



Woodstock Hospital

NEWSLETTER

SUMMER
2020



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WH's Annual Report



HERE FOR YOU

MESSAGE from the President & CEO



Perry Lang
President & CEO

While there are still many unknowns about novel coronavirus (COVID-19), one thing is certain; this is an unprecedented time in our history.

Families and individuals in our community and around the world have been impacted in various ways. At Woodstock Hospital,

we experienced our own fears and uncertainty with the evolving COVID-19 pandemic. The last two weeks of March unfolded at a rapid pace, as hospitals across the province grappled with new directives on a daily basis. We began working collaboratively with Southwestern Public Health, regional hospitals and our community partners with one collective goal in mind: flatten the curve and reduce the spread of COVID-19 before our hospitals are overwhelmed.

Amidst the uncertainty, great things started to happen. Our COVID-19 Action Team began meeting on a daily basis to strategize about expanding hospital capacity and implementing safety measures such as limiting hospital entrances and restricting visitors. Our Staff Development Team worked tirelessly with the leads in Infection Prevention and Control, Respiratory Therapy, physicians and various

working groups to ensure frontline staff had the latest education and training to safely care for COVID patients. Our Capital Projects Department worked collectively with vendors to enhance the physical environment by constructing additional negative pressure isolation rooms. We had to secure adequate personal protective equipment in light of looming shortages and open a COVID-19 Assessment Centre on hospital property. I am proud of our staff and the way they adapted to the rapidly evolving situation. You can read more about our preparedness efforts on pages 8 and 9 of this newsletter.

While we were preparing for the worst but hoping for the best, our community reached out to us and supported us in so many meaningful ways, which you can see on page 3. Whether it was donating extra supplies of personal protective equipment, sending us cards or holding up thank-you signs, to donations of coffee, food and flowers, we appreciate the community support so much!

Although we are apart physically, this pandemic could not have brought us closer together, in a united fight against COVID-19. It is difficult to know what the coming days and months will look like. Our continued focuses are to safely care for our patients, support our exceptional staff, and collaborate with our healthcare partners as we navigate these uncertain times.

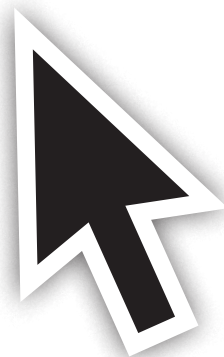
GO ONLINE FOR HOSPITAL NEWS AND INFORMATION

You can get instant news and information from WH's Twitter page and WHF's Facebook page. See exclusive hospital posts that include photos, links and valuable information.

Woodstock Hospital newsletters are always available online. Past publications, dating back to 2008 can be viewed electronically at www.wgh.on.ca.

If you would prefer to have newsletters emailed to you, or know someone who would, please notify us by sending a quick message to info@wgh.on.ca. New editions of the newsletter can be easily emailed to anyone!

We want to make sure you're connected with Woodstock Hospital. Share your experiences and interact with us - it's a great way to ensure we're doing the best job possible for our community!



WOODSTOCK HOSPITAL

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Woodstock Hospital
Board of Trust and
Woodstock Hospital Foundation

310 Juliana Drive
Woodstock, ON N4V 0A4

WH: 519.421.4211
www.wgh.on.ca

Foundation: 519.421.4226
www.wghfoundation.ca



WOODSTOCK HOSPITAL
FOUNDATION



Woodstock Hospital
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Woodstock Hospital



@WdskHospital

THANK YOU for the Outpouring of Support

Woodstock Hospital staff would like to send a heartfelt thank-you to our community for the outpouring of support we have received throughout the COVID-19 pandemic. Near the end of March, we joined hospitals across the province in asking for community donations of personal protective equipment (PPE), as concerns about maintaining adequate PPE supplies loomed.

We had an overwhelming response from our community. We received well over 150 separate donations of PPE from businesses and individuals. This included face masks, gloves, sanitizer, gowns and some offers to assist with making PPE if it would be helpful. We appreciate and thank everyone that reached out to offer support. There is now a centralized process for PPE donations in Oxford County and you can learn more about this process at oxfordppedonations.ca

We want to recognize and thank-you all for the other incredible acts of community kindness and generosity; this article highlights only a fraction of the many we received. From uplifting words and encouragement, to deliveries of coffee and food, to parades by first responders and tow truck drivers, to bouquets of flowers; this community is amazing! You reverberated the popular phrase "We are all in this together". Thank-you!

1) Woodstock Fire and Police Parade. A

touching tribute from community first responders, as they saluted our staff with a parade on a couple of occasions. They also wrote "Thank-You" using a fire hose and left the message on the hill near Woodingford Lodge for all to see.

2) A donation of flowers.

Floral Express Wholesale in Woodstock dropped off bouquets for hospital staff to enjoy. They certainly lifted our spirits and put smiles on our faces!

3) Medical Supplies from Fanshawe College Woodstock/Oxford Regional Campus.

We received oxygen supplies, masks, isolation gowns, gloves, hand sanitizer and other supplies from Fanshawe College, and so many other generous businesses and individuals in the community! Thank you!

4) Painted rocks left outside of our hospital.

We also have received letters, collages, cards from so many individuals in the community cheering us on and offering us words of encouragement. It is so very appreciated.



MESSAGE from the Medical Officer of Health



Dr. Joyce Lock
Medical Officer of Health

Oxford County has flattened the curve of COVID-19 by following public health recommendations. Thank you for all the sacrifices you made and the ways you changed to keep your family and community safe.

After three months, we all want a return to normal life – the life we led before COVID-19. I encourage everyone, however, to work on accepting a “new normal.”

Much of what we have learned during COVID-19 are good practices for a healthier community and we should consider some changes permanently.

Lessons for the Future

Excellent handwashing and respiratory hygiene are ALWAYS a good idea. Hand wash for 15 seconds, or hand sanitize, every time you enter or leave a new space (workplace, store, home, health care provider). This will also limit the spread of influenza and other infectious diseases.

Stay home when you are sick. We often dismiss our coughs, chills, and runny noses as “just a cold,” and go to work, school or social events when sick. We must stay home when unwell. We recover faster if we rest and

care for ourselves, and we avoid spreading germs to the elderly and medically fragile.

Wear a Mask. Wearing a non-medical mask like a cloth mask while out in the community helps us keep our germs to ourselves. When physical distancing is not possible, consider wearing a mask for the safety of those around you.

Be strategic about shopping. Planning our shopping trips, buying on behalf of seniors, sending only one person per family to the store, and avoiding crowds all reduce the spread of infectious diseases. When we plan our outings, we also spend less time in the car and burn less fuel – a bonus for the environment!

Check in with seniors and people who are isolated. During the pandemic there were many examples of neighbours helping neighbours. You have checked in by phone, email, social media and post with isolated community members. Showing our care and concern for others keeps a community connected and healthy.

For more information please visit www.swpublichealth.ca

Follow Southwestern Public Health on Facebook, Twitter or Instagram for latest updates.



PRECAUTIONS Don't Ease Up, Keep Going!

We need to continue to our part in limiting the transmission of the virus, especially to vulnerable populations.



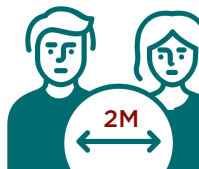
Wash Your Hands Frequently

Wash your hands with soap and warm water for at least 15 seconds. If soap and water is not available, use an alcohol-based hand sanitizer.



Cough or Sneeze into Your Elbow

Cough or sneeze into your sleeve or cover your mouth and nose with a tissue and throw the tissue out immediately. Wash your hands afterward.



Practice Physical Distancing

Physical distancing means avoiding close contact with others. Public Health recommends a distance of 2 metres or 6 feet.



Clean High Touch Surfaces

Frequently clean and disinfect high-touch surfaces and shared items using regular household cleaners.



If You Wear a Mask, Wear it Properly

Wash your hands before putting the mask on, and after taking it off. Make sure it covers your nose and mouth properly. Avoid touching your face.



Lauralee Hall uses the hospital's iPads to connect with loved ones.

to fight infections, including viruses like COVID-19. Her pain management plan involves going to London for radiation. Because of this, Lauralee has one dedicated visitor at the hospital, which is her husband. To visit with her children, she has taken up what many of us are doing right now to stay connected with our loved ones; virtual visiting.

"I've been using the hospital's iPads to mainly connect with my children. I have three kids Juliana, Makenna and Josh and my diagnosis has shaken them substantially, so I dedicate my FaceTime chats to them," shared Lauralee. "For patients, having the ability to see your loved ones and hear their voice, while doing so in a safe manner, is absolutely essential. I couldn't imagine not having technology at this time," said Lauralee.

Lauralee admits she is not very "tech savvy", and says hospital staff have been there to support her every step of the way.

"The nurses have been very good at helping me use the iPad and it turns out it is very straightforward," said Lauralee. "Aside from the virtual help, I can't say enough about the level of care that I have received. The staff come in each shift and they always give 110 per cent. I have not heard a complaint and they have never made me feel like a burden; they are truly caring for sure."

The COVID-19 pandemic has underscored the importance of social connection, although we have needed to stay physically apart. Woodstock Hospital's public Wi-Fi allows individuals to connect to their loved ones on their personal devices and has about 25 iPads deployed throughout the hospital for patients to use.

VIRTUAL Visiting, a Patient's Perspective

For many of us, the COVID-19 pandemic has been top of mind but for Lauralee Hall, it is currently taking a backseat. Her focus right now is being there for her children. She puts her own emotions aside to listen to their concerns and calm their fears or as she simply puts it, "I'm just being a mom, and this is what moms do."

In early May, Lauralee was in so much pain that she found she was unable to get up without the assistance of her husband, Andrew and sought medical attention immediately. After a number of consultations, tests and scans, Lauralee was diagnosed with stage 4 bone cancer.

This diagnosis means that Lauralee is immunocompromised and that she has a reduced ability

HONOURING Retiring Employees



Maureen Weiler enjoyed a 30-year career at Woodstock Hospital as an RN. She worked in a variety of different areas including Surgical Services, Medical and Critical Care Units, along with spending some time as a Nursing Supervisor.

She thoroughly enjoyed meeting new patients and working together as a team, with fellow staff.

"I will miss interacting with patients and staff the most," said Maureen.

Maureen looks forward to enjoying time with her grandchildren.



Barb Crandall was an operating room nurse for 43 years. She was incredibly passionate about her career, and enjoyed being on call and staying overnight at the hospital just to be close by for cases.

"I loved it! Being at the hospital and being ready for whatever emergency came through the doors. I also enjoyed sharing my knowledge with new staff, as well as learning more together," shared Barb.

Barb has no desire to slow down and looks forward to helping her daughter on her 25-acre farm north of Woodstock.

THINKING OF our Volunteers

When the COVID-19 situation escalated, we temporarily suspended the Volunteer Services Program. All of our staff are thinking of our volunteers and look forward to the day we are able to safely welcome them back.



“Volunteers are a necessary part of the team here at Woodstock Hospital. They are some of the first faces you see when you come into the hospital, as they are stationed at the Information Desk in the main lobby. In Registration, volunteers play an important role in directing patients to the right area of the hospital for their appointment, which keeps the flow of patients running smoothly. We miss our volunteers, and look forward to their return. Stay safe!” - **Kelly Danford, Registration/Switchboard Supervisor.**

“Volunteers in Outpatient Therapy Services help us run efficiently. They perform duties such as cleaning equipment after it is used, getting ice or any equipment required by the therapist, and keeping our linen stocked and tidy. They come in with a smile at the beginning of their shift and leave with a cheerful “goodbye” and “see you next time.” In our department, volunteers give a great deal of reassurance as most have gone through a similar experience, have worked in healthcare or want to give back to the community by helping a patient in their recovery after surgery. Our volunteers are a part of our workplace family and we truly miss them.” - **Carolyn Post, Physio/Occupational Therapy Assistant.**



“Volunteers share their time, knowledge, and expertise with patients and staff on a consistent basis. Because our volunteers are regularly scheduled, it allows for relationship building and it orients some of our patients as to the day of the week while giving them something to look forward to. As an example, Brian and his dog Toby visit various units including Rehab for Pet therapy every Monday afternoon. To our volunteers, thank-you for volunteering your time and sharing your experiences and energy with our patients. Wishing you good health and looking forward to seeing you soon!” - **Nonnie Foster, Recreation Therapist.**

“I feel our volunteers offer great support to our patients. They are a friendly face and offer a warm smile while assisting with meals, visiting patients, and taking them on a trip to Tim Hortons or a walk or wheelchair ride around the hospital. I think the extra time they spend with patients doing the little things that sometimes staff do not have the time for, is quite helpful and very appreciated. Our volunteers contribute to the hospital in so many meaningful ways and I know they are missed! We look forward to seeing them (Carol and Paul) hopefully soon.” - **Michelle Kennedy, Charge Nurse.**



HONOURING Retiring Employees



Helen Pullin is retiring from her position as a Clerk at Woodstock Hospital. During her 15-year career, she also worked in Switchboard, Purchasing and as an Emergency Department Clerk. In each position there were lessons learned and knowledge that will stay with Helen forever. She also cherishes the friendships she made.

“Our comradery was very special. My coworkers were always there when I needed them the most and I will always cherish all the time we spent together and memories that we made,” shared Helen.

Helen looks forward to enjoying a life without a schedule and taking a trip to Poland.

COVID-19

Treatment Discussions

For many of us, the COVID-19 pandemic has been top of mind but for Lauralee Hall, it is currently taking a backseat. Her focus right now is being there for her children. She puts her own emotions aside to listen to their concerns and calm their fears or as she simply puts it, "I'm just being a mom, and this is what moms do."

In early May, Lauralee was in so much pain that she found she was unable to get up without the assistance of her husband, Andrew and sought medical attention immediately. After a number of consultations, tests and scans, Lauralee was diagnosed with stage 4 bone cancer.

This diagnosis means that Lauralee is immunocompromised and that she has a reduced ability to fight infections, including viruses like COVID-19. Her pain management plan involves going to London for radiation. Because of this, Lauralee has one dedicated visitor at the hospital, which is her husband. To visit with her children, she has taken up what many of us are doing right now to stay connected with our loved ones; virtual visiting.

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Lauralee Hall uses the hospital's iPads to connect with loved ones.



Nancy Jane White is retiring after a 28-year career at the hospital, working as a Housekeeping Aide on the Maternal Child/Women's Health Unit and in the Medical Device Reprocessing Department. Nancy provided patients with a clean and healthy environment during their stay at the hospital. In retirement, Nancy will miss fellow staff members.

"I will miss the social interaction with my coworkers. They truly do become your second family," said Nancy.

Nancy looks forward to being able to do more reading, gardening and travelling with her husband.

COVID-19:

How the hospital readied itself for any potential surge in cases.

Limiting Entrances and Visitors, Ramping Down Non-emergency Surgeries

On March 23, 2020, the hospital limited entrances and also created a staff only entrances. Currently, the Athlone Avenue entrance is closed. The main entrance off Juliana Drive is open from 6:30 am – 8:00 pm, with the hospital's Emergency Department entrance open from 8:00 pm – 6:30 am.

There is also a no visitor policy in place. Critical, palliative and Maternal Child Department patients are allowed one visitor. In addition, one guardian is allowed to accompany a child to the Emergency Department. This policy is reviewed on a case-by-case basis for compassionate reasons.

Screening

Staff have been regularly scheduled at both the patient and staff entrances to screen for COVID-19 symptoms. Screeners sit behind a Plexiglas barrier and will ask those entering a series of questions, that are regularly updated based on recommendations from Southwestern Public Health along with provincial directives. Once the patient has passed, they will be asked to perform hand hygiene using alcohol-based hand sanitizer provided. Currently they will also be asked to put on a face mask as well.

COVID-19 Assessment Centre

In collaboration with the Province and Southwestern Public Health, Woodstock Hospital opened an assessment centre on hospital property. COVID-19 Assessment Centres were created across the province in an effort to reduce the amount of people going to hospital Emergency Departments for testing.

For more information on assessment centre hours, along with the phone number to call to schedule an appointment, please visit our website at www.wgh.on.ca.w



Photo of Woodstock Hospital's Emergency Department (ED). The ED entrance is closed during the day, with patients flowing through the main hospital entrance. This assists with screening.



Photo of screeners at the main entrance. (L to R) Stephanie Mooser, Registered Nurse in the OR; Katie Bracewell, RPN in Day Care.



The Woodstock Hospital Assessment Centre is located in a trailer that has been set up on hospital property. Testing is done by appointment.

Negative Pressure Isolation Rooms

The Capital Projects Department has been preparing our physical environment for COVID-19 patients. In March, the department worked tirelessly with vendors to complete construction of an additional nine permanent negative pressure airborne isolation rooms (four in the Emergency Department and five in Critical Care), along with 12 temporary negative pressure rooms (including a negative pressure Operating room). These rooms allow staff to care for potential COVID positive patients, without risk of infecting others in the hospital.

In the Emergency Department, these rooms help our staff in triage quickly and safely separate potential COVID-19 patients from others.



Photo of two negative pressure rooms in the hospital's Emergency Department. The ventilation in these rooms allow no contaminated air to escape them.

Staff Education and Training

The Staff Development Department has been working collaboratively with the leads in the Infection Prevention and Control Department, Respiratory Therapy, physicians and various working groups to ensure frontline staff have the most current information available to safely care for their patients. In the first month of the pandemic, Staff Development provided hands on training on evenings and weekends to ensure staff were comfortable with the changing directives.

Many topics have been covered including performing risk assessments, personal protective equipment instruction for donning and doffing, conservation strategies for supplies, mock Protected Code Blue, and educating on the many algorithms developed to assist staff in decision making during a pandemic.



In this photo, staff work through a mock Code Blue (cardiac arrest) simulation. Please note that due to conservation efforts in place at the time, staff were only able to verbalize what PPE would be appropriate during this situation.

PPE and Medical Supplies

With COVID-19 impacting hospitals around the world, there was a looming shortage of personal protective equipment for health care workers. Woodstock Hospital reached out to the community to donate extra supplies of PPE and received an overwhelming response.

While we received community donations, our Purchasing and Stores Department was hard at work to find alternative suppliers and determine what orders would be filled and when, while conserving the supplies throughout the hospital. Their work, combined with community donations, helped to ensure our workers were always able to safely care for patients, while also protecting themselves.



Screeners wearing PPE. LtoR Jessica Nancekivell, Human Resources specialist; and Tracey Brouwer, Nurse and Safety Advisor/Trainer.

Woodstock General Hospital Trust, incorporated without share capital under the laws of Ontario.

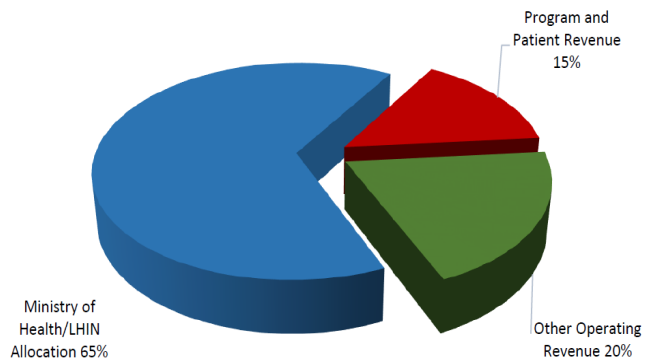
	2019/2020	2018/19
REVENUE		
Ministry of Health/LHIN Allocation	\$ 86,666,731	85,574,121
Program and Patient Revenue	20,033,359	18,720,647
Other Operating Revenue	26,489,754	26,291,197
	133,189,844	130,585,965
EXPENDITURES		
Salaries, Wages and Benefits	\$ 70,795,768	67,658,874
Supplies and Other Operating Expenses	31,150,012	30,015,901
Drugs, Medical and Surgical Supplies	9,880,408	8,838,870
Equipment and Building Amortization	7,749,565	7,142,110
Long Term Building Expense	10,139,676	10,318,968
	129,715,429	123,974,723
EXCESS OF REVENUE OVER EXPENSES		
	\$ 3,474,415	6,611,242

Audited reports are available by contacting the Finance Department at (519) 421-4227.

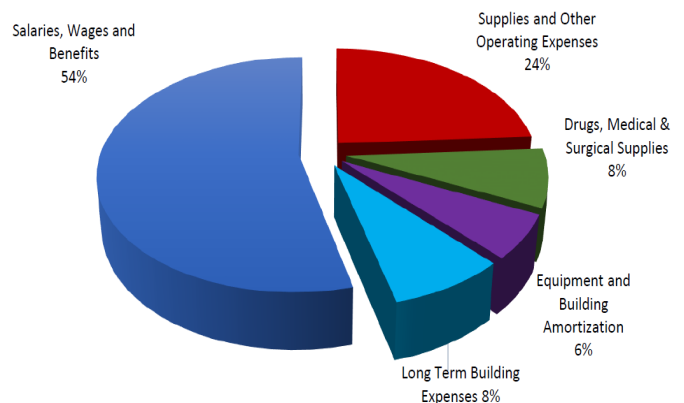
STATISTICS

	2019/20	2018/19
Surgical Procedures	8,903	9,008
Admissions	6,718	6,621
Patient Days	55,561	54,503
Births	982	1006
Emergency Visits	46,357	46,858
Diagnostic Imaging Exams	69,338	66,859
MRI Exams	6,414	5,176
ECGs	12,846	13,409
Renal Dialysis Treatments	5,213	5,006
Total Hip Replacements	113	119
Total Knee Replacements	212	221
Eye Lens Implants	829	902
Medical/Surgical Clinic	15,380	15,706
Allied Health	48,693	46,210

Revenue



Expenses



REPORT to the Community

2019/20 BOARD OF TRUST MEMBERS

CHAIR

Rick Shaheen

VICE CHAIR

Beth Taylor

PAST CHAIR

Ken Whiteford

TREASURER

Patrice Hilderley

SECRETARY

Tyna Crockford

CHIEF OF STAFF

Dr. Malcolm MacLeod

PRESIDENT & CEO

Perry Lang

PRESIDENT MEDICAL STAFF

Dr. Ian Hons

VP MEDICAL STAFF

Dr. Aaron Bigham

VP PATIENT CARE/CNO

Jayne Menard

CITY REPRESENTATIVE

Mayor Trevor Birtch

COUNTY REPRESENTATIVE

Councillor Don McKay

DIRECTORS

Ezio Andreola

John Cook

Rama Murthi

Lisa Symons

Dixie Westcar

Patricia Wettlaufer

Carole Wilson



Rick Shaheen,
Woodstock Hospital
Board of Trust, Chair

In preparing this Report to the Community, I reflect on the COVID-19 pandemic and how quickly it affected us all and altered the focus of the Board of Trust. Until the last two weeks of this fiscal term, it felt like “business as usual”. The Board had been working with hospital staff and community partners to develop an Oxford and Area Ontario Health Team. This integrated care concept was developed by the province to streamline services and ensure patients are receiving the right care in the right setting. The Board was also updating its bylaws and governance policies in preparation for the hospital's Accreditation in December and reviewing the hospital's preliminary vision and direction for the 2020-2025 Strategic Plan.

The last two weeks of March, the Board immediately turned its focus and attention to the evolving COVID-19 pandemic. In collaboration with Hospital Leadership and Southwestern Public Health, the Board helped to execute directives mandated by the province such as ramping down elective surgeries and preparing the hospital for potential capacity challenges. The Board was impressed by the willingness and ability of our staff at virtually every level to adapt to the situation as it progressed, embracing the new education and training necessary to continue caring for patients safely.

In anticipation of a potential surge of COVID patients, the Board approved

the construction of additional negative pressure isolation rooms. These rooms allow staff to care for potential COVID positive patients without risk of infecting others in the hospital. We also approved the purchase of a second, similar ultraviolet light disinfection system. The first disinfection system was purchased with funds raised by the Woodstock Hospital Foundation's annual charity golf tournament held last summer. This equipment helps housekeeping staff efficiently disinfect areas of the hospital, including patient rooms and surgical areas. We saw this as another important tool in our fight against COVID-19.

Acting in accordance with public health measures, the Board's Annual General Meeting in June has been postponed. We currently hope to arrange an in-person meeting before the end of August. Once a new date is finalized and, following public health recommendations, the format of the meeting is determined, we will share that information with the community.

In closing, I would like to acknowledge and thank our generous community for the abundance of support provided to our dedicated staff during this time. The donations of personal protective equipment and other acts of community kindness has been truly incredible to witness. I also wish to thank my fellow Board members for their commitment to the health of our community during this unprecedented time. Together, with a skilled senior executive team led by President & CEO Perry Lang, we are committed to making decisions that keep the safety and well-being of our patients, staff and the community as our highest priority. I would also like to send my sincerest gratitude to all hospital employees for maintaining exceptional service and quality care in the midst of unprecedented and challenging circumstances.

UPDATE on Equipment Purchases

Dedicated and caring front line workers combined with donor support allows Woodstock Hospital to provide compassionate patient care to each patient that comes through our doors. During 2019 the Woodstock Hospital Foundation fundraised for crucial equipment that has a big impact to patient care. Thank you to our generous community of donors for their continued support of Foundation initiatives, bringing new and updated technology to Oxford County.

General Surgical Tables for Outpatient Clinic: \$85,215

Funds raised through the 2019 Dairy Capital Run went towards the purchase of two new surgical tables in our Outpatient Clinic. Previously, the clinic was using older beds with limited capabilities. The new beds provide better patient care and ease for nurses and physicians by lowering closer to the ground, converting into different positions for several types of exams/procedures, and are easier to move around. The biggest feature is that they can be x-rayed through, eliminating the need to move patients during procedures. These beds get a lot of use, being used for over 50 procedures/exams each day.



RPN Heather Yeck is pictured with one of the new surgical tables in the Outpatient Clinic.



Registered Nurses Tiffany Hammond and Nancy Eaton pictured with the new portable ultrasound for Dialysis.

Yag SLT Eye Laser for Outpatient Clinic: \$96,286

During the 2019 holiday season the Foundation raised money for a new Yag SLT Eye Laser through their Winter Direct Mail. As many elderly people with vision problems have difficulty travelling, having a new laser at Woodstock Hospital has been very beneficial. The laser is used to treat glaucoma and clears cloudiness that can occur after cataract surgery. Updating our old laser with this state-of-the-art laser allows Oxford County patients to maintain their sight and quality of life, locally. Our Outpatient Clinic performs on average 32 procedures with the eye laser each month.

Portable Ultrasound for Dialysis: \$45,000

The Foundation's 2019 Spring Direct Mail raised money for a portable ultrasound for our Dialysis Department. Before, staff had to borrow a machine from another department, which worked, but wasn't ideal. Now they have an ultrasound at their fingertips, allowing more patients to benefit from it. The ultrasound allows them to view the size, depth and position of the vein before cannulating, making it less painful and time consuming for the patients. Every day staff find themselves using the ultrasound at least once to locate veins.



Patient Don Reeder pictured with Dr. Johnson. Don was featured in one of the Foundation's Direct Mail Pieces to appeal for donors for the laser.

ENHANCING

Patient Care and Comfort

For patients, hospitals can be a place of great unrest. There are beeping monitors, the general hustle and bustle of staff, coupled with the overall anxiety of needing hospital care or treatment.

At Woodstock Hospital, we understand the importance of sleep and comfort in a patient's journey to recovery. We pride in calling ourselves a quiet hospital and have measures in place to reduce disrupting a patient, especially overnight. As an example, we make a conscious effort to eliminate unnecessary overhead paging. Furthermore, we have started to replace older mattresses with new air mattresses, designed with the patient's comfort top of mind.

Joanne Waite has chronic obstructive pulmonary disease (COPD), a chronic inflammatory lung disease that causes obstructed airflow from the lungs. During a recent hospital stay in March, Joanne was in a patient room that had one of the new air mattresses. As she requires a lot of bed rest, she noticed the difference in overall comfort immediately.

"These beds do a lot for me in terms of recovery. As a patient, it helps when you get up in the morning and you are feeling good and wanting to do things, instead of

aching or feeling in pain," expressed Joanne. "If it were up to me, all of the patient beds would be air mattresses."

According to Joanne, getting a good night's sleep combined with the exceptional care she has received makes all the difference.

"In the past two years, I have been in the hospital seven or eight times and I've just had the best of care at the hospital in every single way. The staff are amazing. The way they treat you with dignity, and you can tell they genuinely care about their patients," shared Joanne. "It's the kind of care you want to receive."

This year's Dairy Capital Virtual Run is supporting the purchase of new air mattresses for the hospital's Complex Continuing Care Unit. We would like to thank our generous community sponsors, participants, and donors to the Foundation. Because of your support, we are able to enhance care and comfort for patients like Joanne.



RADIOTHON

Returns for the Fourth Year

The Woodstock Hospital Foundation is excited to announce the return of The Heart FM *Give Thanks to Your Hospital* Radiothon.

On October 15, 2020, Heart FM will be broadcasting stories from Woodstock Hospital staff and patients during the 12-hour long Radiothon.

During that time, we will be encouraging individuals from the community to donate to the Woodstock Hospital Foundation in support of equipment needs that directly impact patient care at the hospital.

The Heart FM Give Thanks to Your Hospital Radiothon

on Thursday, October 15, 2020

Listen, Call, Donate!

For more information about the Radiothon please contact foundation@wgh.on.ca.

THE POWER OF LIGHT

Ultraviolet Light Disinfection System Arrives

Patient safety is a top priority at Woodstock Hospital. When a patient is discharged or moved from one area of the hospital to another, Infection Prevention and Control and Housekeeping staff work together to ensure the room is properly cleaned and disinfected for the next patient.

Woodstock Hospital now has another tool to enhance cleaning throughout the facility. The new ultraviolet light disinfection system, combined with manual cleaning efforts, quickly and effectively kills harmful pathogens found in health care settings. The disinfection system uses remote sensors to ensure the correct dosage of ultraviolet light in the C spectrum is delivered to disinfect all areas and surfaces in the room.

“The ultraviolet light disinfection system does not replace regular housekeeping protocols,” said Janis Humeston, Director of Housekeeping, Medical Device Reprocessing Department and Portering Services. “Once staff have manually cleaned the room, they bring in the ultraviolet light disinfection system for enhanced cleaning. Depending on the size of the room, the disinfection system may take 15-45 minutes to disinfect the area. Currently, we are using it to disinfect patient rooms and operating rooms.”

The Woodstock Hospital Foundation's 21st Annual Charity Golf Tournament was held in June of 2019 at Craigowan Golf Club. The golf tournament raised money to support the purchase of the ultraviolet light disinfection system which cost \$87,950.

“We would like to thank all of the participants, sponsors and the Golf Committee that made last year's golf tournament a success,” said Jocelyn Jenner, Senior Development Officer with the Foundation. “Your involvement helped us purchase this piece of equipment, which further enhances patient care and safety at Woodstock Hospital.”

While the fundraising efforts for the disinfection system occurred last year, the equipment arrived at the end of March 2020.

“We are fortunate that the ultraviolet light disinfection system arrived in time to assist in the fight against COVID-19,” said Perry Lang, Woodstock Hospital President & CEO. “This leading edge technology will allow housekeeping staff to enhance cleaning throughout the facility,” said Perry.

The Woodstock Hospital Board of Trust recently approved the purchase of a second, similar UV light.



Staff pictured with the ultraviolet light disinfection system (LtoR) Jocelyn Jenner, Woodstock Hospital Foundation Senior Development Officer; (back) Barbara Poleska, Part-time Housekeeping Worker; Perry Lang, Woodstock Hospital President & CEO.



Picture of ultraviolet light disinfection system in a patient room. Please note, this picture was taken for demonstrational purposes only and during and actual room cleaning the bedding is removed during the UV cleaning process.

MESSAGE from the Foundation Board Chair



Cheri Palmer
Woodstock Hospital
Foundation Chair

Like many organizations in our community, the Woodstock Hospital Foundation has had to adjust because of the novel coronavirus (COVID-19).

To uphold public health measures, the Foundation decided the Dairy Capital Run would be a virtual run this year. This meant that participants had a full month to complete the walk or run they registered for, on their own at home or in the community while following social distancing guidelines. I would like to recognize and thank our innovative and creative staff for rising to the challenge and continuing to put on a great event. I would also like to thank our sponsors and participants for supporting this longstanding community run, despite the changes we had to implement.

While there are many unknowns surrounding COVID-19, one message that has been consistent is the need to limit the size of gatherings to help reduce the spread of the virus. In following these precautions, we also made the difficult decision to cancel the Foundation's Annual Charity Golf Tournament. We thank our community and

sponsors for your ongoing support of the golf tournament, and we hope to be back next year with another successful, summertime event.

We recognize the COVID-19 pandemic has affected individuals and families differently, and for some, financially. We are thankful for our donors who have continued to support the Foundation during this very difficult time. Some donors have specifically chosen to donate to COVID-19 priority needs. We established this fund to support the most urgent needs of Woodstock Hospital in the fight against COVID-19. We cannot thank you enough for thinking of us during this unprecedented time.

I would like to take this opportunity to recognize the collaborative efforts of Woodstock Hospital staff, the Board of Trust, Foundation Board and community partners. We continue to work together to make decisions with our main priority being the safety of patients, staff and the broader community. In closing, I also send my sincerest appreciation and thanks to all the essential workers for your ongoing dedication and resiliency in light of the current situation. You have kept our community moving forward and for that, we are all so grateful. Thank you.

CANADAHELPS COVID Cause Fund

The Woodstock Hospital Foundation would like to thank donors for their contributions to the CanadaHelps COVID-19 Cause Funds. We would also like to recognize the Gore Mutual Foundation for collaborating with CanadaHelps to match up to \$2 million in donations. CanadaHelps launched two funds, a Healthcare & Hospital Fund and a Community Care Fund. The goal of reaching \$1 million matching dollars for each fund was quickly achieved. This underscores the outpouring of support the community has demonstrated for our healthcare heroes since the COVID-19 pandemic began.

The CanadaHelps COVID-19 Healthcare & Hospital Fund was created to help ensure that healthcare professionals have the necessary support and equipment to care for COVID-19 patients needing treatment. The Woodstock Hospital Foundation was one of over 110 hospital and healthcare foundations across Canada to be a part of this fund.

If you would like to donate to the Woodstock Hospital

Foundation today, you can type in Woodstock Hospital Foundation using the search tool on CanadaHelps website at www.canadahelps.org.

If you have questions about our fundraising needs please call the Foundation office at 519-421-4226.



2020 DAIRY CAPITAL VIRTUAL RUN

RAISED OVER \$38,000 AND HAD 650 PARTICIPANTS

Thank you to everyone for your support in making this a successful event.

Special thanks to our sponsors:



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