

Our Community Supports their Hospital

Thanks to the continuing support of our community, Headwaters Health Care Centre is able to purchase the equipment our health care team needs to care for you and your family.

This year the hospital needs to purchase more than \$1.7 million of much needed equipment.

If you are considering hosting a special event and donating the proceeds to Headwaters, please give us a call at 519.941.2702, ext. 2303.

Supporting Headwaters is in Our Jeans!



DQ Staff members Samantha, Liz, Coralee, Jill and DQ owner, John Lockyer.

Dairy Queen staff are pledging their support to Headwaters Health Care Centre every week. On Fridays, Dairy Queen staff donate \$2 in order to wear their jeans and the DQ Supporting My Hospital is in My Jeans t-shirt to work. Coin boxes are available on the counter so Dairy Queen customers can make a donation to Headwaters Health Care Centre. "We hope to raise \$5,000 within the first year," says Dairy Queen owner John Lockyer. "Supporting our local hospital is our way of saying thank you to the community for its support."

Our Spooky Supporters



Caledon Village Haunted Hall

For the third year in a row, the Caledon Optimist Club scared up donations to the hospital through the Caledon Village Haunted Hall. In 2005, Caledon Optimist Club member Lorraine Glassford brought together members from the Caledon Optimist Club, Caledon Village Lions Club, Caledon West Rotary Club, Caledon Agricultural Society, Caledon Pathfinders, Caledon East Pathfinders, Orangeville 3rd Pathfinder Unit, Orangeville 2nd Senior Branch Unit, Mono Mills Pathfinders and Charlestown Residential School to create what has become an annual family-oriented, spine-tingling Hallowe'en event.

For two nights before Hallowe'en, the Agricultural Hall at the Caledon Village Fairgrounds is transformed into a creepy cave of dreadful displays suitable for young and old.

This year's event raised \$1,526 for the hospital, which will be used toward the purchase of a portable oximeter for our Respiratory Therapy department. Over the past three years, the event has contributed \$4,753 to the hospital. For more information on the Caledon Village Haunted Hall, please visit www.cvhauntedhall.com

Wedding Bells

On their wedding day, Jennifer Roach and Gary Staples didn't just receive gifts, they gave one as well. The couple, who met while working as paramedics, decided to make a donation to the hospital rather than purchasing party favours for their guests. At the wedding

reception, guests who wished to see the bride and groom kiss were encouraged to make their own gift to the hospital. Thanks to the generosity of the newlyweds and their guests, Headwaters received \$2,260 toward the purchase of much needed hospital equipment. We wish Jennifer and Gary a long and very happy life together.



Gary Staples and Jennifer Roach

Fore... the Hospital!

Ken Copland has merged his love of golf with his support of the hospital by hosting the annual Mono Hills Golf Tournament for the past 5 years. Since 2003, this annual tournament has raised over \$65,000 for Headwaters. Mono Hills is a private golf club with only 9 owners and 18 members. The owners, who also live on the course, created the tournament as a way to give back to their community. "When we started the tournament, Headwaters had just been built," recalls Ken. "Each of us had given individually and this was a way for us to do something as a group." 36 players each year are invited to participate in the event, for which the Club provides the course and carts and the Hospital Auxiliary generously contributes breakfast and lunch. "It's a pleasant way to support the hospital and each year we've been blessed with great weather."

my.hospital@work

my.hospital@work, which will be held this year from May 25th-31st, is an opportunity for businesses throughout Dufferin-Caledon to support Headwaters Health Care Centre through at-work fundraising events – strengthen your staff morale while raising money for a good cause!

The 2007 campaign raised over \$30,000!

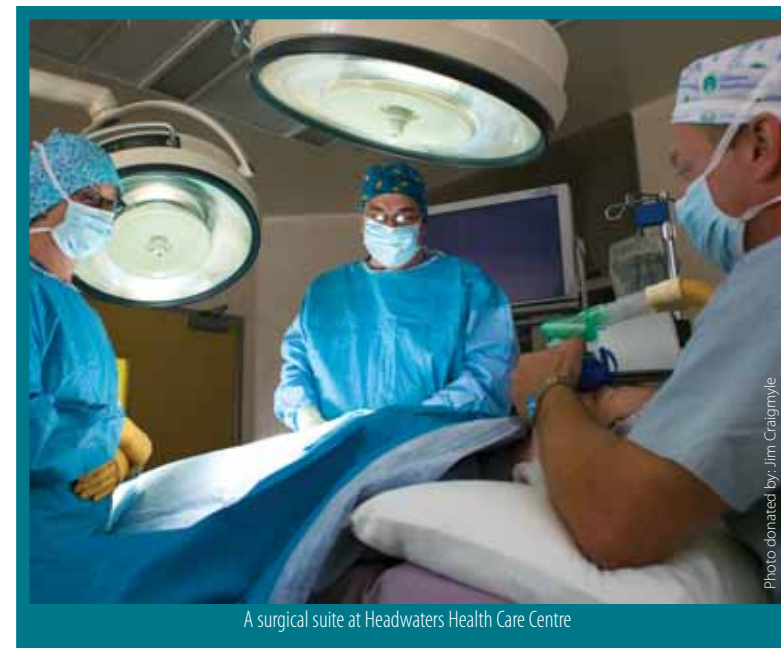
All proceeds will be used to purchase clinical equipment for the hospital.

Interested in getting your business involved? Call the Foundation office at 519.941.2702, ext. 2303 or send us an email at foundation@headwatershealth.ca.



Most of us send cards to family and friends for special occasions like holidays and birthdays, or just to say thank you. When you purchase this set of 5 cards, you'll also be making a difference at Headwaters Health Care Centre. Thanks to the generous donations of local photographer, Pete Peterson, printing firm C.J. Graphics Inc. and design firm, L.A. Inc., the entire cost of each set will be directed to the purchase of new medical equipment at the hospital. The cost for a set of five cards is \$50.00. The inscription inside reads:

This card has been purchased in your honour to support the continuation of excellent patient care at headwaters Health Care Centre.



A surgical suite at Headwaters Health Care Centre

Your Donor Dollars at Work

For many people in our community, the hope of renewed health lies in the hands of a surgeon. Last year our highly skilled surgical team performed more than 6,000 operations, including cataract removal, gallbladder surgery, caesarean sections, colonoscopies, knee scopes, tonsillectomies and breast cancer biopsies.

Thanks to your generosity, last year we were able to grant over \$1.1 million to the hospital for the purchase of equipment, including \$116,000 worth of equipment to make certain our surgical team

have the tools to do their best job.

The new equipment we've been able to purchase includes: a new automatic tourniquet, endoscopy cautery machine, minor surgical trays, bronchoscope, Shampaigne operating table, complete breathing system (for the anaesthesia program), three syringe pumps and various additional surgical instruments.

I Give Because . . . Profile of Monthly Donors

Monthly donors are the sustaining backbone of our organization. They give because they believe passionately in having the best care close to home. They want to make an ongoing contribution to the health of our community. They give month after month, year after year because they see their gifts transformed into state-of-the-art medical equipment.

Wilma Reynolds has been a monthly donor to Headwaters for over 10 years – for Wilma, charitable giving has always been a way of life. Raised in a financially tight household, Wilma's family nevertheless believed in giving to those less well off than themselves. As an adult, she found herself in a more financially fortunate place. "At the time, the new hospital was just being built.

I saw becoming a monthly donor as a way I could give back to the local community for all the wonderful things I'd received along the way."

Monthly donors are a potent force for change and innovation because they make a long-term investment in the hospital. They become our partners in providing patient-centred, compassionate care to everyone in our community. Over the course of time, monthly donations add up to significant contributions. Wilma firmly believes her gifts are making a difference, "Whatever we in the community can do to support our hospital comes right back to the community."

Chris and Cathy Broom are also monthly donors. They have a young, growing family who rely on Headwaters for care. "Our daughter was born at Headwaters," says Cathy. "Both she and I experienced some complications after her birth and the nursing staff were helpful and kind.

We got excellent care – it's a wonderful hospital and we felt we wanted to support it."

As monthly donors, Wilma Reynolds, the Broom family and many others like them, provide the hospital with a steady source of income that allows us to budget for long-range purchases – like the acquisition of equipment such as an MRI – and helps reduce administrative costs. But more than that, through their gifts, monthly donors are making a statement about their confidence in Headwaters Health Care Centre and their determination that it continue to thrive for the benefit of the community.

It's easy and convenient to become a monthly sustaining donor. You can set up a gift through your bank or by using your credit card. Should your circumstances change, you can adjust your gift at any time.

For more information on becoming a monthly sustaining donor, please contact the Foundation Office at 519.941.2702, ext. 2303.



Bell/BCE Stock Holders

Are you a BCE shareholder?

BCE stock is one of the most widely held in the country and many people have held shares for years. With the pending sale of Bell Canada Enterprises this spring, why not consider donating some or all of your shares to Headwaters Health Care Foundation. Not only will you eliminate any tax on the capital gain you would incur upon the sale, you will also receive a charitable receipt for the full amount of the value of your shares.

Thank you to Col. John Gregory, a long time donor to Headwaters, who recently made his own gift of BCE stock to the Foundation, and encourages others to think of doing the same.

For more information, or to make a gift of securities, please contact Linda Gray, Executive Director at 519.941.2702, ext. 2303 or by email at lgray@headwatershealth.ca.

Hospital Chaplains: Providing Care for the Soul

"The needs of the spirit are as critical to health as those individual organs which make up the body!" Florence Nightingale

Suddenly finding yourself or someone you love in hospital can be a frightening and upsetting experience. Headwaters Health Care Centre's approach to care is to tend to the whole individual – providing the best possible physical care and, if a patient wishes, the best possible spiritual care.

Helping to heal wounds that can't always be seen, the hospital's volunteer lay chaplain program provides strength, comfort and hope in the form of non-denominational spiritual care to patients, families and staff 7 days a week, 24 hours a day. These trained and caring volunteers assist patients and families in times of emergency, crisis and loss and are also available to just talk or sit quietly with a patient. "Being involved with people during their time of need is a gift," says Reverend Barbara Moulton, Coordinator of Spiritual Care. "We can't take their concern away, but we may be able to help them move through it and find meaning."

The 27 volunteer lay chaplains and 8 chaplains-in-training at Headwaters come from all walks of life, but each has identified in him or herself the desire to share their spirituality with others. "Being a chaplain has made me even more alive in my spiritual life," says Barbara. "I have the opportunity to let people know they aren't alone. When they are distressed, I have the time to listen."

Patients are asked during the admitting process if they would like to receive a visit from a chaplain. They can also request a visit through their nurse. Each month chaplains make more than 250 visits to patients and provide support to families as well. Chaplains are trained to identify the spiritual expression of the patient and to provide appropriate spiritual care. If a patient wishes to receive a visit from a particular faith community leader, a lay chaplain can make the arrangements.

Working with people who are very sick, recovering or dying can be difficult, but also very rewarding. Lay chaplains help patients through their time of need with respect, understanding and dignity – true patient-centred, compassionate care for the whole person.



Lay Chaplain Doni Ebel visits with a patient

Honouring Those Who Make a Difference

Headwaters' Circle of Friends donors provide vital annual support of \$1,000 to \$250,000 for the purchase of new equipment to provide the best possible care close to home. Thank you to our Headwaters' Circle of Friends members for your generosity and leadership.

Headwaters' Circle of Friends 2007

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Dr. Wesley H. Coons and Dr. Helen Annis
Ken and May Copland
Kelly and Roy Craik
Jennifer Dattels

George and Ricki Michals
in memory of Patrick Morden
Thomas and Ann Moynihan
Geoffrey and Ann Mullin
Vicky and David Munro
Dr. and Mrs. Ron G. Murphy
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Please contact the Foundation Office at 519.941.2702, ext. 2303 for information on how to join Headwaters' Circle of Friends



In January 2008, current and former Board members participated in a telephone thank-a-thon to express their gratitude to our donors.

Headwaters Health Care Foundation Board of Directors

Headwaters Health Care Foundation is governed by a volunteer Board of Directors who give of their time, skills and financial resources in the pursuit of the Foundation's goal to raise funds for medical equipment, infrastructure and continuing education at Headwaters. The Board is responsible for the management of the business and affairs of the Foundation and has the ultimate authority for its administration.

These community leaders act as ambassadors for the Foundation, while keeping the best interests of the community in mind. Working with the Foundation staff and other volunteers, they play a vital role in providing the Hospital with the necessary resources to purchase state-of-the-art equipment to attract and retain the best possible health care professionals to care for our community.



Headwaters Health Care Foundation Board of Directors 2007-2008

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Ms. Jennifer Sharp, Database Manager
Ms. Jen Shephard, Administrative Assistant

Heads Up to Your Health is published twice annually for friends and donors of Headwaters Health Care Foundation. If you have any questions, comments or ideas, write or fax Headwaters Health Care Foundation at the address below or contact 519.941.2702, ext. 2303. If you require a response, please be sure to include your name and telephone number so we may reach you.

Headwaters Health Care Foundation 100 Rolling Hills Drive, Orangeville, ON L9W 4X9 Tel: 519.941.2702, ext. 2303 Fax: 519.941.4975

I want to support my hospital!

Name _____ Address _____

City _____ Postal Code _____ Email _____

I'd like to make a monthly gift of: _____ I'd like to make a single gift of:

\$15 \$25 \$50 \$ _____ (min. \$5/month) \$50 \$100 \$200 \$ _____

I've enclosed a cheque marked VOID I've enclosed my cheque to Headwaters Health Care Foundation

I prefer to use my VISA MasterCard Amex I prefer to use my VISA MasterCard Amex

Card No. _____ Exp. ____/____ Signature _____ Date _____

I understand my monthly gift will be processed on the 15th of each month.

Spring 2008

Canadian Charitable Business No. 888697794RR0001

We do not rent, sell or trade our mailing list. We use your information to provide services and to keep you informed and up-to-date on the activities of Headwaters Health Care Centre and Headwaters Health Care Foundation. If at any time you wish to be removed from our mailing list, simply contact us by phone at 519.941.2702 ext. 2303 or e-mail foundation@headwatershealth.ca and we will gladly accommodate your request.

P A T I E N T - C E N T R E D C O M P A S S I O N A T E C A R E

We're in the mood for a party!

Save the date. **Saturday May 3, 2008.**

The 11th Annual Dinner and Auction in support of Headwaters Health Care Centre. It's the Annual Dinner and Auction in support of **Headwaters Health Care Centre**. Don't miss the party! **"In The Mood"** starts at 6pm, **Saturday May 3, 2008** at the Orangeville Agricultural Centre, 247090 5th Sideroad, Orangeville. Delicious dining by **Gourmandissimo**. Swing to the **Toronto All-Stars Big Band**. And bid on our **fabulous** auction items. It's going to be **another** great night! For more information, go to headwatershealth.ca and click on **"In The Mood"**.

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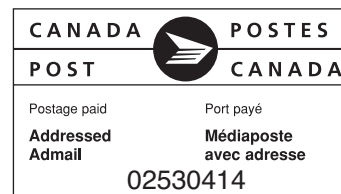
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Headwaters Health Care Foundation believes our first responsibility is to our donors. We adhere to the Code of Ethics and Standards of Professional Practice as laid out by the Association of Fundraising Professionals and have adopted the Donor Bill of Rights. For more information about these documents, or to receive a copy of our most current audited financial statements, please contact the Foundation Office at 519.941.2702, ext. 2303 at any time.



HEADWATERS
Health Care Foundation

100 Rolling Hills Drive,
Orangeville, Ontario
L9W 4X9



Heads Up to your health.

Volume 2, Issue 1 Headwaters Health Care Foundation Newsletter Spring 2008

Situation Critical: Improving Your Emergency Department Experience

A visit to the Emergency Department (ED) is always unexpected and can often be stressful. Across the country, patients are frustrated about wait times in hospital emergency departments – and Headwaters is no exception.

With that in mind, Headwaters Health Care Centre is implementing new emergency care procedures to make sure patients get the excellent care they deserve as swiftly as possible.

Despite the apparent quiet and calm in the waiting room, what is going on behind the scenes in a hospital emergency department is often fast-paced and unpredictable. 24 hours a day, 7 days a week, a perpetual flow of patients with varying conditions arrive at Headwaters' Emergency Department seeking treatment –

last year alone over 35,000 people sought help for an emergency medical condition.

That's an average of 100 patients per day. The Emergency Department staff must have sharp senses and good judgment in order to care for patients who have been in accidents, have chest or other pain, fevers, confusion associated with age or injury, burns, broken bones, or be suffering from a drug overdose or mental health crisis. But, despite the unpredictability of their jobs, they constantly strive to bring every patient the best possible emergency care.

What's Going On Back There?

It is important to know that the longer you wait you sometimes experience is because patients are seen in order of greatest need – the most life threatening cases are seen first. One of the reasons patients in the waiting room can't always tell how busy the actual ED is because the ambulance entrance, where trauma and seriously ill patients arrive, is out of view of the waiting room.

Also adding to wait times is the fact that the severity of patient injuries coming to the ED is increasing. At the same time, the number of patients being admitted into the hospital through Emergency is increasing. When inpatient beds are full, Emergency patients must remain in the Emergency Department until a bed opens up. This causes a back up in the waiting room because no new patients can be admitted into the Emergency care area.

"We understand that any wait is stressful," Emergency Department Director Lori Miller says,

"No matter what the severity of the injury that brings someone to our hospital, we know all emergency patients feel an urgent need to receive care. We

understand that for each patient this visit is unplanned and a significant event in their life."



Dr. Paul Scotton and R.N. Lori Miller with a patient

How Do We Manage Emergency Care?

Upon arrival at the ED, patients are triaged (assessed) to determine the nature and severity of their illness and are prioritized according to a five-level triage system called the Canadian Triage and Acuity Scale (CTAS). The CTAS levels are: Level 1 – resuscitation; Level 2 – emergent; Level 3 – urgent; Level 4 – less urgent; and Level 5 – non-urgent. Once triage is completed, the patient is registered, a chart is begun and the patient is directed either to the waiting room or directly into the ED, based on the urgency of their condition.

We've recently renovated the triage and waiting areas so that the triage nurse can easily see all patients at all times and respond immediately if someone's condition seems to be deteriorating.

In order to ease the waiting time for some urgent care patients, the Emergency Department recently completed a pilot project to move Level 3 (Urgent) cases through the system more quickly. Patients, whose conditions met a strict set of criteria, were re-directed to a Care Initiation Unit (CIU) where specially trained nurses were able to order x-rays, blood work and other vital tests before the physician's visit. Previously, a patient would have to wait

for a doctor, wait again for test results, and then see the doctor for treatment. For the CIU patients, test results were available to the physician the first time he or she met the patient, speeding up the time for diagnosis and treatment. While the results of the pilot are now being analyzed, the initial results are encouraging. According to Lori Miller,

"The initial results are excellent. Patient wait time decreased and patient satisfaction increased."

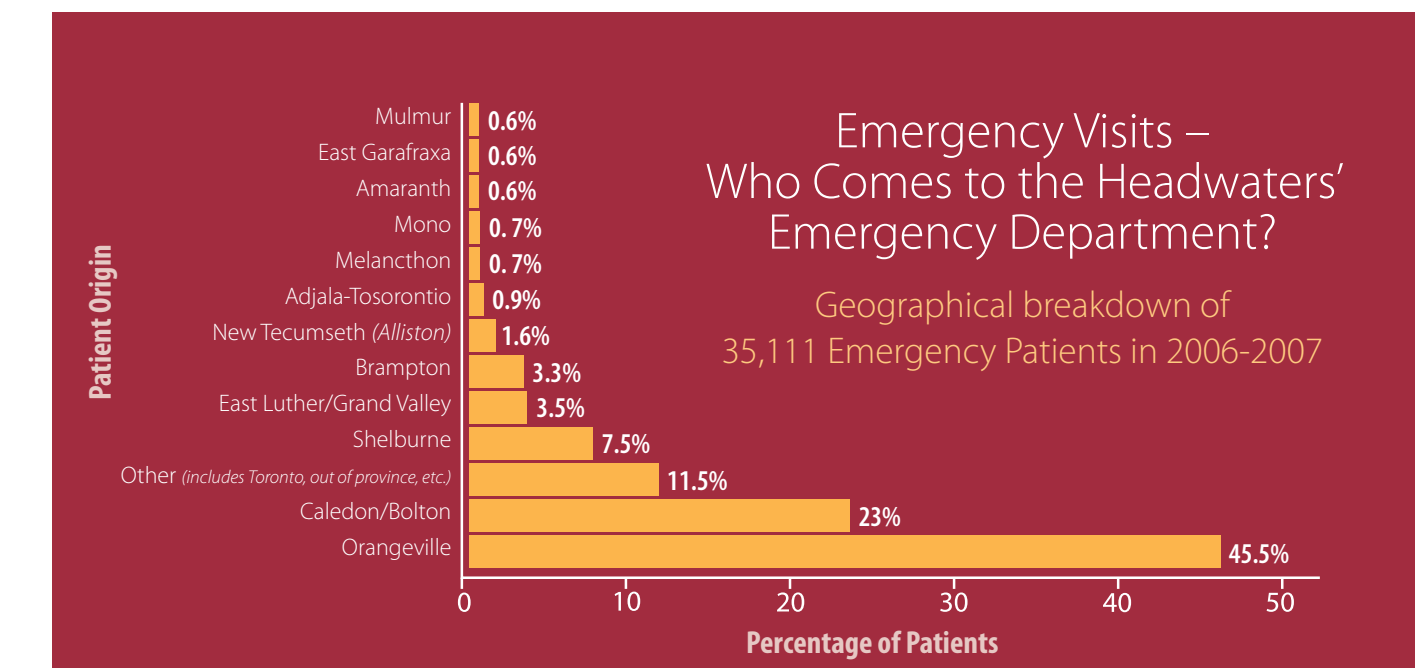
Finally, in order to put a more friendly face on the Emergency Department waiting room, the department is developing a program that will have specially trained volunteers greet patients and assist in providing directions and updates to patients and families in the waiting room.

"People want to be kept informed," says Lori. "Patients are more understanding about having to wait if they know why they're waiting. It's a simple courtesy we can help provide."

Although we will always continue to look for ways to improve the experience of being in the Emergency Department, we take pride in knowing that Headwaters' emergency patients are seen more quickly than the provincially mandated guidelines.

Headwaters meets or betters the guidelines 95% of the time.

Hospitals can't control the variety of illnesses or the number of patients at any given time. What they can do is more effectively manage the flow of patients through the department. By decreasing wait times, patients get in and out of the Emergency Department faster, patient satisfaction goes up, patient safety improves and hospital costs go down. And that's good news for everyone.



P A T I E N T - C E N T R E D C O M P A S S I O N A T E C A R E