2021-22 ANNUAL REPORT to THE COMMUNITY

Together, Advancing Exceptional Care and Wellness

Acts of Kindness

Five-year-old Rosslyn appeared at the LMH ER with a donation of stuffed animals. She raised money through the sale of pumpkins so she could buy stuffed animals for any of our pediatric patients at both of our NWHC hospitals. Rosslyn shared her story with the nurses that she was once a patient in our emergency room and was given a stuffed penguin that made her feel safe and special. Our staff were very touched by her kind gesture. Thank you, Rosslyn!

This past year acts of kindness have boosted the morale of our staff and physicians. Thank you to all local businesses for their support of our staff and to the youth of our communities for the uplifting letters and drawings reminding us to remain positive during challenging times.



Front row: Marilyn McGowan (left), Rosslyn Campbell, Olivia Douglas. Top row: Sam Mitchell (left), Julie Epoch, Michelle Goetz.

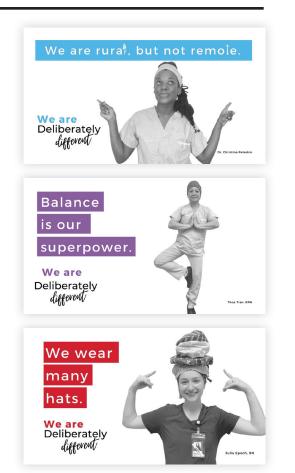


Groves staff Louise O'Connell (left) and Shae-lynn Reaman look at artwork sent from local school children thanking our physicians and staff for their work. Nurses have been posting the artwork in the inpatient unit to help morale.

NEW Recruitment Campaign Launches

Waterloo-Wellington hospitals are all competing for the same limited number of healthcare staff. In early 2022, our Alliance hospitals launched a new health care recruitment campaign focusing on the numerous benefits of working in a rural hospital and why we choose to be "deliberately different". The campaign features our very own staff and physicians.

Check out our recruitment page at www.whcrecruit.com or like and share our content on our social media.



(Top) Dr. Christine Peterkin, (Middle) Thoa Tran, RN and (Bottom) Julie Epoch, RN





Going above and beyond

Welcome to the 2021-22 community report for Groves Memorial Community Hospital (GMCH) and North Wellington Health Care's (NWHC) Louise Marshall Hospital and Palmerston & District Hospital sites. In this report we provide the annual highlights for all three of our hospitals, foundations, and volunteer organizations.

This year has been challenging for all three of our rural hospital sites as we continue to experience the ups and downs of COVID-19. Our staff and physicians have been remarkable in their ability to rise to each challenge, pivot quickly to changing guidelines and continuing to provide quality care to our patients. GMCH and NWHC would not be the hospitals they are today without the support from our volunteers, board members, community, donors, and health care partners.

Ontario hospitals have been under immense pressures dealing with increased patient admissions, bed capacity issues, health human resource shortages, and non-essential service ramp downs. One of our greatest strengths has come from working with our regional health care partners to tackle the health care system pressures collectively.

Both GMCH and NWHC ended the fiscal year in a surplus. This was achieved through one-time payments related to redevelopment and COVID-19 funding. The results for the current year mean both corporations have met the provincial requirements to balance the budget.

The next hurdle for our hospitals is dealing with the shortage in health human resources. As staff and physicians retire, or change jobs, there is a lack of health care professionals and staff to fill vacant positions. All hospitals in Ontario are competing for the same skilled resources. GMCH and NWHC staff and physicians are collectively working together to help support one another and try to find creative solutions to alleviate some of the gaps and pressures on our system We are fortunate to have the support of our local municipalities who help to fund our health care recruitment and retention initiatives. Together, promoting our communities and hospitals as the place to live and work will help us to fill these vacancies.

As we continue along this journey of extraordinary challenging times we appreciate and thank the public for their understanding, patience, and

compassion to all our health care staff and physicians.

Angela Stanley, President and CEO



Groves Memorial Community Hospital

What is happening at the Old Groves Hospital site?

On August 9, 2020, the doors closed at the old Groves Memorial Community Hospital (GMCH) located at 235 Union Street in Fergus, ON as the new GMCH hospital opened in Aboyne, ON. Over the past year a memorandum of understanding was reached with GMCH and the Township of Centre Wellington to divide ownership of the old hospital lands. Discussions are underway with the Ministry of Health, Ontario Health, and the hospital about future use. This past year the building has been used to operate our local COVID Assessment Centre and Vaccination Clinic. Portions of the building have also been used for OPP training and rented out for film projects.



COVID Assessment Centre Nurses - Charleen Filsinger, Allison Lewis, and Mary Anderson



Filming a Mothers Against Drunk Driving Commercial



OPP Emergency Response Team

Unveiling ceremony

On Sept. 27, 2021 the Wellington County Historical Society along with the Groves Memorial Community Hospital held a ceremony for the unveiling of the Historical Information Plaque on Dr. Groves, which has been relocated from the Legacy Groves hospital.



Wellington County Historical (WCHS) Society stand beside newly located plaque: From left: Ian Easterbrook, Jude Dowling, Ev Robson, Nikki Logan, WCHS president Ron Hattle and Kathy Bouma.



Angela Stanley, President and CEO and Dr. Patrick Otto, GMCH Chief of Staff at the unveiling ceremony

Congratulations to Dr. Tina Williams and Dr. Khalid Enver

GMCH surgeons were the recipients of the **2022 Rural Specialist Merit Award** presented at the Society of Rural Physicians of Canada (SRPC) national conference on April 22. The award recognizes persons or organizations that have made a significant contribution to rural medicine in Canada.



Louise Marshall Hospital

Celebrating the new expansion

Louise Marshall Hospital (LMH) celebrated the opening of the newly built Emergency Room (ER) and Ambulatory unit in September of 2021. Part of this expansion project included a renovated Day Surgery department. Great thought went into the design with enhanced infection prevention-controls and privacy being a priority.

The previous layout of the hospital would require patients undergoing surgery to be transported through public hallways of the hospital to reach Day Surgery for their procedure. Now, the enhanced wing is a contained unit with a secure and sterile corridor for better privacy that provides a dignified patient experience from start to finish. The department also includes a new office space that offers a quiet place for private conversations between staff and patients. Our pre and post operative rooms occupy multiple beds, previously staff would have no choice but to discuss aspects of care with patients in the room where other patients are also waiting, the new office provides privacy for patients. The redevelopment project has improved the way we deliver care close to home.



Official ribbon cutting to open the newly expanded Louise Marshall Hospital – (left) LMHF board chair Bob Mason, fundraising campaign chair Dr. Robert McFarlane, Wellington North Mayor Andy Lennox, Perth-Wellington MPP Randy Pettapiece, NWHC Chief of Staff Dr. Chris Rowley, NWHC board chair Dale Small, NWHC vice-president, redevelopment Cam Yates and former NWHC president and CEO Stephen Street.



Louise Marshall nurses Gail Bridgwater and Katie Frankland



Michelle Goetz (RN) and Dr. Reaume in their new Emergency Department

Palmerston & District Hospital

All hands on deck

A COVID-19 outbreak was declared at Palmerston and District Hospital (PDH) in December 2021 causing the hospital to close to new admissions (except for new COVID positive patients) and redirect obstetrical services. During outbreak extra precautions are implemented to quickly contain the spread of infection. This includes enhanced cleaning, regular staff/patient PCR testing, and contact tracing to try and identify those who have come in contact with the individuals with COVID. PDH staff and physicians worked tirelessly during the outbreak to quickly slow the spread of infection, care for all patients, and support each other.



Palmerston and District Hospital nurses from left: Leola Hartung, Lori Woestenenk, Amanda Bentley, Katie Olechowski, Reaghen Murphy, Cathy Hass, Krista Klumpenhouwer and Gwen Gould

Lady of the day!

Our rural hospitals provide a sense of belonging - working with us you are part of a team that knows you. This is truly reflected in the impact PDH housekeeper Val Clark made on the lives of many staff and patients throughout her career. Val has been an employee of our North Wellington Health Care hospitals since 2003, her friendliness put smiles on many patients' faces and her hard work was well recognized by staff from all departments. To celebrate her well-deserved retirement, staff showed their love by making her "Lady of the Day!" which included a special send-off from the nurses on the inpatient unit.



Val Clark celebrating her retirement



Groves Hospital Foundation

Your Generosity is Making the Difference of a Lifetime

2022 marks Groves Hospital Foundation's 20th Anniversary! Over the past two decades, one thing has remained constant; your incredible generosity. Your commitment to improving patient care, by donating to the Foundation, enables GMCH to continue to be there for you, your family, and your neighbours, when you need it most.

Your tremendous support funds the purchase of the latest equipment and technology, giving our staff and physicians the tools they need to find better ways to improve our patients' health. In 2021, GMCH's focus was the expansion of services in the obstetrics and surgical departments. Thanks to your outstanding giving, we were able to purchase an infant warmer and a cooling cot for the obstetrics department. For Groves' surgical services, equipment such as the gamma probe, hysteroscope, telescope, colonoscope, gastroscope, new operating room table, and an anaesthetic monitor and machine were funded thanks to you.

Thank you for continuing to invest in your local hospital. Our work would not be possible without you and, together, the impact you create is truly extraordinary.



Operating Room Table, funded by donors.



Anaesthetic Monitor & Machine, funded by donors.

Beautifying Our Hospital Grounds

Our spacious new hospital grounds offer many opportunities for nature to flourish. Thanks to the Grand River Agricultural Society (GRAS) and the Elora and Salem Horticultural Society, the Healing Garden behind GMCH has been beautified and a new Pollinator Garden planted; creating a wonderful space for patients, visitors, and staff to enjoy for years to come.

Along the Cataract Trail, a new Memorial Forest has been planted with the help of GRAS, with opportunities to dedicate trees and benches in memory or in honour of loved ones.



Elora and Salem Horticultural Society Past President, Dawn McClure, and Board of Executive Member, Stu Koch, work on the Healing Garden behind GMCH. Photo courtesy of The Wellington Advertiser



Trees are now planted in the Memorial Forest (May 2022)

The Power of Our Community

Each year, members of our community come forward in support of our physicians and staff with their kindness and significant contributions. Some are grateful patients themselves, while others are business owners or individuals that have watched staff, friends, or loved ones receive exceptional care at GMCH.

From monetary donations, to gift certificates, to healthy snacks – you put our Health Care Heroes at the forefront of your mind. In our opinion, this makes you all heroes, too!

Thank you to the many businesses and individuals who help their community stay healthy and live well. We are profoundly grateful for your support.



GMCH physicians, Dr. Carlson, and Dr. Williams, with healthy snack boxes donated by Copernicus Educational Products and Print Factor Media.



Groves Foundation Director, Lori Arsenault, and Foundation Board Vice Chair, Barb Evoy, alongside Shoetopia staff who generously donated \$20 gift certificates for all GMCH staff.

Groves Foundation -

Groves Hospital Foundation Board of Directors & Staff

Board of Directors

Ilse VanderMeulen, Chair

Barbara Evoy, Vice-Chair Adrian Carreiro, Treasurer Cindy Lindsay, Past Chair Dr. Khalid Enver, Foundation Director Dr. Greg J. Boland, Foundation Director Jerry Kooiman, Foundation Director Nate Martin, Foundation Director Butch Medemblik, Foundation Director Cheryl Rowe, Foundation Director Ted Smith, Foundation Director Lisa MacDonald, Foundation Director Dr. Keegan Quadros, Foundation Director

Staff

Lori Arsenault, Executive Director Monica Kwok, Development and Communications Officer Bonnie Bois, Office and Data Administrator Sarah Sheehan, Foundation Writer and Donor Relations

Website: grovesfoundation.com









Groves Hospital Volunteer **Association** Ramping up volunteer services

Volunteering is resuming at Groves Hospital. Groves Hospital Volunteer Association (GHVA) are happy to announce we are welcoming back three programs starting in June including positions in Diagnostic Imaging, Day Surgery as well as our Hospital Elder Life program. Over the past year, we have had a total of nine volunteers acting as Hygiene Ambassadors and assisting screeners with hygiene protocols. Volunteers also assisted in the hospital's Diabetes and Physiotherapy departments. It is very exciting to welcome back more friendly faces.

While only 10% of our in-hospital volunteers are returning, the volunteers at the New to You Thrift Store continued working, as permitted, throughout the pandemic. With the ups and downs of the past year, the New to You store has been able to keep the Volunteer Association running financially and has produced a steady income that will allow the association to pay off their mortgage of the store which should increase donations to the hospital significantly.

While the volunteers normally host a few events a year, plans for activities have been lagging due to COVID. In April, the Volunteer Association was able to enjoy a Volunteer Appreciation Tea to celebrate Volunteer's Week. In addition, on June 6, the volunteers hosted a tiki/ luau style outdoor event to celebrate service recognition awards, mortgage burning, a donation to the hospital that is part of the 1-million-dollar pledge, and to thank the volunteers for their great work.



New to You Volunteers: (left) Janie McDonald, Madge Sinkeldam, Bonnie Tetrault, Debbie Roberts, Cindy Chartrand, Terri Fitzpatrick, Pat French, Wynn Schmidt,



GHVA volunteers: (left) Nancy Marshall, Myrna McKnight, Carolyn Vodarek

Groves Hospital Volunteer Association Board Members

Board of Directors

Howard Dobson, President Linda Benallick, Vice President Shelley-Ann Morgan, Director, Corporate Secretary Ken Steffler, Director, Treasurer

Ann Ironside, Director, Business Development Lili Cretu, Director, Governance

Don Kidd, Director, Human Resources

Bethany Parkinson, Director, Communications Brenda Chamberlain, Director at Large Gloria Shoon, Director at Large Paul MacQueen, Ex-Officio, Past President Gilles Madore, Ex-Officio, **GMCH Board Chair** Rosemarie Auld, Ex-Officio, Chief Human Resources Officer, WHCA

Nancy Peer Lalani, Groves Hospital Volunteer Association Manager Clare Palmer, New to You Manager



The fact is, while government funding provides for the day-to-day operational costs of Ontario hospitals and the staff within its walls, the on-going purchase of new and replacement equipment required for patient care is dependent on our hospital foundations fundraising efforts. Essential tools, like IV pumps, heart rate monitors and lab analyzers are all made possible thanks to the annual support of community donors.

In each of our rural hospitals,

the Foundations staff and army of volunteers are hard at work raising funds to purchase the most advanced equipment and attract the best health care staff to have the tools they need to care for our families and friends.

How Can You Help?

Volunteer, donate, host a third-party event, buy a 50-50 ticket – no gesture is too small to help your local hospital.

Groves Memorial Community Hospital

www.grovesfoundation.com

Louise Marshall Hospital

www.louisemarshallfoundation.ca

Palmerston and District Hospital

www.pdhfoundation.ca



Louise Marshall Hospital Foundation

Rural Wellington

History and Innovation

In the absence of most in-person events, we at the Louise Marshall Hospital Foundation have embraced our tried-and-true fundraisers and have also introduced some new and innovative ways to support our hospital in their commitment to keep quality health care close to home. In October 2021, we celebrated the 20th anniversary of the CKNX Health Care Heroes Radiothon. Held virtually again this year, our community raised more than \$120,000 in support of an Anesthetic Gas Machine for surgical services at Louise Marshall Hospital. 2021 also brought a year of first-time fundraisers for the LMH Foundation: our first Drive Thru Dinner, our first Online Auction and our first Holiday Card Collection.

Our Community Cares

As the 2021-2022 fiscal year comes to a close, we are so grateful to the residents, businesses, community groups and service clubs in Mount Forest and the surrounding area for their incredible generosity and support of Louise Marshall Hospital. Despite the many challenges presented by the ongoing COVID-19 pandemic, our donors continue to demonstrate their commitment to supporting our local hospital, and we cannot thank you enough!



In Lions Photo: Amy Van Huss, Development Officer for the Louise Marshall Hospital Foundation and Vern Job, President of the Mount Forest Lions Club



Local balloon artist, Chuckles, with a delivery of stuffies for patients at LMH



TD Smith Transport, as well as Copernicus Educational Products and PrintFactor Media Group show their appreciation for our local health care workers, with deliveries of gift boxes and healthy snacks for each staff member at Louise Marshall Hospital.



LMH Staff celebrate the opening of the new Emergency Department - (left) Gianni Accettola, Dr. Chris Rowley, Jill Schitka, Michelle Goetz, Kim Hendricks, April Lawrie, Penny Troyer, Angie

Ed White. Director

Terry Ellison, Director

Scott Hartle, Director

Donna Leach, Director

RoseAnne Desmarais, Director

Mount Forest Louise Marshall Hospital Foundation Board of Directors and Staff

Board of Directors

Bob Mason President Deb Hewson, Vice President Steve Chambers, Secretary-Treasurer Rick Sinnamon, Past President Dr Bob McFarlane, Director

Amy Van Huss, Development Officer Janice Richardson, Donations Administrator

Website: louisemarshallfoundation.ca

Hospitals 50/50 Lottery In another first, 2021-2022

saw the collaboration of three hospital foundations - Louise Marshall Hospital Foundation, Groves Hospital Foundation and Palmerston and District Hospital Foundation, to bring together the Rural Wellington Hospitals 50/50 lottery. This online-only lottery has allowed us the opportunity to continue to support our hospitals Edith and David McArthur, winners of the firstno matter the restrictions for



ever Rural Wellington Hospitals 50/50 Lottery

gathering in place during the pandemic. Beginning in July of 2021 and continuing through the final draw in July 2022, more than \$50,000 in prizes has been given away to date, and an equal amount has been generated in support of our local hospitals in rural Wellington County.

Louise Marshall Hospital Auxiliary

The LMHA has been shut down by COVID-19 for one and a half years. In that time, volunteers stayed connected by phone and email. We lost several members and gained many new ones. It is great being able to get together in person once again and this has given us confidence to be out raising funds for hospital equipment and telling people about our wonderful hospital.

The bright and cheery renovated Gift Shop opened early in November of 2021 but closed again on December 21st. In the brief time we were open, we were able to train volunteers and make some Christmas sales. The hospital staff were very welcoming and helpful (like when someone locks themself out of the shop). The Gift Shop reopened Monday, March 28th ,2022 and we are happy to be

As for community fund raising, we have brought back the annual Quilt Raffle; and on May 21 held a Bake and Plant Sale at Pike Lake. We did not have many plants this year because it was a late decision to go ahead, but the baking was marvelous, with lemon meringue pies always the favourite!

The Quilt Raffle is ongoing with tickets for sale at the Thrift Stop, M&M's until November's draw. The queen size Quilt is made by the local Mennonite community and is on display at the Thrift Shop. Tickets are \$5 each. You may see Auxiliary volunteers selling them at different venues this summer and fall (depending on weather).

We are back!

Evelyn Collins, President



LMHA volunteer Kathy Young in the new



Co-Convenors of the Bake Sale, May 21; Bonnie McGuire, Cheryle Munn, and Gail Jefferson

Louise Marshall Hospital Auxiliary Executive Members

Evelyn Collins, President

Michelle Stone, Secretary



Palmerston & District Hospital Foundation

Thinking Outside the Box Covid Campaign

We are so grateful for the support of our Minto and Mapleton communities. Our rural can-do attitude has served us well during

a very trying time. Donors have continued to support our local hospital, and all our fundraising activities. From purchasing a takeout dinner, or a rain barrel, to supporting our brand-new online auction, or buying tickets for our online 50/50 raffle, our supporters have come through every time and made every event a success!



Blair Masonic Lodge #314 Donation

Blair Masonic Lodge #314 made a generous donation of \$55,000 to the Hospital Foundation in 2021 for the purchase of two urinalysis analyzers plus interface for the laboratory, a -30C upright freezer, a countertop water and ice dispensing machine for the patient floor and a medication packager for the pharmacy (this unit aids in ensuring correct medications and dosages to improve patient safety).



In the picture, front left is Dale Franklin, Development Office for the Palmerston and District Hospital Foundation accepting a cheque from Scotty Forbes on behalf of Blair Masonic Lodge. Other lodge members are from the left back Paul Brown, Gerald Metzger, Curly Wright, Hugh Thompson, Mark Robinson, and Allan Toner. (Masks were removed when all participants were in place)

Palmerston and District Hospital Volunteer Auxiliary (PDHA)

COVID-19 has impacted the Palmerston and District Hospital volunteer activities this past year. The good news is volunteer services will be reintroduced back into hospital programs soon. In December volunteers were able to hold a Greenery Sale during the Kris Kringle shopping night and at other locations throughout Palmerston. All proceeds support the hospital. The Auxiliary is always looking for new members to help support fundraising efforts and programs. Please visit www.nwhealthcare.ca to find out more information.



Palmerston and District Hospital Volunteer Auxiliary members prepare for a greenery sale in support of the hospital.]

Palmerston and District Hospital Auxiliary Executive Members

Helen McFadzean, President Doddi Reid. Treasurer

Covid Campaign Take Out Dinner

Due to the continuing pandemic, our Foundation was still unable to host our flagship fundraiser, the Starlight Gala. However, our Gala Leadership Team knows that the need for new and replacement equipment never goes away. They planned and executed a safe and delicious drive-thru take out dinner served to 450 of our supporters! Our patrons received a little taste of Gala, through the meal, as well as a successful online auction. Once again, our committed Gala Sponsors and our community came together to raise over \$160,000 for our "Non-Gala Campaign".

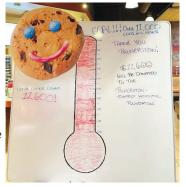


20th Annual CKNX Healthcare Heroes Radiothon

Raises over \$178,000 for the Palmerston & District Hospital Foundation

The 20th Annual CKNX Healthcare Heroes Radiothon was held on October 16th, 2021. Palmerston & District Hospital Foundation joined with 11 other Midwestern Ontario Hospital Foundations in support of their local hospitals. Our fundraising efforts focused on the need to perform several updates to our hospital building, including interior and exterior door upgrades to become AODA compliant, fire alarm system upgrades and signage updates. Kicked off by a sweetly successful "Tim Hortons Smile Cookie Campaign," our Radiothon was more successful than ever, raising over \$178,000 to completely fund these hospital updates! Minto and Mapleton communities continue to demonstrate their strong commitment to keeping quality health care close to home!

The Smile Cookie campaign at the Palmerston Tim Hortons was an overwhelming success this year, raising \$11,600 for the Palmerston and District Hospital Foundation (PDHF). This was the best year yet for the campaign at the Palmerston location, which has raised \$44,037 for the local hospital since 2015. The entire Tim Hortons Palmerston staff is to be commended for their extra effort in order to attain this level of sales!



Palmerston and District Hospital Foundation Board of Directors and Staff

Board of Directors

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Lisa Bramhill, Director Patrick Downey, Director Stephanie Drost, Director Geoffrey Dahmer, Director Aly Hill, Director Gary Schumacher, NWHC Board Rep Helen McFadzean, PDH Auxiliary Rep

Staff

Dale Franklin, Development Officer

Website: pdhfoundation.ca

Dorren Foerter, Director

Stats of Interest





1,142

ADMISSIONS

2,473

6.8 Days

AVERAGE

5.9 Days

BIRTHS

595

1,379

ALL PROCEDURES (SURGICAL/ENDO) 5,340

18,825

EMERGENCY

19,747

10,381

DIAGNOSTIC **IMAGING**

19,733

SPECIALIST

4,421

5,986

12,292

1,560

ONCOLOGY **VISITS**

1,790

216,771

PROCEDURES

453,528

Financials

North Wellington Health Care

LOUISE MARSHALL HOSPITAL | PALMERSTON AND DISTRICT HOSPITAL



SOURCES OF REVENUE

Province of Ontario Funding \$21,398,629 Physician Emergency & On-Call Patient and Miscellaneous \$3,025,864

TOTAL REVENUE

\$28,160,807

\$3,736,314



EXPENSES BY TYPE

Staff Salary & Benefits \$15,836,086 Medical Staff & Physician Fees \$4,249,023 Drugs and Medical Supplies \$1,011,863 \$6,483,158 Other Expenses

TOTAL EXPENSE

\$27,580,130

NWHC Surplus

\$580,677

Groves Memorial Community Hospital



SOURCES OF REVENUE

 Province of Ontario Funding \$37,083,763 Physician Emergency & On-Call \$2,659,453 Patient and Miscellaneous \$3,897,120

TOTAL REVENUE

EXPENSES

EXPENSES BY TYPE

Staff Salary & Benefits \$25,062,209 Medical Staff & Physician Fees \$4,187,458 \$2,511,584 Drugs and Medical Supplies Other Expenses \$11,107,822

TOTAL EXPENSE

\$42,869,073

\$43,640,336

GMHC Surplus

\$771,263

Hospital Board of Directors

North Wellington Health Care

LOUISE MARSHALL HOSPITAL | PALMERSTON AND DISTRICT HOSPITAL

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Groves Memorial Community Hospital

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Dr. Amanda Wagler, Ex-officio, President of Professional Staff Angela Stanley, Board Secretary & Ex-Officio, President & CEO Kate Kobbes, Ex-officio, Vice President Clinical Services & Chief Nursing Executive Gord Feniak, Community Representative on Board Committee Pam Nicoletatos, Community Representative on Board Committee Kevin Shanahan, Community Representative on Board Committee

*=members of the JEC (Joint Executive Committee) which governs the Wellington Health Care Alliance through delegated authority



