



Winchester
District
Memorial
Hospital



Neighbours helping neighbours

We love caring for our local communities!



OUR **2020** REPORT TO THE COMMUNITY

We're all in this together.

This saying has never been truer – as we all deal with COVID-19 and its impact on our lives over the past few months. It's a team effort. This *Report to the Community*, celebrates neighbours – the health care organizations that work together in the heart of Winchester, as well as the wonderful communities that surround us.

Before we share news about the past year of caring, we want to talk about the past few weeks. One thing is clear. In small communities like ours, you just need to ask for help and people step up.

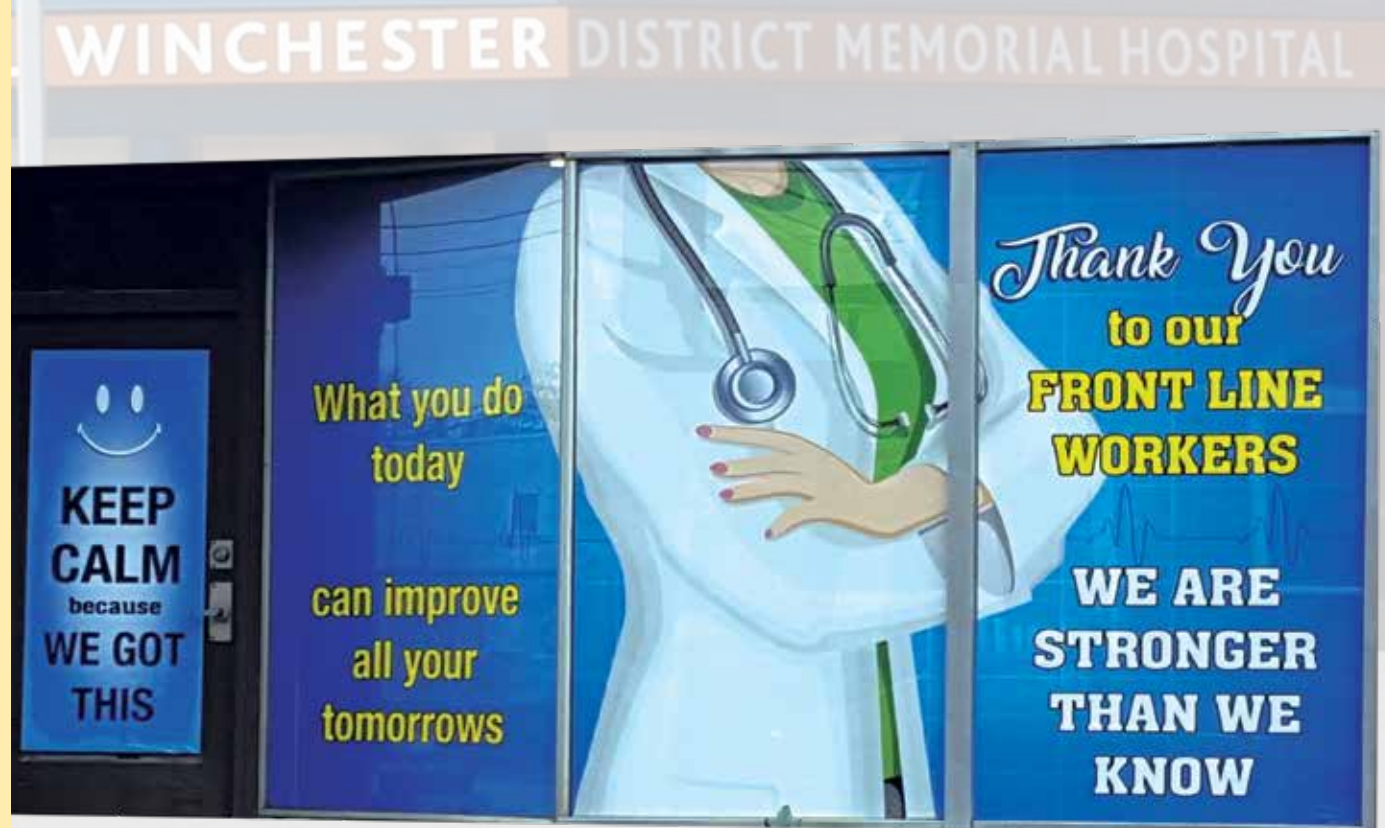
Our teams have been focused on keeping everyone safe. And our community has responded with an outpouring of donations and well wishes. We have felt your support every step of the way. Thank you!

At both WDMH and Dundas Manor, stringent screening processes are in place and everyone is wearing a mask. Our volunteers are staying home to stay safe. And we are proud to lead the COVID-19 Assessment Centre in Winchester where anyone who feels they may be at-risk can be tested.

These measures are working. Some services are now being restored and we are starting to welcome back limited visitors. This resumption will be very gradual, over weeks, and possibly months. Priority will be given to patients with the most pressing needs. We are working with other hospitals to meet the provincial requirements. For example, we need to have enough masks and gowns and we need to ensure that there is room in the hospitals should the number of COVID-19 cases increase.

We want everyone to feel safe when they come to WDMH and Dundas Manor – and we have taken every precaution to ensure that. We look forward to seeing you soon!

“ *Our teams have been focused on keeping everyone safe. And our community has responded with an outpouring of donations and well wishes. We have felt your support every step of the way. Thank you!* ”



We Are Prepared ... and Proud!

The COVID-19 pandemic has shone a light on something that we already know at WDMH: We are prepared. And we have the expertise to care for our local communities

Every day, the WDMH team plans for extraordinary times like these. The accomplishments over the past year help to confirm that. Here are just a few highlights:

- Quality and patient safety remain our #1 priority. Last year, we were pleased to exceed many of our Patient Care Improvement Plan goals. For example, 98% of patients who came to the Emergency Department with specific concerns received a follow-up phone call within a specified time. 92% of newborns received specialized pain management measures for heel prick procedures. And patient satisfaction related to family and patient-centred care reached 97%.
- We continue to roll-out our Strategic Plan, focusing on four central themes: Quality/Services, Our People, Partnerships/Integration and Accountability.
- Throughout the year, WDMH departments have had ongoing inspections and accreditation processes, with positive results. For example, four pharmacy technicians were certified in IV medication preparation.
- We continue to combine high touch with high tech, with new clinical information systems to better support care. Examples include a new scheduling system in the Operating Room.
- We are committed to helping staff, physicians and volunteers increase their skills through ongoing education. We also share our knowledge through community outreach and conferences, and by publishing research results.
- We welcome learners throughout WDMH – from high school coop students to our family medicine residents. These students enhance our skills as well.
- Collaboration with health and community partners ensures we are all working together to provide the best care close to home.

We are WDMH Proud!

“ *Every day, the WDMH team plans for extraordinary times like these.* ”



We're Here for You

WDMH is a full-service hospital caring for our local communities from childbirth to care for seniors. We are a hub site for cancer care, dialysis and cataract surgery and offer specialty clinics with visiting specialists. Some services may be currently impacted by COVID-19. **Speak with your family doctor about receiving care close to home at WDMH.**



Emergency Our ER is open 24 hours a day, seven days a week.

Diagnostic Imaging

- Bone Mineral Density
- CT Scans
- Fluoroscopy
- Mammography (Digital)
- Ontario Breast Screening Program (Regional Program)
- Ultrasound
- X-Ray

Cancer Care

- Breast Care Program
- Cancer Coach
- Chemotherapy (Regional Program)
- Imaging
- Breast and Colorectal Surgery
- Sentinel Node Biopsies

Cardiac Services

- ECG
- Echocardiography
- Holter Monitoring
- Stress Treadmill

Complex Continuing Care Dialysis (Regional Program)

Inpatient Services

Laboratory

- WDMH – Specialized Tests
- Dynacare Blood & Medical Test Lab

Obstetrics – Full-service care including 24/7 pain management provided by obstetricians, family medicine obstetrics and midwives.

Ophthalmology – Eye care services including cataract surgery.

Specialty Clinics & Programs

- Cardiology
- Clinical Nutrition
- Deprescribing
- Diabetic Education
- Ear, Nose & Throat
- Endocrinology
- General Medicine
- Infectious Diseases
- Low Vision
- Mental Health

- Nephrology
- Neurology
- Occupational Therapy
- Physiotherapy
- Psycho-Geriatrics (Regional Program)
- Pulmonary Function Testing
- Restorative Care
- Rheumatology
- Sleep Lab
- Urology
- Surgery**
- Bowel
- Colonoscopy
- Cystoscopy
- Ear, Nose & Throat
- Gallbladder
- General
- Gynecology
- Hernia Repair
- Plastics, including reconstruction surgeries
- Urology

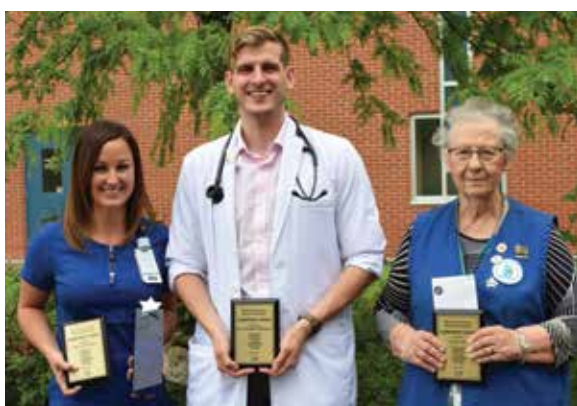
Telemedicine – Many of WDMH's programs and clinics are offered via telemedicine such as Infectious Diseases, Mental Health, Oncology, Pain Clinic and Respiriology.

Community Partners On-Site

- Bayshore Home Care Solutions
- Eastern Ontario Health Unit
- Health Link
- Home & Community Care
- Job Zone d'Emploi
- Mental Health & Addictions Services
- Ministry of Transportation Seniors Driving Education
- North Dundas Medical Clinic
- Ontario Early Years Centre
- Ontario Works
- Robillard Hearing Centre
- Summers Physiotherapy and Gym



Compassionate Excellence



The accomplishments of the past year are the result of the amazing WDMH team – close to 1,000 staff, physicians, volunteers, and trainees. We are proud of their expertise, passion, and commitment.

Beyond caring for patients, the WDMH spirit is alive through our Recreation Committee events, Commitment Awards and our annual Service Awards. We also give back to our community through initiatives such as the Christmas Angel program.

What a team!

The Most Important Voice

Our Patient and Family Engagement Committee (PFEC) recently hosted their first Zoom call to provide valuable input on WDMH's COVID-19 planning. Throughout the year, the PFEC ensures that patients and families are part of the decisions being made every day at the hospital. PFEC members also sit on committees and quality teams.



To ensure our patients are at the centre of everything we do, we need to hear from them. **Thank you to these insightful volunteers.**



BY THE NUMBERS

Revenue

Global funding	\$32,193,539 (77.1%)
Patient services funding	6,354,747 (15.2%)
Other revenue	3,209,378 (7.7%)

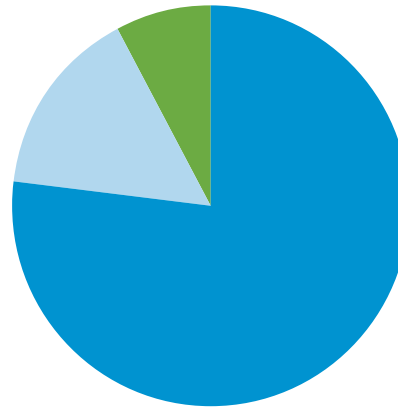
TOTAL \$41,757,664 (100%)

Expenses

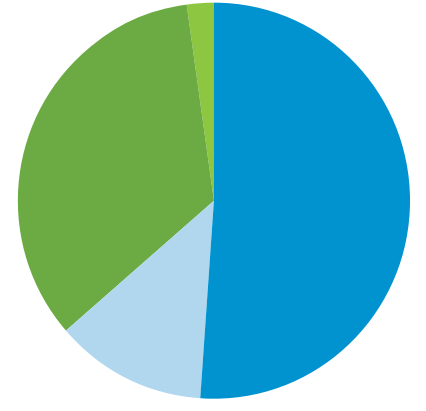
Salaries and benefits	\$21,445,274 (51.3%)
Medical staff remuneration	\$5,161,036 (12.3%)
Supplies and drugs	\$14,382,208 (34.4%)
Other	\$820,881 (2.0%)

TOTAL \$41,809,399 (100%)

REVENUE



EXPENSES



Amazing!

As a founding partner of WDMH, the Auxiliary is made up of volunteers with the unified goal of supporting high quality patient care. And we can't thank them enough.

The WDMH Auxiliary continues to amaze, providing 12,500 hours of their time this past year. There are 148 volunteers at WDMH, supporting every area of the hospital. In addition, their fundraising efforts and Gift Shoppe proceeds raised close to \$60,000 toward their next goal of purchasing an infant abduction monitoring system. This piece of equipment costs \$200,000.

Thank you to our wonderful men and women in blue!



Community Volunteers

When talking about volunteers, we can't forget the WDMH Board of Directors. They provide strategic leadership for WDMH and a link to our local communities. We thank them for their commitment of time and expertise.

The 2020-2021 Board includes:

James Pitruniak, Board Chair
Bruce Millar, Vice Chair
Renée Belhumeur, Treasurer
Mike Villeneuve, Past Chair
Holly Brown Elise Guest

Michelle Perry Shawn Sutton
John Trickett Marieke vanNoppen
David Wattie
Dr. Brian Devin, Chief of Staff
Dr. Mary Naciuk, President, Medical Staff
Lynn Dillabough, Co-Chair, WDMH Auxiliary
Elinor Jordan, Co-Chair, WDMH Auxiliary
Peter Krajcovic, WDMH Foundation Board Chair
Nathalie Boudreau, Vice President,
Clinical Services & Chief Nursing Executive
Cholly Boland, CEO

AT-A-GLANCE

EMERGENCY VISITS
23,625



SURGERY
358 Inpatient Procedures
4,514 Day Surgery Procedures

BIRTHS
678



DIAGNOSTIC IMAGING PROCEDURES
36,809

CANCER CARE
2,807 Mammograms
2,304 Cancer Clinic Visits
1,462 Colonoscopies



OUTPATIENTS VISITS
15,697



STAFF
343 Staff
221 Appointed Staff (physicians, dentists & midwives)
148 Volunteers

Welcome Home!

Space may be tight. Hallways may be crowded. But none of that really matters because Dundas Manor is home.

In March, the residents and staff received some wonderful news (see page 7!). But the year leading up to this announcement was also cause for celebration. Here are a few highlights:



“ *Inspiring happiness and joy. That is the commitment that the Dundas Manor team makes every single day.* ”

- Our annual Resident & Family Satisfaction Survey resulted in a 96% satisfaction grade. Thank you for positive feedback!
- Last fall, a new Residents' Council Leadership Team was elected. The Council is involved in every aspect of the home, from planning menus to sitting on staff hiring committees.

- We want to enrich the lives of our residents by nourishing mind, body, heart, and soul. We do this through weekly outings, in-house entertainment, and even monthly birthday celebrations – complete with elaborate themes and decorations.
- Quality and safety are a priority. Well before COVID-19, Dundas Manor participated in several successful Ministry inspections. Last November, we completed a partial mock evacuation to ensure we are prepared for any type of emergency.
- 2020 is the Year of the Nurse and Midwife. Dundas Manor has joined the Nightingale Challenge to celebrate and support Registered Nurses and Registered Practical Nurses. Ongoing education for all staff is a priority. And our Administrator was selected to sit on the Ontario Long-Term Care Association's Human Resources Emergency Task Force, representing rural homes in the province.
- Our staff are celebrated through appreciation events and Bravo Awards. The Staff Social Committee recently coordinated a fundraiser for Community Food Share.

Inspiring happiness and joy. That is the commitment that the Dundas Manor team makes every single day. Thank you for letting us be part of your family!



It's A Go!

On March 13th, Dr. Merrilee Fullerton, Minister of Long-Term Care, came to Winchester to make the long-awaited announcement. A new Dundas Manor will be built. We are so grateful. The new Dundas Manor will transform the look and feel of the residence and we will welcome thirty additional residents.

Dundas Manor resident Joan Dunlop summed it up best: "I speak on behalf of the residents of Dundas Manor who love this home and the people who live and work here. We have made the very best of an outdated physical structure, but we are very happy about today's announcement. This will provide each resident with a better place to live, so we sincerely thank you from the bottom of our hearts."

Preliminary designs are complete, with input from residents and families. There will be more accessible space and larger windows. Outdated four-bed rooms will change to single and two-person rooms. And the new home will also address the need for greater individual and resident-directed care.

Now the planning begins in earnest, including a fundraising campaign led by the WDMH Foundation. We are looking forward to working with the community to raise the funds needed to make this long-awaited dream a reality. Long-term care homes are truly people's homes. We will create a new home, while still retaining the cozy, country feel that Dundas Manor is known for. Our residents deserve nothing less.



I speak on behalf of the residents of Dundas Manor who love this home and the people who live and work here...



By the Numbers

Revenue	\$ 7,001,666
Expenses	\$ 6,931,116
Staff	120
Physicians	9
Nurse Practitioners	1
Volunteers	62

Leading the Way

Volunteers are a big part of our 'one family' at Dundas Manor. Thank you to these amazing members of the community, including those who share their time and expertise as members of the Board of Directors.

- Bill Smirle, Chair
- Lisa Little, Vice Chair
- Mike Barclay, Treasurer
- Jim Annable
- Dan Byvelds
- Jan Clapp
- Tracy Crowder
- Eldon Horner
- Blair MacPherson
- Peter Sorby
- Doug Thompson
- Cholly Boland, CEO





Fundraising for Excellence.

Dundas Manor Long-Term Care Home

Winchester District Memorial Hospital

Expanding Our Family!

This has been an exciting year at the Foundation. We have a new name and mandate. We are now the WDMH Foundation, recognizing our new relationship with Dundas Manor Long-Term Care Home.

It just makes sense. The Foundation already works alongside donors in support of compassionate care in our community from babies to seniors - and now we want to build upon that commitment. We are excited to welcome Dundas Manor to our family.

Over the next few months, watch for more details about the Foundation's expanded fundraising efforts for the new Dundas Manor. We are excited to take on this challenge, and as always, we are confident that local communities will once again step up to help.

As always, donors have a choice as to how their generous gifts are used. And funds that have already been raised for Winchester District Memorial Hospital will remain with the hospital.



A New Commitment

The WDMH Foundation has a new Commitment Statement. It was developed by a team of donors, board members, and staff. We aspire to fulfil this commitment every day.

Our Commitment

Together with current and future donors who – like us – value excellence in local health care, we work to inspire and support their investments of time and financial gifts.

We work hard to ensure that our donors trust us, feel our gratitude, are well-informed, and enjoy positive giving experiences. In all things, our donors are #1.

We value accountability, transparency, integrity – and celebrating our donors' achievements and successes along the way.

Dundas Manor Long-Term Care Home – Fundraising for Excellence – Winchester District Memorial Hospital

All We Can Say is **WOW!**

In terms of impact, our donors certainly made this year one to remember! Our donors gave 4,442 gifts to the WDMH Foundation. As a result, we were able to purchase 43 pieces of medical equipment for the hospital, totaling \$1,187,112.71. Yes - **1.187 million dollars!**

This equipment is having an impact throughout WDMH, from the operating rooms to obstetrics to the emergency department. Some things are small such as specialized thermometers. Other things are large and complex such as the surgical towers that house vital equipment in the OR. These towers house high-definition cameras, light sources, two flat-screen LED monitors and a computer processor, providing crucial information to WDMH surgeons.



\$1.187M



We are so thankful for everyone's support.



Watching It Grow

Tending one's garden can reap wonderful results – and so does a monthly gift to the WDMH Foundation. Lynne's Club was created in honour of Lynne Wilson, a previous Managing Director of the Foundation who passed away in June 2006. The monthly giving program builds upon Lynne's love of gardening with members from Seed to Flower levels, with different donor benefits at each one.

There are currently 151 active members and we are grateful to each of them. Since 2011, this program has raised \$329,749.

Flower Level Members:

The Boland Family
Lyle & Gloria Byers
Chris & Pam Moran
Dr. Chuck Su

Warmth Level Members:

Kristen Casselman
Mohamed G
Dwayne Holmes
Michelle Renaud

Sunshine Level Members:

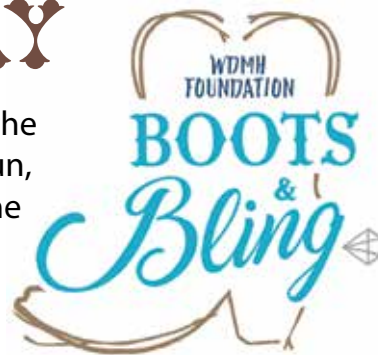
Colleen B. Brock
Mr. & Mrs. George & Margaret Countryman
Dr. Marilyn Crabtree & Mr. Richard K. Gilmer

Christine Cross-Barkley
Dr. Wayne & Jane Domanko
Mr. & Mrs. Gord Fetterly
KBD Transportation
Jack Mackler

M. Quinton
Robert & Patricia Stewart
Thibert Printing Inc.
Karen Thompson
Terry Triskle & Sabina De Stetcher

YEEHAW YIPPEE KI-YAY

The party began with an energetic Yee Haw and just got better as the night went on. The sell-out crowd of 250 guests were on board for fun, laughter, great food, lively auctions, and lots of dancing. As one of the Foundation's signature events last year, Boots & Bling raised funds for the Family Care Fund, 'supporting care for families just like yours'. The final tally totalled \$57,651.



Amazing Community Fundraisers

The Foundation team includes you! We are so grateful to the many individuals, businesses, and organizations who organize fundraising events to support WDMH. Your enthusiasm and creativity always amaze us and we are proud to work with you to support your plans.

This past year, 21 of these types of events were held, raising more than \$75,000.



A Million Reasons to Celebrate



It has been a festive tradition at WDMH for more than two decades – and it has now reached a major milestone. This year, the Judy Lannin Christmas

Wish Tree raised \$43,139 for the Family Care Fund. And in the last 22 years, more than one million dollars has been donated for health care close to home!

Our thanks to Mary Ellen Van Dongen who officially flipped the switch to light up the tree in the hospital lobby. Mary Ellen shared the story of her family's poignant Christmas Eve experience at WDMH.



Healthcare Heroes

Every day at WDMH, we hear wonderful stories from patients and families. Many of them choose to say thank you to their health care team through the Honour Your Caregiver Program. Last year, 71 people did so, with gifts totaling \$113,675. Each honoree receives a special recognition pin.



A Legacy Gift



Planned gifts, including bequests and investments, can impact health care for many years to come. Our planned giving program

offers a special way to leave a legacy gift. Last year, we were very honoured and touched to receive 22 planned gifts totaling almost \$1.5 million.

Community Leaders

The WDMH Foundation is lucky to have a committed group of community volunteers to guide our work. Thank you to our Board of Directors for your time and talents.

Peter Krajcovic, Chair

Christine Chevalier, Vice-Chair

Bruce Millar, Treasurer

Tina Asselin

Wayne Burns

Laura Fletcher

Tod King

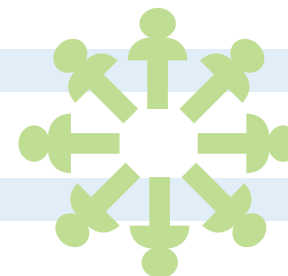
Stephen McClellan

Jose van Herpt

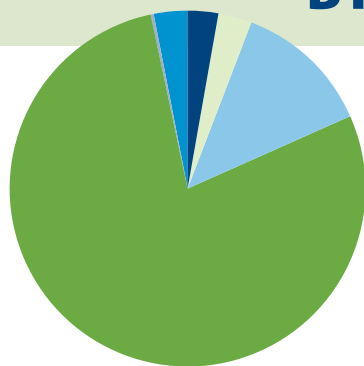
James Pitruniak, Chair,
WDMH Board of Directors

Cholly Boland, CEO, WDMH

Elinor Jordan & Lynn Dillabough,
Co-Presidents, WDMH Auxiliary

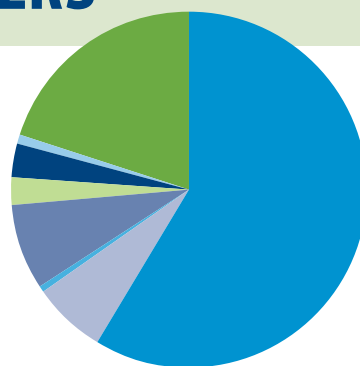


BY THE NUMBERS



Revenue

Signature Events	\$69,769
Third Party Events	\$75,209
Direct Mail	\$294,573
Other Donations	\$1,874,603
Investments	\$2,219
Other Revenue	\$72,368
TOTAL REVENUE	\$2,388,741



Expenses

Salaries and Benefits	\$286,225
Signature Events	\$32,350
Third Party Events	\$2,793
Direct Mail	\$38,241
Software and Maintenance	\$12,155
Office Supplies	\$13,817
Donor Relations	\$4,679
Other	\$96,547
TOTAL EXPENSE	\$486,807



Fundraising for Excellence.

Dundas Manor Long-Term Care Home

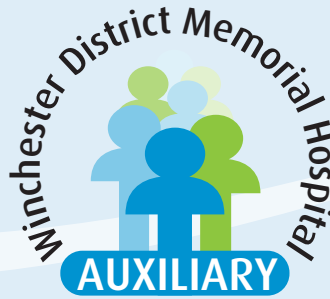
Winchester District Memorial Hospital

Disbursements to WDMH

\$1,296,080.00



Winchester District Memorial Hospital



Let's Keep In Touch!

Winchester District Memorial Hospital & Auxiliary

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WDMH Foundation

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foundation@wdmh.on.ca

www.wdmhfoundation.ca

Join us on social media too!



Want to Learn More?

If you'd like to keep up-to-date on what is happening with local health care, sign up for one of our e-newsletters – *CONNECT* for WDMH and *Because of You* for the Foundation. All the news will be delivered right to your inbox.

Visit www.wdmh.on.ca and www.wdmhfoundation.ca and click on the front page icons to sign up.

Good Neighbours.
Great Care.
Supported by
a Grateful
Community.

