

HeartBeats

A Quarterly Newsletter from Haldimand War Memorial Hospital & Edgewater Gardens Winter 2019

Message from the President

Happy New Year!

On behalf of everyone at Haldimand War Memorial Hospital and Edgewater Gardens, I extend best wishes to our community for a happy, prosperous – and of course, healthy – New Year.

It's been a very exciting past year at the hospital as we see the finishing touches being done on our new Emergency Department, which opens for business in mid-February, after a public ribbon cutting and tour on January 23, 2019. It's been a long journey to get to where we are today.

While we hope that members of our community don't ever need to use the Emergency Department, those who do will find a more spacious and modern ED that's able to better serve the immediate health care needs of the people who come through its doors.

We are extremely grateful for the support of Haldimand County and the many donors of funding for this important new building.

While we're facing some cost overruns for the construction project, it is within the generally accepted limit of a project of this size.

The coming year will present new challenges and opportunities. Once again, we will be working to ensure a balanced budget for the current fiscal year, and now await the health care directives of the new provincial government.

A new strategic plan will be developed this year to cover the 2019-2022 period (see story on page 3), with members of the community and health care partners invited to participate.

We will also be applying for additional long-term care beds to add to the capacity now at Edgewater Gardens. Access to long-term care facilities is a significant problem in Ontario, with waiting lists extending to several months and even years.

Edgewater was recently voted best long-term care home in Haldimand in The Sachem newspaper's "Readers' Choice" awards. We'd like to capitalize on this reputation for excellence with an expansion at Edgewater Gardens.

As always, stay tuned to future issues of HeartBeats for the latest news from HWMH and Edgewater.

David Montgomery
President and CEO



Construction progress outside the new Emergency Department as of mid-December.

YOU'RE INVITED!

Members of the community are invited to attend a ribbon cutting, tour and reception to celebrate the opening of the

NEW EMERGENCY DEPARTMENT

on **Wednesday, January 23, 2019** | 1 p.m.
400 Broad Street West, Dunnville, ON

"BEST CARE, EVERY PERSON, EVERY TIME"



Haldimand
War Memorial
Hospital



400 Broad Street West, Dunnville, Ontario N1A 2P7
905-774-7431 | www.hwmh.ca

A Life-Saving Response to an Opioid Overdose

The opioid epidemic that's sweeping across Canada has not spared Haldimand County. In fact, Haldimand and Norfolk together have among the highest rates of opioid-related Emergency Department visits in Ontario. The consequences can be deadly for those who overdose.

"We've seen some very tragic cases, where we were unable to resuscitate a person, or we transfer the patient to a larger centre but they still did not survive," says Dr. Jeff Remington, HWMH's Emergency Department chief.

Dr. Remington is a strong advocate for the Ontario government's program to provide free naloxone kits to people and their families at risk of an opioid overdose. Naloxone is a drug that can temporarily reverse an opioid overdose.

"We do see some intentional opioid overdoses in the hospital's ED, but a tremendous number are inadvertent," he says. These include people smoking marijuana that – unbeknownst to them – has been laced with opioids, and others who are legally prescribed opioids and may self-adjust their dose for pain or also take other medications such as sleeping pills or cough syrup.



Free naloxone kits are available from most pharmacies across Ontario.

"The margin of safety is very, very narrow," Dr. Remington says of the drug's use and its effect when combined with other drugs.

"The patients we see in the hospital ED come from all walks of life and are all ages," he says. "It often seems that a friend or family member armed with naloxone could have immediately intervened in an overdose and positively changed the outcome."

Drugs in the opioid family include oxycodone, methadone, fentanyl, heroin, morphine and codeine.

In Haldimand, free naloxone kits are available in Dunnville at Grand River Pharmacy, Hauser's Pharmacy and Rexall, in Cayuga at the Cayuga IDA Pharmacy, and in Caledonia at the Zehrs Pharmacy, Rexall Pharma Plus, Shoppers Drug Mart, Caledonia Lifecare Pharmacy and The Medicine Shoppe.

No prescription is required, but people must show their Ontario Health Card to obtain a kit.

Pharmacists will provide training on how to recognize an opioid overdose and how to use the naloxone kit.

Friends or family members with someone who has overdosed need to call 911 immediately, and then administer the injectable or nasal spray naloxone.

There is also local help for people dependent on – or addicted to – opioids. For more information, contact Community Addiction and Mental Health Services of Haldimand and Norfolk at 1-877-909-4357 or through the website at camhs.ca.



Volunteers Bruce Lawrence and Trevor Cole deliver laundry to Edgewater residents.

Community Living Volunteers Offer a Helping Hand

Four new volunteers are now helping out at Edgewater Gardens three mornings a week. They are from the Community Living Haldimand program in Dunnville, which serves people with developmental disabilities. Their names are Kim Doyle, Trevor Cole, Bruce Lawrence and Bill Pattison.

Community Living's outcomes coordinator Eleasha Topolniski approached Edgewater this past summer to enquire if some of the individuals served by Community Living Haldimand might become volunteers at the home. The answer was a definite "yes."

"They absolutely love it," she says of the new volunteers' work at Edgewater. "A couple of the gentlemen in particular are real social butterflies and they enjoy interacting with the residents of the home."

The Community Living volunteers help with tasks such as delivering mail, helping with laundry, working at the reception desk, and visiting with residents and accompanying them from their rooms to worship services.

New Strategic Plan Development Underway

The board and management of Haldimand War Memorial Hospital and Edgewater Gardens will be developing a new strategic plan this year, that will cover the three years from 2019 to 2022, starting April 1, 2019.

Members of the community are being invited to participate.

The process of the plan's development has already begun with a discussion with the employees of the two organizations. Other stakeholders to be involved include the foundation board, volunteer association, Patient and Family Advisory Team, Resident Council and Family Council, local politicians and the hospital's Medical Advisory Committee.

Participants will be asked to comment on such questions as:

- Are the mission, vision and values still valid or should they be revised?
- What should the hospital and home keep doing?
- What should they stop doing?
- Where might there be opportunities for integration or partnerships?
- What are the challenges or struggles that need to be addressed?
- If one thing should be changed, what would it be?

"The challenge we are facing in developing a new strategic plan is that we don't yet have clarity on the current provincial government's vision for health care," says hospital president and CEO David Montgomery. "We do expect to be receiving more information in the months ahead and, in the meantime, plan as best we can."

Eight workshops have been planned in the New Year for members of the community who wish to participate in the strategic planning process for HWMH and Edgewater.

The dates and times are:

- Jan 29 10 a.m. - 11 a.m.
- Feb 4 2 p.m. - 3 p.m.
- Feb 5 10 a.m. - 11 a.m.
- Feb 11 10 a.m. - 11 a.m.
- Feb 12 2 p.m. - 3 p.m.
- Feb 13 2 p.m. - 3 p.m.
- Feb 14 10 a.m. - 11 a.m.
- Feb 15 11 a.m. - noon

The sessions will be held in the hospital's Paul Mailloux Boardroom. People wishing to participate are asked to contact Jennifer Miller, 905-774-7431 ext. 1269 or jmiller@hwmh.ca to book a spot. Space at each of the sessions is limited.

Welcome New Staff

HOSPITAL

Richaelen Michaud – ER Clerk
Anna Laska – RN
Arun Rajan – RN
Holly Trasmundi – Medical Device Reprocessing Technician

EDGEWATER

Cathy Cayuga – RPN
Carole Walsh – RN
Kaylin Huctwith – PSW
Donna Lyn Montallana – RN



Jessica Field
in her office.

EMPLOYEE PROFILE

A Big Change in the Field of Human Resources

It's been a steep learning curve for Jessica Field, the human resources coordinator for HWMH and Edgewater, after just over a year in the job.

With past experience working in the retail and event sectors, she was looking for a change when she took on the position in Dunnville.

"I'm happy to be involved in the growth of the hospital and Edgewater," she says, adding that her biggest challenge has been learning about the health care industry. Jessica has also learned to work with unions, and to be involved in bargaining and negotiating a collective agreement.

She says the role awards her the opportunity to be a leader in her field, which she enjoys.

"Everybody's been very welcoming," Jessica says.

The Certified Human Resources Professional (CHRP) has a Human Resources Management graduate certificate from Mohawk College and a BA degree from McMaster University. A resident of Hamilton, Jessica says she enjoys the country drive to Dunnville for work each weekday. She notes she is also pleased to be working in a community where some of her family live and have been well cared for at HWMH.

Jessica is the first full-time, on-site human resources professional to be employed at the hospital and home. She has needed to quickly learn the organization's payroll systems, collective agreements, and policies and procedures.

In addition to processing payroll and helping managers and employees with human resources issues, she assists with recruiting staff and meeting the training needs of various departments.

In her spare time, Jessica enjoys spending time with her nieces and nephews, as well as her dog and cat. She also enjoys horseback riding when she gets the chance. She practices a healthy lifestyle with good eating habits and gym workouts five times each week, three with a personal trainer. "The trainer keeps me motivated and I've definitely seen results in the past few years," she says, adding that she has lost 15 pounds and has more energy now that she works out regularly.

Jessica's workouts happen right after she leaves the hospital, before she gets home. "This way, there's no time to sit on the couch and talk myself out of going to the gym," she says with a chuckle.

A Million Thanks!

More than \$1 million in gifts and pledges were donated towards the construction of the new Emergency Department this past year, securing a total of \$2.3 million for the “Every Moment Counts” fundraising goal of \$3 million.

Among the highlights over the past few months was the \$22,748 raised through Tim Hortons’ week-long “Smile Cookie” campaign last September, with the Dunnville restaurant’s effort being the most successful in all of Canada.

Another notable day was “Giving Tuesday,” on November 27, an international day dedicated to giving back. On that day, DeHann Homes pledged to match every donation up to \$10,000 to the annual “Trees of Hope” program in support of the Emergency Department. The response from the community was so overwhelming that the Dunnville Hospital & Healthcare Foundation received over \$10,000 before noon. DeHaan Homes was so inspired by

everyone’s generosity that the company decided to increase its matching gift to \$30,000. In one day, 94 donors rallied together to raise \$30,480, bringing the total to \$60,480 for the new Emergency Department.

Over the holiday season, donations to the Trees of Hope program were recognized with an ornament on Dunnville’s annual Christmas tree in the centre of town. As of mid-December, the Tree of Hope was decorated with more than 175 ornaments with over \$95,000 raised. At the light-up night December 1, foundation board chair Karen Tilstra extended her heartfelt thanks for helping build a state-of-the-art Emergency Department and investing in a vibrant and healthy community. “With \$700,000 left to raise, our community support continues to be critical for this project,” Karen says. “Thank you for joining us in our commitment to our hospital!”

The “Every Moment Counts” Emergency



Donations to the “Trees of Hope” program were recognized with an ornament on Dunnville’s annual Christmas tree at Lock and Queen streets in the centre of town.

Department campaign still needs the community’s support. “The foundation looks forward to achieving the \$3 million goal in 2019 and is grateful for donors’ commitments to fulfilling their pledges over the next few years,” Karen adds.

To stay updated on the progress of the “Every Moment Counts” campaign, or to become involved, email campaign@dhhf.ca or visit www.dhhf.ca.

Working to Enhance Customer Service

As part of overall efforts to continuously improve customer service, the hospital and Edgewater Gardens are providing all employees with extensive training during four-hour workshops in January.

“Customers” refers to patients, residents and their families, as well as visitors, fellow employees and anyone else who walks through the door or phones the hospital or home.

The training will be conducted by Wendy Murdock, the executive director of the Employee Assistance Program (EAP) contracted to both organizations. In addition to providing employee counselling, the EAP also offers employee education, training and development.

The workshops were planned after a consultant was hired earlier this year to survey patients, residents and employees and recommend ways to enhance customer service.

The consultant’s report noted that changes happening in the hospital and across the health care system have the potential to negatively affect the levels of customer service. These changes include increased numbers of patients visiting the Emergency Department, sicker patients on the Inpatient Unit, new initiatives being directed by the province, financial constraints, and long-time staff retiring with new people being hired.

Wendy explains that each workshop will be comprised of four modules: Building Strong Customer Relations, Effective Communications, Dealing with Conflict and Difficult Behaviours, and Skills for Working with Emotional Customers.

“The end goal is for everyone at the hospital and Edgewater to deliver exemplary service to patients, residents and families, and to each other,” she says.



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