experience in the BrainEx 90 Program at Woodstock Hospital.



(LtoR) Melissa Cowell, Occupational Therapy/Physiotherapy Assistant; Holly Castro, Physiotherapist; Angie Desilets, Occupational Therapist.

VOLUNTEER

at Woodstock Hospital

You would never guess that Karmelle Taylor is retired. She began volunteering at Woodstock Hospital a little over a year ago, but the list certainly does not stop there. She coordinates Special Olympics in Ingersoll, volunteers with the Navy Vets hockey team, is a fitness instructor at the Southgate Centre, and just recently found out she was hired on with VON.

"I think once you have enjoyed working with people, you never really want to stop," Karmelle said with a smile.

Karmelle moved to Woodstock 40 years ago for a job at the Oxford Regional Centre. She went on to become an Educational Assistant at Ingersoll District Collegiate Institute and remained in that career for over 30 years. As she was already an active community member, Karmelle decided to approach the hospital to learn more about volunteer opportunities.

"I must say that Deanna, the Volunteer Coordinator, did a fantastic job at placing me in the right role within the hospital," said Karmelle.

Karmelle is a patient visitor on the Complex Continuing Care Unit, and also assists patients with navigating the Diagnostic Imaging Department. Karmelle lights up as she describes fond moments from volunteering.



Volunteer Karmelle Taylor (right) with Woodstock Hospital Clerk, Jeanette Gorman.

"On a couple of occasions I had patients that really wanted to get their families gifts for Christmas, but they were unable to leave their room. I've gone to the gift shop to take pictures of items so the patients can select gifts for their families," shared Karmelle. "Within five minutes of visiting a patient, I can tell I have helped brighten their day, and that means so much to me and the patient."

Woodstock Hospital enjoys recognizing volunteers like Karmelle, who have made a positive impact on patients and visitors at our hospital. We currently have opportunities for individuals that would like to assist patients with activation activities, as part of Recreational Therapy. Further information can be found on the hospital's website at www.wgh.on.ca. ■

DON'T FORGET

National Volunteer Week

Be sure to thank a volunteer during National Volunteer Week from April 19-25, 2020.

Thanks to volunteers, our communities grow strong and resilient. Woodstock Hospital has approximately 140 volunteers, who play an integral role at our hospital, creating a welcoming atmosphere with a friendly face and hand to hold.



We appreciate all the time and care our volunteers give to our hospital.

WOODSTOCK HOSPITAL'S DIABETES EDUCATION PROGRAM PRESENTS:

"Your Eyes and Diabetes"

Speaker: Dr. John Russell Gonder, Ophthalmologist

When: April 23, 2020

Where: Unifor Hall, 126 Beale St. Woodstock

Time: 6:30 pm - Health Fair
7:00 pm - Speaker

Donations: Donations are optional and support the Diabetes Education Program's annual community events.

Q & A

with a Patient Advisor

Ashley Engel is a patient who joined Woodstock Hospital's Patient and Family Advisory Council (PFAC) in June of 2016. The purpose of the PFAC is to serve in an advisory and monitoring capacity, and make recommendations on matters that impact the patient and family experience.

What made you decide to join the Patient and Family Advisory Council? Having been a patient numerous times, I saw the PFAC as a way for me to offer suggestions and feedback based on my experience.

What do you enjoy about being a Patient Advisor? I really enjoy the comradery amongst Woodstock Hospital staff and the Patient and Family Advisors. We work collaboratively on agenda items, and listen and respect everyone's thoughts and opinions. It's also nice to know that you have a voice and are being heard, and that your thoughts and opinions are valued. It's a really neat experience.

What are some examples of hospital initiatives, processes, or policies you have provided feedback on? I was able to be a part of the hospital's last accreditation process, which I found really interesting. They interviewed the Patient and Family Advisors and asked us to share our experiences at the hospital. I thoroughly enjoy editing and providing feedback on patient education material. As someone with Crohn's Disease, I especially liked reviewing an ostomy handbook, as I felt like I was able to provide valuable feedback.



This coming June will mark Ashley's 4th year sitting on the Patient and Family Advisory Council.

What would you say to someone that is thinking of joining the PFAC? If you think that you can use your experience to help make improvements and you have suggestions you are open to sharing, you should consider joining the PFAC. It really opens your eyes to what's happening behind-the-scenes and why certain things are the way they are. I also feel that being on the PFAC is very satisfying, as you get to see things you have worked on get implemented in and around the hospital.

The PFAC is currently recruiting new members to join the Council. Patient and Family Advisors must be a patient, or a family member or caregiver of a patient, who has received care at Woodstock Hospital within the past two years and lives or works in the Oxford County region. The PFAC meets on a bi-monthly basis, but may not meet during certain times of the year, such as summer. If you are interested in learning more about this opportunity, please contact Chelsea Vella at cvella@wgh.on.ca or call 519-421-4233 ext. 2166. ■



Mary Frank reflects on her career as Woodstock Hospital's Manager of Materials Management.

"I had the unique opportunity to be the procurement lead and obtain equipment and supplies for our new hospital. Over the years, I have thoroughly enjoyed working with the Management Team on a variety of projects and being a part of committees supporting the hospital. I will miss working with a team of dedicated people, and the Purchasing and Stores Departments, who through their hard work, keep the flow of supplies arriving daily."

In retirement, Mary looks forward to travelling, beach time and adventures with her husband, children and four grandchildren.



Lucia Proper began working at Woodstock Hospital in 1986. She held various roles in Diagnostic Imaging including Registered X-ray Technologist, General Sonographer, Echocardiographer and mostly recently, Charge Diagnostic Sonographer.

"I have always enjoyed the challenge of doing an ultrasound. Because it's user dependent, you need to know what is normal and abnormal when you are doing a scan," said Lucia. "I liked interacting with the patients and knowing that I have helped them in one way or another."

Lucia looks forward to travelling with her husband in their RV and spending time with her granddaughter, who keeps her quite busy.



EMERGENCY

Woodstock Hospital's Emergency Department (ED) puts our patients first, while striving for continuous improvements toward providing the best possible emergency care to all age groups. These photos depict three different areas relating to the ED: patient rooms, the Fast Track Zone, and the main ED entrance off of Juliana Drive.

Many people count on Emergency Departments and the services they provide and often this is their first contact with a hospital. Woodstock Hospital's Emergency Department (WH ED) is a 10,000 square-foot, 23-bed modern ED. With advanced technology and emergency trained staff, we strive to provide the best possible emergency care for our community.

WH's ED was originally built for a capacity of 40,000 visits each year. In 2019, there were over 47,000 ED visits which equates to 130 patients per day.

"Despite this significant increase in visit volume, Woodstock Hospital has made improvements and efficiencies to maximize bed capacity throughout the facility, resulting in improved wait-time performance in the ED over the past few years. WH is consistently one of the top performing Emergency Departments in Ontario," said Heidi Dantes, Director of Emergency Services/ Outpatient Clinic.

Many hospitals across Canada struggle with ED overcrowding and long waits. Woodstock Hospital has successfully overcome these challenges because each department works together to improve patient flow. As an example, Heidi points out that "At Woodstock Hospital, nine out of 10 patients are transferred to their inpatient bed in less than 90 minutes from the time the admission is ordered. This is an outstanding achievement which demonstrates exceptional hospital-wide teamwork."

Maintaining or exceeding quality and performance

targets set by the province requires the collaborative efforts of frontline physicians, nurses, clerical and support staff and the I.T. Department, paired with leadership endorsement from middle and senior management. Additionally, other community stakeholders are also involved in improving services.

"Improving ambulance offload times, required jointly working with Oxford County Paramedic Services to help design a standardized offload process," said Heidi. "Now, nine out of 10 patients arriving by ambulance are transferred to an ED stretcher in 22 minutes or less from the time the ambulance pulls up to the garage door. This is very important so paramedics can leave and be back on the road, ready to respond to the next emergency call. It is definitely a team effort."

Feedback from patients, families and caregivers is important and we are listening and making changes. Renovations will soon be underway in the waiting room with anticipated completion in the spring.

"Once completed, patients will "check in" with a clerk on arrival. The clerk will screen for recent travel, cough or shortness of breath, and ask the reason for the visit. Following this check in, an armband will be applied. This will reduce confusion on who should be seen next by the triage nurse. Also, during peak times of day, there will be two nurses performing triage assessments, interventions and reassessments for those waiting. All of this will greatly improve patient safety," explained Heidi.

DEPARTMENT

The triage nurse is responsible for all of the patients in the waiting room, and has the authorization and training to order lab work, ECGs, medications and x-rays when certain conditions exist.

“We rolled this out a number of years ago to improve patient flow and reduce waits,” Heidi added. “In most cases the emergency physician will have the test results available at the time of assessing the patient, which helps lead to decisions and treatments in a more timely manner.”

The Emergency Department consists of three treatment zones.

The Acute Zone is for the sickest patients, those with a sudden or rapid onset of a serious illness or injury, complex medical conditions, or those unable to sit or stand. The Rapid Assessment Zone (RAZ) is similar to the Acute Zone, but for patients that are more stable and predictable. The Fast Track Zone is for patients with minor conditions, requiring fewer investigations and testing. All three areas are staffed with one physician each, so during the hours of 10:00 am to 10:00 pm there are three physicians working. This has helped reduce wait times to see the physician. Long wait times to see the physician causes the most dissatisfaction with an ED visit. Patients in the Acute and RAZ areas have longer stays because of added investigations and testing, so patient flow through these areas is slower than Fast Track.

“That’s why on some very busy days, patients in the waiting room may see others, who arrived after them, being called in first,” shared Heidi. “While I understand the frustration, these are Fast Track patients for whom there are shorter length of stay targets set provincially for hospitals to meet. These patients can be seen in rooms with just a chair and minimal equipment. Seeing them faster also reduces congestion and overcrowding, particularly in the waiting room.”

While Woodstock Hospital continues to find ways to improve wait-times, there are other factors that can affect the length of time to see the emergency physician. Patients are not always seen on a first come, first serve basis in the ED. If a patient does require specific assessments and needs a room with specialized equipment, they may wait longer for that room to become available. A common misconception is the assumption there are shorter waits during the night. When there is one physician working at night, there can be longer waits

than during the day, when three physicians are working. It is also important to be aware that all patients arriving by ambulance are triaged promptly but when beds are limited, a patient arriving by ambulance may be placed in the waiting room to wait when certain criteria are met during triage. This strategy is necessary when there are sicker patients that have been waiting out in the waiting room. Finally, it is also important to note that an empty waiting room does not always mean the ED is not busy. There may be critically ill patients being managed by the ED staff, and ambulances arriving inside the ED, that are unseen by those in the waiting room.

At Woodstock Hospital, we believe that patients value being active, informed participants in their care. Together, we can ensure that patients are receiving the right care and treatment in an efficient and timely manner. Patients, families and caregivers play an important role in the ED experience and we encourage you to ask questions to clarify information prior to discharge. Also, be certain to accompany a loved one who may not be able to understand or communicate well on their behalf.

The next phase in our quality improvement strategy will be on discharge from the ED. A key focus is ensuring all patients have written information and instructions to help manage their health issue upon discharge, and clear direction on when to return to the ED should problems arise.

More information about Emergency Services at Woodstock Hospital can be found on our website at www.wgh.on.ca. You can also learn more about all Ontario Emergency Department Wait-Times at: <https://www.ontario.ca/page/wait-times-ontario>. ■

On the Cover of the Newsletter: Front Row (LtoR): Steve Baker, RN, Performance Improvement Specialist/Clinical Educator; Lisa McKay, RN; Heather Graham, RN; Heidi Dantes, Director of the ED/Outpatient Clinic.

Middle Row: Andrea McPherson, RN/ED Educator; Monique Mott, Charge Nurse; Theresa White, RN; Anita Langas, RPN; Tina Dlouhy, RPN; Celene Mills, RN; Dr. Nathan Lansdell.

Back Row: Dr. Kashif Ahmed ED Co-Chief; Amanda Fewster, Ward Clerk.

A FAMILY'S History of Donating



Kevin and Rhona Booth share a photo of the late Walter and Marilyn Booth.

Kevin and Rhona Booth have made a generous donation to the Woodstock Hospital Foundation, to have a patient room named in memory of the late Walter Booth.

"My dad grew a successful business here in Woodstock. He was grounded in the community and gave back to a variety of organizations, including Woodstock Hospital," shared Kevin.

Walter Booth was Owner and President of the Timberland Group and grew the business to the successful global company it is today. Both he and his wife Marilyn, strongly believed in giving back to the

community. In fact, you can see Marilyn Booth's name displayed in the Emergency Room in recognition of their significant contribution to the hospital's Building the Vision Campaign. Sadly, Marilyn passed away in September of 2011 and Walter passed away in April of 2016.

"Although it has been several years since my parents have passed, it gives me and my family great comfort that we are able to keep their memory and legacy alive by donating in their honour to a great cause," said Kevin.

A memorial plaque for Walter G. Booth can be found outside of room 2115 on the Complex Continuing Care Unit.

"Walter always had something nice to say about the staff here, especially the nurses," said Rhona. "It was unfortunate that he was never able to leave the hospital once he was here. Because of his time here, we have so many memories of visiting him in this room."

The Woodstock Hospital Foundation is pleased to recognize the philanthropic support of the entire Booth family.

"Part of our intention is to honour Walter and Marilyn's legacy of giving back to the community. The other part is to encourage others to pay it forward in whatever way they can," Rhona added. "Volunteering is another tremendous thing that people can do."

If you are interested in learning how to make a meaningful donation to the hospital, please contact the Foundation at 519-421-4226. ■

ACCREDITATION

Achieved by the Foundation

The Woodstock Hospital Foundation is proud to announce it has achieved accreditation through Imagine Canada, the umbrella for Canada's charitable sector. As part of Imagine Canada's Standards Program, the Foundation had to demonstrate excellence in five key areas: board governance; financial accountability and transparency; fundraising; staff management; and volunteer involvement. Having met the accreditation criteria, the Foundation has been awarded use of Imagine Canada's Standards Program Trustmark (pictured), which further enhances credibility and donor confidence.

"Each year, the Foundation looks to our generous community and donors to help us update or replace equipment in our hospital," said Jocelyn Jenner, Senior Development Officer. "Our community can feel confident that their donations are directly impacting patient care at Woodstock Hospital. We are proud of achieving accreditation, and thank Imagine Canada for their guidance throughout this process."

The Foundation joins over 200 charities and non-profits to achieve accreditation through Imagine Canada. ■



KEITH URBAN MONKEY DRIVE



(LtoR) Organizers of the stuffed animal drive, Sunny and Deb, pictured with Rebecca Farrell, Community Development Assistant.

The Keith Urban Facebook Fans 14th Annual Valentine's Day Stuffed Monkey Drive brought in a number of cute and cuddly monkeys for Woodstock Hospital. These monkeys will be given to young patients in the Surgical Services and Emergency Departments. Thank you to Sunny and Deb who organize the monkey drive in Canada each year and to everyone who donated monkeys.

STAFF GIVING CAMPAIGN



Staff wearing this "I Care" pin on their lanyard at the hospital have supported the Staff Giving Campaign.

The We Care Campaign is an annual outreach effort to encourage all Woodstock Hospital employees to give to the Woodstock Hospital Foundation through payroll deductions. All money raised through this campaign supports 100% of the costs to upgrade and purchase new medical equipment for our hospital. Each year, the campaign typically raises upwards of \$15,000!

RADIOTHON RETURNS

The Woodstock Hospital Foundation is excited to announce the return of The Heart FM Give Thanks to Your Hospital Radiothon. The Radiothon is raising money for the hospital's Maternal Child Department.

On October 15, 2020, Heart FM will broadcast live from Woodstock Hospital from 6am-6pm. During the 12 hour long Radiothon, we will feature stories about Woodstock Hospital's Maternal Child Department.



**On
October
15**

**Listen,
Call,
Donate!**

CHARITY GOLF TOURNAMENT

The 22nd Annual Charity Golf Tournament returns to Craigowan Golf Course on Wednesday, June 17, 2020. Join us for a great day of golf. Your registration includes a continental breakfast, BBQ lunch, 18 holes of golf, carts, cocktails, dinner and a golfer gift. Interested? Purchase a foursome, or consider sponsoring this tournament. For more information please email Rebecca Farrell at rfarrell@wgh.on.ca.

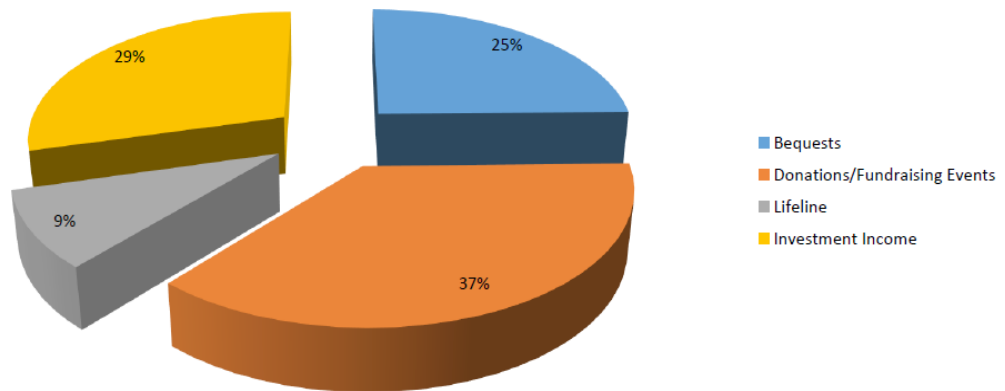


Participants at the Foundation's 21st annual charity golf tournament line up a putt on the golf green at Craigowan.

	2019	2018
REVENUE		
Bequests, Donations & Fundraising Events	\$ 2,072,202	877,253
Lifeline	317,351	312,943
Investment Income	989,069	(279,801)
	3,378,622	910,395
EXPENDITURES		
Fundraising, Administrative & Other	301,933	288,600
Lifeline	279,404	275,423
	581,337	564,023
Excess of Revenues over Expenditures	2,797,285	346,372
Less: Transfer to WH for equipment purchases	(145,849)	(144,442)
Fund balances, beginning of year	14,560,386	14,358,456
FUND BALANCES, YEAR END	\$ 17,211,822	14,560,386

Audited reports are available by contacting (519) 421-4227

REVENUE



YOUR SUPPORT

Matters to our Hospital

Excellent patient care is a top priority at Woodstock Hospital and keeping equipment up-to-date allows us to meet our patients' needs. Technology allows us to provide prompt diagnosis, quicker recovery and overall better patient care to Oxford County residents. But it is constantly evolving and improving, which makes the need to update our existing equipment and purchase new technology ever present. In order to maintain and upgrade equipment, our hospital relies on the community's generosity.

In 2019, we fundraised for a new eye laser for our Outpatient Clinic, installation of nitronox for pain control in the Maternal Child Department, and an ultraviolet light disinfection system. We count on the residents of Woodstock and Oxford County to show their generosity throughout the year – and for that we are very grateful. In return, donors can feel secure in knowing that their money will stay in the community to support the equipment needs of their own hospital. If you have any questions about our fundraising needs, please call 519-421-4226.



**WOODSTOCK
HOSPITAL
FOUNDATION**

**2019 FOUNDATION
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ASSISTANT**

Rebecca Farrell

REPORT to the Community



Connie Lauder
Woodstock Hospital
Foundation Chair

As I conclude my term as Chair of the Woodstock Hospital Foundation Board, I reflect on the accomplishments over this past year which could not have been possible without the support of our community. I want to extend my sincere gratitude and thanks to every donor, participant, sponsor and volunteer that has contributed to the Foundation.

I'm proud to report on another positive fiscal year, January 1, 2019 to December 31, 2019. In 2019, we fundraised for a new eye laser for our Outpatient Clinic, installation of nitronox for pain control in the Maternal Child Department, and an ultraviolet light disinfection system.

It's hard to believe that we have been in the new hospital since November 2011. As we approach the 10-year anniversary, we need to keep in mind that medical equipment has a certain lifespan and then it needs to be replaced or updated. That is why the work of the Foundation is so important. By participating in the Foundation's signature events or by making a meaningful donation, you are directly impacting patient care in your community.

Recently, the Woodstock Hospital Foundation achieved accreditation through Imagine Canada. We were evaluated on a number of different standards of excellence in terms of fiscal accountability and transparency.

With this recognition, the Foundation is now able to use Imagine Canada's Trustmark, which further enhances credibility and donor confidence. We thank Imagine Canada for their support throughout this process.

With spring approaching, it is time to get excited for the Dairy Capital Run. Whether you are participating, volunteering, or cheering someone on, I can guarantee that we will all collectively feel a sense of triumph at the end of this event. There is no greater feeling than joining your friends, family and neighbours to raise money for healthcare, as it benefits everyone. See you at Southside Park on May 24, 2020!

We also invite you to join us for the 22nd annual Charity Golf Tournament at Craigowan Golf Club on Wednesday, June 17, 2020. Last year, we had a gorgeous day for the event, which was full of comradery, prizes, great food and lots of fun. Thank you to CIBC Wood Gundy and Kinsdale Carriers for their continued support as Title Sponsors. Also a special thank you to Craigowan Golf Club for being our Golf Course Sponsor once again this year.

It has been a pleasure serving as the Chair of the Foundation Board for the past two years. I welcome incoming Chair, Cheri Palmer, who I know will continue to lead the Board in fostering philanthropic support for our hospital. I also welcome Eric Hedges, Ron Burns and Michael Perry to the Board.

To conclude, I extend my sincerest appreciation to our donors. Your support helps us ensure that patients, families and caregivers receive the best care experience, close to home. Thank you. ■

HOSPITAL EQUIPMENT

Match the Equipment with the Price

The Woodstock Hospital Foundation's mission is to raise funds in support of equipment and capital needs that enhance patient care at Woodstock Hospital. There is a common misconception that the provincial government funds equipment for hospitals, which isn't true. That is why your ongoing support is so important! Match the equipment with the correct price tag. Check your answers below.



(1) Palliative Care Bed. Our Palliative Care Transitional Unit, offers care focused on the quality of life of patients and their families facing a life-limiting illness.



(2) Portable Ultrasound. This ultrasound is used in Dialysis to help nurses locate the vein typically used to connect the patient to the dialysis machine. It can also detect any issues with the vein.



(3) Ureteroscope. This small scope is inserted into the bladder and ureter, to diagnose and treat a variety of problems in the urinary tract.



(4) Neonatal Transport Harness. This harness clips onto a newborn isolette to safely transport ill newborns or preemies by helicopter or ambulance to other facilities.



Answers: 1 - D, 2 - C, 3 - B, 4 - A



THE DAIRY CAPITAL

WALK & RUN

Sunday, May 24, 2020

It's almost time to lace up your running shoes for a fun-filled, community event. The Dairy Capital Run returns to Southside Park on Sunday May 24, 2020 for its 24th year. This event features a route for all ages and levels of runners.

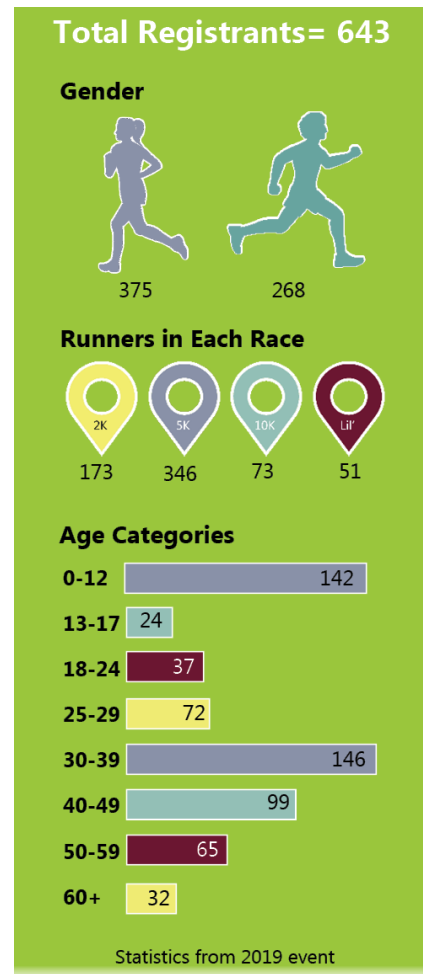
The 5K route is an excellent choice for the casual runner and walker, or those seeking a fast-paced run. The 10K is great for a seasoned veteran looking for a new challenge, or a first time 10K runner. Runners and walkers who would like a gentler route can enjoy the 2K Family Fun Walk/Run, which is a brisk walk or short race. And as always, there is a fun race for Lil' Hoofers aged two to six.

Last year, we had nearly 650 participants raise over \$38,000 to purchase a new general surgical table for the Outpatient Clinic.

We're excited to be adding a costume contest this year! We invite runners that are interested, to dress in their best dairy themed costume for a chance to win a prize. There will be a youth and adult contest, with more information released closer to the event.

Please register before **Wednesday, May 20, 2020 at noon.**

Not interested in running or walking, but still want to get involved? We encourage you to make a pledge to a runner or volunteer. Contact the Foundation Office for more details at 519-421-4226 or visit www.dairycapitalrun.ca. ■



REGISTER NOW!

Registration is Easy!

Simply fill in this form and mail to:

Woodstock Hospital Foundation
310 Juliana Drive
Woodstock, ON
N4V 0A4

Or you can register:

- ✓ Online at dairycapitalrun.ca
- ✓ By phoning 519-421-4226
- ✓ In person at the Foundation Office

Register by May 1, 2020 to secure a Dairy Capital Run shirt.

2020 DAIRY CAPITAL RUN REGISTRATION FORM

Name: _____ Postal Code: _____

Address: _____

Phone: _____ Email: _____

Cheque Credit Card # _____ Expiry: _____

Event	Start Time	Until April 30th	May 1 - May 20	M/F	Date of birth	Shirt Size
10K Race	8:00 am	\$50	\$55			XS S M L XL XXL XXXL
5K Walk/Run	8:10 am	\$45	\$50			XS S M L XL XXL XXXL
2K Fun Walk/Run	9:30 am	\$25	\$25			XS S M L XL XXL XXXL
Lil' Hooper's Race	10:00 am	\$15	\$15			XS



24TH DAIRY CAPITAL RUN

SUNDAY, MAY 24, 2020

(Registration Form inside)



Yes! I want to support the Woodstock Hospital.



(PLEASE PRINT)

NAME: _____

ADDRESS: _____

CITY: _____

POSTAL CODE: _____

HOME PHONE: _____

E-MAIL ADDRESS: _____

DONATION AMOUNT:

\$

CREDIT CARD

CHEQUE

CARD NUMBER: _____

EXPIRY: _____

THANK YOU FOR SUPPORTING THE



Please mail to:
Woodstock Hospital Foundation
310 Juliana Drive, Woodstock ON N4V 0A4

Online Donations: www.wghfoundation.ca



**WOODSTOCK HOSPITAL
FOUNDATION**