



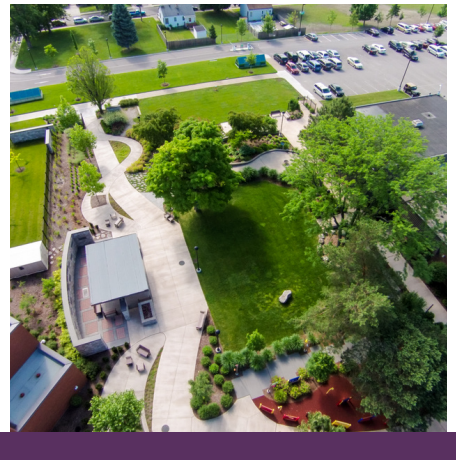
HÔTEL-DIEU GRACE  
ESTD HEALTHCARE 1888

# HDGH At A Glance

September 2024









# Message To The Community

It is hard to believe that we've celebrated 10 years of Hôtel-Dieu Grace Healthcare (HDGH) being located on Prince Road. In what was a very historical decision and a transformational time in hospital healthcare, the headlines on October 1, 2013 read "Windsor's two hospitals are officially realigned", this meant that HDGH was no longer operating the Ouellette Avenue location, and instead, we assumed the governance and operational oversight of a Specialty Hospital on Prince Road, and what a journey it has been since.

Over the last 10 plus years on this campus, our focus has been to provide high-quality person-centred care for our community and our commitment to our Mission and Values has not wavered. As an organization we have been through some challenging experiences.

COVID presented us with challenges that not one individual could have predicted but the resiliency of our staff shone through. Fast forward to October 2023, HDGH, Bluewater Health, Chatham-Kent Health Alliance, Erie Shores Health-Care, and Windsor Regional Hospital, along with our shared service provider TransForm Shared Service Organization, were the victims of a system-wide ransomware cyberattack. Throughout this downtime, our employees and physicians continued to provide high-quality person-centered care during the recovery and restoration of our systems.

Throughout this past year, we honed in on our role in the community. Unlike other hospitals in the region, HDGH does not operate an Emergency Department, ICU or OR, instead we provide specialty services. Whether you are faced with a Mental Health and Addiction's crisis, or looking for rehabilitation following a significant life event, HDGH has several specialized services that we provide.

In addition to a variety of specialized adult and geriatric focused mental health and rehab services, we also specialize in services which support the children and youth of our region with our Regional Children's Centre also located on our Prince Road Campus. In fact, HDGH had over 113,000 visits last year alone.

As you review this report, we are confident that you will see the successes of our teams. Whether it be launching new programs to meet the needs of our community, participating in research to better support our patients and clients, or how regularly our staff continually step up to answer the calls to help those who need it most.



**Ken Blanchette**

Board Chair



**Bill Marra**

President & Chief Executive Officer





## HDGH and Windsor Police Launch Crisis Response Team

For almost 15 years, the Windsor-Essex community has been served by policing teams, as a result of a partnership between Hôtel-Dieu Grace Healthcare and local policing.

Alongside our partners Windsor Police Service, City of Windsor - Municipal Government, and Windsor Regional Hospital, we are proud to share that this work is continuing to expand to serve those in need in our community.

HDGH and Windsor Police's new Crisis Response Team (CRT) will continue pairing frontline police officers with social workers who have expertise in mental health and de-escalation techniques, with increased operations from five days to seven days per week.



## Expansion of The RCC Outreach Services

Hôtel-Dieu Grace Healthcare (HDGH) is pleased to announce an important update regarding our Regional Children's Centre (RCC). Due to a growing demand for in-home and day treatment services for children and youth with mental health issues,

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we are reallocating resources from our Live-in Treatment Program (LIT) to establish an Intensive Outreach Team (IOT). As such, we have decommissioned the 7-bed Live-In Treatment in response to the changing landscape and needs of our community.

The IOT will provide a low-barrier, flexible, intensive outreach service to promote child and family engagement earlier on in the client journey to prevent the child and family needs from exceeding what is available in our community. Services will be provided in familiar, flexible and unrestrictive environments aiming to strengthen coping, enhance awareness, and improve functioning at home, school, and in the community to prevent clients from needing more intensive services.

The introduction of the IOT anticipates servicing 40 or more children annually, with continuous assessment and evaluation as to whether that number can be increased.



## RCC Reveals Remi The Raven Mascot

From the minds of the children at the Regional Children's Centre to reality.

Remi the Raven was fully imagined and produced by HDGH staff, partners and the children of the Regional Children's Center.

Remi serves as a symbol for everyone involved at RCC, bringing them together as one big team. The beautiful logo was revealed to the children, staff and partners on March 18<sup>th</sup>, 2024.

The day of the reveal was a successful one, with multiple members of the RCC family coming together to see Remi the Ravens dawn the wall in the RCC Gymnasium for all too see.





## National demonstration project to advance schizophrenia treatment and care delivery in Canada

The Mental Health Commission of Canada (MHCC) and Ontario Shores Centre for Mental Health Sciences (Ontario Shores) are collaborating on a nationwide demonstration project to advance treatment, strengthen care delivery, and improve outcomes for those living with schizophrenia. Over 18 months, participating health-care sites will receive customized resources and support to expand the implementation of Ontario Health’s (OH) Schizophrenia Quality Standards (Standards).

The MHCC and Ontario Shores are pleased to welcome the following demonstration sites to the project:

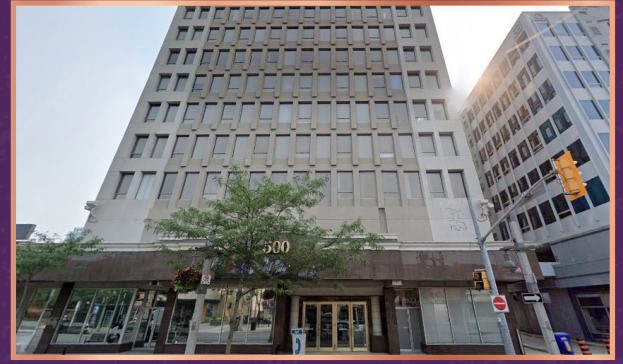
Adult Forensic Mental Health Services - Manitoba  
Hôtel-Dieu Grace Healthcare and Canadian Mental Health Association - Windsor-Essex County, Ontario

Newfoundland and Labrador Health Services - Newfoundland and Labrador  
Seven Oaks Tertiary Mental Health Facility - British Columbia

These sites will receive tools, education, and training to implement the Standards based on specific regional, cultural, and organizational needs.

The Standards were developed by Ontario Health and informed by guidance from the National Institute for Health and Care Excellence (NICE). Adapted to the Canadian context and local conditions, the Standards include a series of 11 statements for Schizophrenia Care for Adults in Hospitals and 15 statements for Schizophrenia Care in the Community for Adults.

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## Program Relocations to Support Windsor-Essex’s Most Vulnerable

In June of 2024, HDGH’s Crisis and Mental Wellness Centre, located at 744 Ouellette relocated its programs and services to better serve clients of Windsor Essex.

Opened at the height of the pandemic, the Mental Health and Addictions Urgent Crisis Centre (MHAUCC), which supports those in crisis opened at the NEW location at 1030 Ouellette Ave., adjacent to the Goyeau Street entrance of Windsor Regional Hospital’s Ouellette Campus Emergency Department. This service is intended for those individuals aged 16 years or older who are experiencing a mental health or addictions crisis who cannot safely wait for community mental health and addiction support.

In addition, HDGH opened the Downtown Campus Offering private office spaces for one-on-one support, as well as large bright and welcoming group rooms. This new campus located at 500 Ouellette Ave. offers the a number of helpful programs such as Injection Clinic, General Psychiatry Clinic, Transitional Youth Clinic, Assessment and Referral, Wellness Program, Community Withdrawal Management and CMHA - Coordinated Access

Within both of these locations, the high-quality, person-centered care that our community and clients have come to know and trust will continue with minimal downtime for clients accessing these services during the relocation.





# AWARDS & ACCOMPLISHMENTS



## Nurses Award Ceremony

Under the beautiful spring sun, Hôtel-Dieu Grace Healthcare (HDGH) hosted its 2024 Nurses Awards Ceremony. The event honoured HDGH Nurses with the Jeanne Mance Extraordinary Nursing Award and the Lori Dupont Bursary.

Winners of the Jeanne Mance Extraordinary Nursing Care Award, which recognizes HDGH nurses who continually go above and beyond to provide compassionate and professional care to patients and exemplify teamwork, compassion, stewardship, and respect.

The recipients included: Lili Colautti, RPN, Inpatient Rehabilitation, Theresa Dagenais, RPN, Complex Medical Care and Sherrie Spencer, RN, Toldo Neurobehavioural Institute.

The 2024 recipient of the Annual Lori Dupont Bursary was Amber Michaluk, a Registered Nurse with HDGH's Toldo Neurobehavioural Institute (TNI).

Amber is currently enrolled in a continuing education program for Nursing at Durham College and hopes to continue elevating her career by obtaining her Nurse Practitioner designation, specializing in Psychiatric Mental Health.

Brandon Ruxton and Devon Wargo also received honourable mentions and a \$150 Starbucks gift card (courtesy of HealthHub Solutions) for their compassionate care, professionalism, and for going above and beyond for their patients and families. Thank you to HealthHub for their generous donation.

Congratulations to all of our excellent RNs, RPNs and NPs across the Windsor-Essex hospital system.





# AWARDS & ACCOMPLISHMENTS



## Frank Bagatto, Receives Lifetime Achievement Award

We are proud to share that Frank Bagatto, HDGH Board Member, is the recipient of the 2024 Lifetime Achievement Award from the Catholic Health Alliance of Canada. This prestigious award recognizes individuals who are leaders in their community, and who have inspired and contributed significantly to strengthening the Catholic health ministry.

Throughout his life, Frank has held several pivotal roles in healthcare, leaving a lasting impact on various organizations, including HDGH where he served as President and CEO from 1999 – 2003, and currently as a Board Member, where his leadership was instrumental to the successful merger of Hôtel-Dieu and Salvation Army Grace Hospitals.

Today, he continues to be a valuable asset to the healthcare community with his involvement in community organizations such as Community Care Access Centre and The Hospice of Windsor and Essex County.

Frank's influence extends beyond Windsor, encompassing significant contributions in Ontario's healthcare. His previous leadership positions include serving as the founding CEO of the Essex County District Health Council (1976), Executive Director of St. Joseph's Hospital in Sarnia (1979-1990), and Assistant Executive Director at York Central Hospital in Richmond Hill (1968-1974). His dedication and expertise over the years have left an indelible mark on the healthcare institutions.

Congratulations on this well-deserved award, Frank! Your leadership and unwavering commitment have not only improved the healthcare industry, but have also made a positive impact on the community at large.





# AWARDS & ACCOMPLISHMENTS



## 10 HDGH staff members and physicians honoured with Queen's Jubilee Pins

This past year, Irek Kusmierczyk, MP, Windsor-Tecumseh and Parliamentary Secretary to the Minister of Employment, Workforce Development and Disability Inclusion was out at the HDGH to speak to staff about the new Federal Healthcare Proposal. Along with that, he also recognized and awarded 10 HDGH staff members with the Platinum Jubilee Pin in Honour of Her Late Majesty Queen Elizabeth II. Congratulations to all of the deserving recipients! We thank you for the incredible contributions you've made to HDGH and in our community.



Cathy Argent, Cafeteria Aide  
Sarah Myer, Social Worker  
Julia Valeriani, Social Worker  
Dr. Ali Khaleifa, Hospitalist  
Virginia Garvey, RN  
Christina Hawley, RPN  
Kristen LaPlante, RN  
Melanie Vandewiel, NP  
Stephanie McDowell, PSW  
Barb Muzzin, Financial Analyst





# AWARDS & ACCOMPLISHMENTS



## Bill Marra Recognized as Paul Harris Fellow

We are delighted to extend our heartfelt congratulations to our President & CEO, Bill Marra, for being named a Paul Harris Fellow by The Rotary Foundation of Rotary International. This esteemed accolade, established in 1957 to honor the enduring legacy of Rotary's founder, Paul Harris, is awarded to individuals who have made exceptional contributions to their communities and embody the core values of Rotary.

The Paul Harris Fellow recognition is a mark of distinguished service and dedication, celebrating those who have made a significant impact through their commitment to philanthropy, leadership, and community engagement. Bill's exceptional leadership and tireless efforts have not only advanced the mission of our hospital but have also profoundly impacted the lives of countless individuals in our community. His vision and dedication have set a remarkable standard for excellence and compassion, reflecting the very essence of what Rotary aims to achieve through its humanitarian efforts.

Bill's achievements are a testament to his unwavering commitment to improving the well-being of others and his ability to inspire those around him. This honour highlights the extraordinary impact of his work and his ability to lead with integrity, empathy, and purpose. We are incredibly proud of Bill for receiving this prestigious recognition, which underscores the significant contributions he has made both within our organization and beyond.

Congratulations, Bill! This distinguished honour is a reflection of your exceptional leadership and the positive change you have driven. We celebrate this achievement with you and are grateful your visionary leadership.







# ACCREDITATION

## EXEMPLARY STATUS

### HDGH Receives Highest Accreditation Designation

**100%**  
**REQUIRED**

ORGANIZATIONAL PRACTICE

**98.99%**  
**ACCREDITATION**  
CANADA STANDARDS

The Accreditation report highlighted the work that HDGH has done in a number of areas but identified the following as true strengths of the organization:

- Patient and Family Advisory Councils and Patient and Family Advisors
- Patient Experience Framework
- Unit Based Councils
- Strategic Plan 2023 – 2028 engagement
- Board of Directors engagement and high performing
- Designated/Essential Care Partner program HSO Leading Practice Award
- Centre of Excellence in Mental Health and Addictions
- Community Partnerships

*Despite the challenges and hurdles faced throughout the past four years since our last survey, our organization has stayed true to the mission and values of HDGH, the high-quality care we have become known for, and the partner our community relies on.*

*- Bill Marra, President and CEO*



# HDGH MISSION

## Moose Hide Campaign

HDGH, along with community partners Métis Nation of Ontario, Ska:na Family Learning Centre, and Hiatus House, proudly hosted their inaugural Moose Hide Campaign event on May 16, 2024, promoting healing, awareness, and solidarity in the fight against violence towards women and children.



The Moose Hide Campaign, an Indigenous-led national grassroots movement, aims to end violence against women and children by engaging men and boys in the meaningful dialogue. The event hosted at Hôtel-Dieu Grace Healthcare saw a diverse array of local community organizations coming together in support of the campaign, including:

- Canadian Border Services Agency
- Canadian Addiction Treatment Centres (CATC)
- University of Windsor: Turtle Island  
- Aboriginal Education Centre
- The Hospice of Windsor and Essex County
- Windsor Regional Hospital: -Indigenous Patient Navigator & Indigenous Projects Coordinator
- St. Clair College Indigenous Student Services
- Hôtel-Dieu Grace Healthcare: Safe Workplace Advocate
- Hôtel-Dieu Grace Healthcare: Addiction Assessment and Referral
- Métis Nation of Ontario



- Hiatus House  
- Ska:na Family Learning Centre - Windsor

The event, held on the hospital's Tayfour campus, garnered participation from community members, local organizations, and hospital staff. Attendees were able to participate in a smudging ceremony, an information session with local organizations, keynote speakers, a walk around campus to raise awareness for the campaign, music by local artists like Gordon Nicotine-Sands, and an Indigenous-inspired lunch prepared by Mark Peltier from Native Wonders Gourmet Grub.



"At the end of the day, it's not about HDGH. It's about bringing the community together to support such an important cause," said Nick Metivier, HDGH's Indigenous Peer Support Coordinator. When asked what today's Moose Hide

Campaign event signified, Theresa Sims from Ska:na Family Learning Centre said: "It's about raising awareness and being kind to each other. We need more role models. All people, we need that kindness."



"We are grateful for the overwhelming response and the support from our partners Ska:na, Hiatus House, and Métis Nation of Ontario," said Martin Thompson, HDGH's EDI Manager. "We look forward to continuing our efforts to create safer and more inclusive spaces."





# HDGH MISSION

## Donate Your Kicks

A huge shout out to our HDGH members and community for helping our patients and clients put their best foot forward by donating over 170 pairs of running shoes to our annual Donate Your Kicks campaign.

We would like to give a special thank you to all who helped organize the collection of these shoes, including certified rehab assistant Kristy Ireland who arranged a large donation from Running Factory. Your efforts are appreciated.



## Danielle Campo Mcleod

Former Paralympian, record holder and HDGH patient shared her story of resiliency to our team members. The speech touched all in the audiences, speaking on her struggles throughout her life from being diagnosed with muscular dystrophy at the age of 2, overcoming bullying as a child to her great accomplishments at the Olympic stage and motherhood. She also touched on her time recovering at HDGH, where she thanked team members and all who helped her “get her life back.”

## HDGH Rallies to Help Community

On June 12, a devastating fire broke out at the Launchpad Recovery Center, resulting in the displacement of 22 men who depended on its services.

In the wake of the fire, members of the HDGH team, including Lisa DePutter and Pete Lovato, quickly coordinated with our partner, Value Village. Known for their ongoing support of the HDGH Clothing Closet, Value Village played a crucial role in gathering donations of clothing for those affected.

The rapid response from Lisa, Pete, along with the generous contribution from Value Village, highlights how HDGH is supporting our community in a variety of ways.





# HDGH MISSION

## Tampon Tuesday

HDGH is a proud partner of United Way and supporter of their annual Tampon Tuesday event. Along with feminine hygiene products, staff generously donate hair products, soaps, chapstick and dental care items to help provide comfort and relief to the women in our community in need.

A special thank you to everyone who was involved and donated to provide this comfort and relief to those in need.



## Clothing Closet Donation

We want to take a moment to say thank you to all our dedicated staff and physicians who generously contributed to our Clothing Closet over the past few months. Your support is making a difference in the lives of our clients who need it most. We would also like to express a special thank you to Pete Lovato from the Security department. Pete's connection with Value Village brought in a large donation last week and has also helped us establish an ongoing partnership that will help keep our Clothing Closet stocked with a variety of items for our clients' needs.

## Ramadan Reflection

The idea of the Ramadan Reflection was born when a conversation started between HDGH wellness committee, the EDI department and Spiritual Health department about distributing dates to patients and staff members for the month of Ramadan as part of the comfort cart initiative.

On Monday March 18 2024 the reflection was held in the Chrysler room. People in attendance sat in a circle with a table in the centre that held a copy of the Quran, dates and a lantern. Olfat Sakr, one of our Spiritual Health Practitioners, opened up the space by reciting verses of the Quran on fasting then reading the English translation. She then led a reflection on the spiritual significance of Ramadan for Muslims, showed a slideshow of pictures of how Ramadan is celebrated and/or observed across the globe. Participants had the opportunity to ask questions in a warm and non-judgmental space.





# HDGH MISSION

## St. Joseph's Day

In March, dozens gathered for an inspiring Saint Joseph's Day Mass at HDGH. Saint Joseph was the husband of the Blessed Virgin Mary, and the foster-father of Jesus Christ. March 19th marks the feast or commemoration in the provinces of the Anglican Communion, and a feast or festival in the Lutheran Church. Saint Joseph's Day is the Patronal Feast day for Poland as well as for Canada.

We are thankful to welcome Most Rev. Bishop Dabrowski to facilitate the service, as well as welcome back on site many of our Eucharistic Ministers.



## Class of '64 Tour

In May of 2024, HDGH had the honour of welcoming some members of the Hôtel-Dieu of St. Joseph Nursing Class of '64 to the campus.

The class, along with President and CEO, Bill Marra, enjoyed a walk down memory lane as they reflected on the HDGH Heritage Wall which showcases the hospital's rich history.

## Patient Experience Week

The HDGH Patient and Family Advisory Council (PFAC) celebrated Patient Experience Week with all HDGH employees and physicians. This year, members of our PFAC visited all employees and spoke about their valuable role in the Patient Experience. After discussing their role, members of our staff created posters that said "I am the patient experience" and took pictures with members of our PFAC team.



## Representing HDGH in Community

Charlene Fraser, HDGH Mental Health and Addictions Patient Family Advisory member, along with Nick Metivier, HDGH Indigenous Peer Support Coordinator, participated in the Community Overdose Prevention Training. Charlene identified the need for this education and as such it was brought forward to the Winsor & Essex County Opioid and Substance Strategy (WECOSS). An event was hosted by WECOSS. HDGH along with other community partners were on hand to provide resources and education about our programs and services.



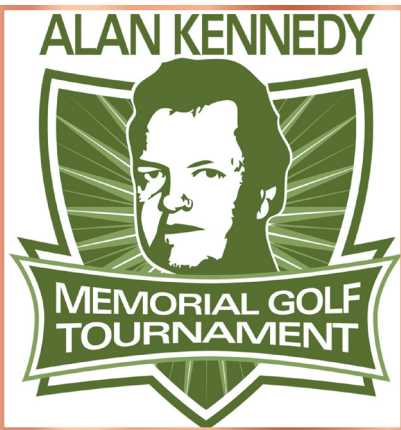
# HÔTEL-DIEU GRACE HEALTHCARE *foundation*



## The Foundation Team

The Hôtel-Dieu Grace Healthcare Foundation is pleased to work alongside our community and donors to support the specialized professionals who care for our patients and clients. Through our donors we have been able to lend significant support to HDGH. Here are some highlights from the past year.

## Charity Golf Classics



In June of 2023, the Fore! Ever in our Hearts Charity Golf Classic was hosted in memory of Foundation Board Director, Colleen Jershy's father, Alan Kennedy. This annual event raised \$71,000 supporting the Cardiac Wellness program.

Additionally, Board Director Lynn Lee organized a golf tournament in memory of her good friend and colleague Steven Jelich. Supporting Cardiac Wellness, the Hole in our Hearts Golf Tournament raised an impressive \$108,000!



## Walkerville Fun Run and Walk

Assisting our Age Wise programming, the third-party event, Walkerville Fun Run/Walk raised \$2,127. The funds were used to support the clients of the Specialized Geriatrics Program to provide assistive devices and tools promoting functional independence, continued in-home exercise and overall well-being. The organizers have chosen to support HDGH with this event once again, to be held on September 22, 2024.



## Songs For The Heart

The Tragically O’Hip led by Dr. Leonardo Cortese presented Songs for the Heart on February 9th. The event, which included a variety of special guest performers, raised \$33,500 for Cardiac Wellness. This fun and entertaining evening was very well attended, making it an ideal third party fundraiser. A heartfelt thank you is extended to the physicians and HDGH employees that rehearsed over many months in preparation for the event.



## 5k Run Through The Orchard

In the fall we were fortunate to enjoy third party event support from Mackenzie Cassidy who presented Run Through the Orchard. This 5K Run and Walk, was an overwhelming success raising \$68,000 for the Regional Children’s Centre! This is the second time MacKenzie organized an event in our honour and we are incredibly grateful for her efforts. Thank you is also extended to Foundation Board Chair, Dave Cassidy for securing sponsorships and Michael Landsberg for attending.

## The Tree Of Lights

The Tree of Lights Campaign raised \$26,500 for the HDGH Employee Education Fund. This campaign provides supporters an opportunity to remember loved ones during the holiday season. With their contribution, donors receive a paper ornament to hang on their tree at home and one is hung on a beautiful tree in our lobby. The name of the person honoured is inscribed on each ornament and remains on the tree throughout the holiday season.



## The HDGH Foundation gifted the hospital \$451,989

From April 2023 to March 2024.

Donations helped fund the Brainsway-Deep TMS system supporting mental health services, Sara Steady equipment supporting inpatient rehabilitation, an elliptical machine and water station for the cardiac wellness program, Values T-shirts for all employees, Autism training for the Regional Children’s Centre and funds for the Bed Replacement project across various departments. However, this list is not exhaustive, providing only a snapshot of ways the Foundation assists with requests both big and small, for individual patient support and initiatives that are wide reaching.



# THANK YOU TO OUR VOLUNTEERS

In reflecting on the incredible contributions our academic placements and volunteers have made over the past year, we were grateful for the more than 800 academic placements that worked alongside our teams to enrich the patient experience. Approximately, 600 were Nursing and PSW students. The remainder came from various programs like Child and Youth Care, high school co-op, Physiotherapy, Occupational Therapy, Respiratory Therapy, and Social Work, among others. While some of these students were with us for a few weeks, others stayed for up to a year. However, every single one of them brought something special to our workplace environment by providing support in various ways.

In addition, we currently have more than 100 active volunteers on our roster. Our volunteers range from high school students completing their community service hours to adults who dedicate their time to making a difference. Volunteers contribute in many areas—helping out in nursing units, the cardiac wellness program, central registration, playing music in our lobbies, and assisting in occupational and physiotherapy, to name just a few. We even have volunteers involved in pet therapy, spiritual health, therapeutic touch, and mindfulness group therapy. Of course, we mustn't forget the volunteers who sign up for our special events and help our Foundation present the Adventure Challenge, Big Night Gala and other fundraisers.

The commitment and efforts of our volunteers and placement students are truly invaluable and reflect beautifully our corporate values of kindness, teamwork, expertise and social responsibility. From enhancing the patient experience to supporting our staff, every contribution has had a meaningful impact on the quality of care we provide. We are deeply grateful for their dedication, and we look forward to continuing these partnerships that enriches both our organization and the lives of those we serve. We are incredibly grateful for everything they do!

Best,  
Peggy O'Kane



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## Thank you to our Wellness Committee

The Wellness Committee has organized and participated in a wide range of exciting activities throughout the year. Starting with the Activity Challenge, which was organized for staff to set a personal wellness goal they could achieve for 50 days; they were then entered into a draw to win a prize. The Wellness Committee also launched their Kindness Carts and rounded to the units to give staff a tasty treat throughout the day.

The Annual Wellness, Health & Safety Fair held on September 14 2023, allowed employees to view booths set up by our community partners who provided health, safety and wellness information. Treats were handed out by our Wellness Committee and we welcomed the Windsor Police Bomb Squad, Fire and Rescue, Fire Prevention team, and Emergency Medical Services.

The Wellness Committee continued their activities with a Beat the Winter Blues Fest with chili & toques handed out, and where staff could play trivia and fun table games. Closing out the year, the Wellness Committee put on their 12 Days of Christmas where all employees were entered into a draw to win big-ticket items such as a Dyson hair dryer and Phillips Espresso Machine

We are proud to have had another successful year with our Wellness Committee and cannot wait to see what they have in store for next year!

# Wellness





*“These sessions have proven to be extremely useful to our staff, bringing everyone together into a learning environment, sharing important information within our staff to help improve the care we give here at Hôtel-Dieu Grace Healthcare.”*



# HDGH EVENTS

## **Education Sessions**

As part of our Strategic Initiative on “Staff Development”, we have been working on providing monthly education sessions to our staff. These have varied according to educational needs or trends that our Clinical Practice Managers have identified from patient safety incidents and staff feedback.

We are currently utilizing subject matter experts from within our organization to provide this education and training. Education sessions are voluntary, offered outside of working hours, and provide hands-on-learning opportunities for all participants. Participants are awarded a certificate of attendance that is placed in their personnel file as part of their professional development plan.

So far we have ran education sessions on respiratory assessments, neuro and spinal cord assesments, wound care, code blue, elder life program and responsive behaviour and most recently sepsis. Along with these hands on learning experiences, we also took the chance to learn from one of our former patients Danielle Mcleod Campo, who took the time to share her experience here as a patient at HDGH.

The education sessions have proven to be successful with 99% of attendees claiming they will be attending future education sessions, along with 100% claiming to gain practical knowledge.





*“Every year we look forward to this week as employees, the food trucks, the games. It’s all just a great experience that makes you excited to come into work and see what’s happening today.”*



# HDGH EVENTS

**Employee Appreciation Week**

Hotel Dieu Grace Healthcare (HDGH) celebrated the annual Employee & Physician Appreciation Week between October 16th – 20th 2023. We kicked off the week with our Executive Leadership Council challenged to a game of Minute to Win It.

During the week, Minute to Win It Games continued in the Brown Auditorium with no shortage of competition. T-Shirts were generously donated from our HDGH Foundation, and each day employees enjoyed various delicious treats, which included Booster Juice, Cheesecake on a Stick, What’s Poppin, Walking Taco from Sizzlers Snack Shack, and the Trail Mix Trolley by the Wellness Committee.

Our Worklife Pulse survey continued throughout the week to give employees and physicians a final opportunity to share their feedback and experiences while working at HDGH. The Minute to Win It Finale wrapped the week up, with everyone on the edge of their seats to see who would claim the titled of 2023 Minute to Win It champion.

The excitement and support from participants, spectators and all throughout the campus was truly a sight to see. We are proud to have another successful Employee and Physician Appreciation week and have many fond memories to reflect on until next year!





*“We look forward to this event annually, every year it’s a great turn out attendance wise and the speakers always have such valuable information to share. The involvement is absolutely great.”*



# HDGH EVENTS

*Geriatric Conference*

HDGH's Annual Geriatric Conference was held for its 11th year! This year event organizers, pivoted back to an in person event. The 2024 Geriatric conference was an Accredited Group Learning Activity that dove into medical subjects concerning our aging population and helped over 80 participants gain a better understanding of this population's healthcare needs. Speakers included: Dr. Jacobs, Dr. Robert Wilson, Dr. Joseph Shaban, Amanda Gemmell, Dr. Priya Sharma, Dr. Dana Seslija and Dr. Tyler Jervis





*“From the food, to the people. These days are always great all around. It is an amazing thing for all our teams to be able to come together, unwind and share a meal during the holiday seasons.”*



# HDGH EVENTS

## Christmas Luncheon

The tradition continued this past December as Hôtel-Dieu Grace Healthcare (HDGH) hosted its annual staff Christmas Luncheon. The luncheon, a yearly HDGH tradition, invites the organization's more than 1,100 staff members to enjoy lunch with their colleagues. Luncheons are offered over the span of three days and accommodate all shifts and offsite staff.

In 2023 proceeds from each ticket sold were donated to the IRIS House and the Shoebox for Women Project, Windsor Chapter.





# HDGH Board Of Directors

Ken Blanchette - Board Chair  
Pat Soulliere - Vice Chair  
Brian Payne - Past Chair  
John Clark - Director  
Andrew Daher - Director  
Chris Gallant - Director  
Donna Wellington - Director  
Katharen Bortolin - Director

Mark Galvin - Director  
Clementa Stan - Director  
Liz Haugh - Director  
Mark Winterton - Director  
Barb Massoti - Director  
Lucie Lombardo - Director  
Frank Baggato - Director  
Jeff Topliffe - Director

## Executive Leadership Team

Bill Marra - President and Chief Executive Officer  
Sherrí Laframboise - Chief Financial Officer  
Dr. Andrea Steen - Vice President of Medical Affairs, Quality and Research and Chief of Staff  
Sheri McGeen - Chief Human Resources Officer  
Tammy Kotyk - Vice President of Mental Health and Addictions (**August 2024**)  
Shannon Landry - Vice President Restorative Care and Chief Nursing Executive (**September 2024**)

## HDGH Foundation Board

David Cassidy - Board Chair  
Lynn Lee - Vice Chair  
Shari Cunningham - Past Chair  
Colleen Jershy - Director  
Dr. Phillip Olla - Director  
Brian Payne - Director  
Chuck Thompson - Director

Vincent Georgie - Director  
Abayomi Fawehinmi - Director  
Sam Romano - Director  
Sam Sinjari - Director  
Liz Haugh - Director  
Lou Valente - Director







# HÔTEL-DIEU GRACE

ESTD HEALTHCARE 1888

## OUR MISSION

HDGH is a specialty hospital, driven by the faith and compassion of the Religious Hospitallers of St. Joseph who cared for the most vulnerable and marginalized.

Our Mission is to provide physical, emotional, social and spiritual care.

## OUR VISION

A trusted leader transforming healthcare and cultivating a healthier community.

## OUR VALUES

Kindness . Teamwork . Expertise . Social Responsibility





# LIVING OUR MISSION STRENGTHENING OUR LEGACY

Strategic Plan 2023 – 2028



## CULTURE

Our culture is founded on kindness, teamwork, and empathy, valuing diversity and inclusion. We invest in the development of our people, equipping them with the necessary tools and support to provide exceptional care to our patients and clients. We believe that a positive and safe work environment benefits everyone, from our people to those we serve.



## CARE

Our commitment is to provide compassionate and individualized care to each patient and client. We strive to create a safe and high-quality seamless journey for those we serve, ensuring they feel comfortable and supported every step of the way.



## CONNECTIONS

We collaborate with community partners to address the root causes of system challenges, creating a more equitable and accessible healthcare system for all. We focus on improving health outcomes and quality of life for those we serve.



**HÔTEL-DIEU GRACE**  
ESTD HEALTHCARE 1888

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