



WINDSOR
REGIONAL
HOSPITAL

OUTSTANDING CARE – NO EXCEPTIONS!

January 2025

CEO/CNE Report
Board of Directors
Open Meeting

We were pleased to announce our new incoming President and CEO Kristin Kennedy last week.

Kristin will be joining WRH on March 23 and we look forward to welcoming her to the organization.

We have a thorough transition plan in place and Kristin will be at the hospital sites meeting with frontline employees and professional staff soon after.

Both Erie Shores HealthCare and Windsor Regional Hospital have been experiencing higher-than-usual volumes in our Emergency Departments, and wait times are longer than normal for patients with non-life-threatening concerns.

Our teams care for patients is based on medical urgency, not arrival time. If your symptoms are mild or you're not sure the ED is the right place to start, here are options that may help you get care sooner:

- **Health811 (dial 811):** Speak with a registered nurse 24/7 for advice on what to do next and where to go.
- **Your primary care provider:** Call your family doctor or nurse practitioner.
- **A walk-in clinic or urgent care clinic:** A good choice for many non-emergency issues, like minor infections, sprains/strains, mild asthma flare-ups, rashes, or earaches.
- **Pharmacist care:** Pharmacists can provide advice and treatment for many common concerns and recommend next steps if you need to see a clinician.
- **Virtual care:** If you can safely stay home, virtual advice could be an option. Visit <https://health811.ontario.ca> for online options.
- **Mental health supports:** If you're struggling but not in immediate danger, community and crisis supports can help. If you are in immediate danger or at risk of harming yourself, call 911 or come to the ED.

If you or a loved one is experiencing severe symptoms such as chest pain, trouble breathing, signs of stroke, or a serious injury, please call 911.

Thank you for your patience and for treating our staff with kindness as we care for the community.

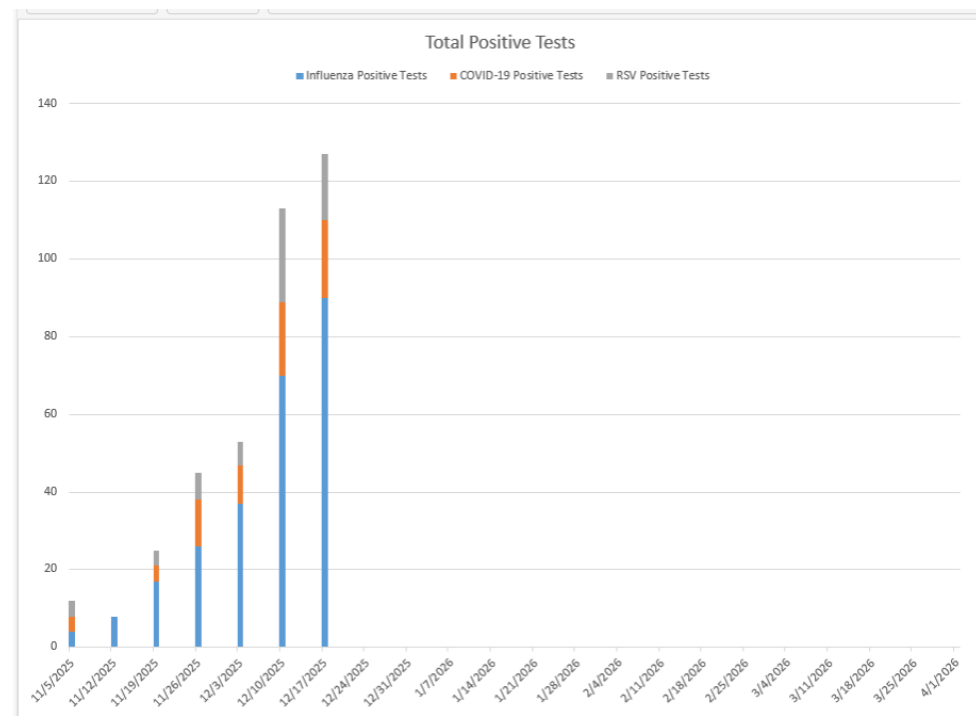
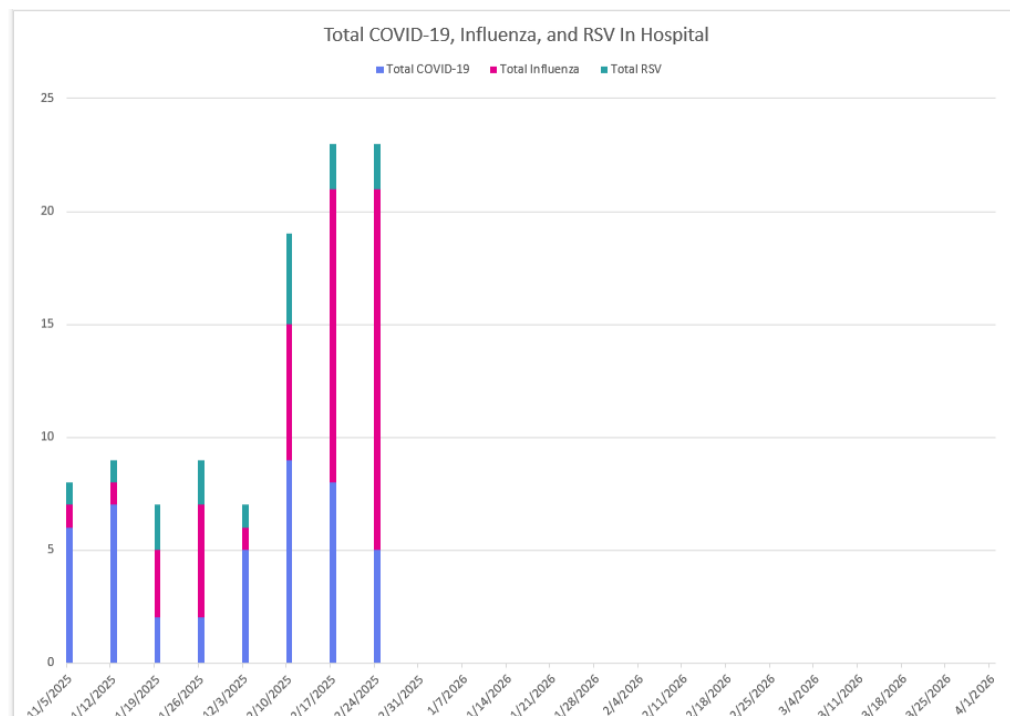
Remember that vaccination is still the best way to prevent influenza, go to <https://www.wechu.org/news-release-windsor-essex-county-health-unit-encourages-residents-stay-protected-respiratory> for information on reducing risk associated with respiratory season, including influenza, RSV and Covid vaccination.

Go to Ontario.ca for pharmacy vaccination site information:
<https://www.publichealthontario.ca/-/media/documents/C/2013/clincial-office-cough-signage.pdf>

Respiratory Season Update

Consistent with historical patterns in Ontario, influenza activity is expected to peak through early to mid-January. Provincial modelling released by Public Health indicates that influenza activity will continue to rise until early January, aligning with typical seasonal trends.

Provincially, overall respiratory virus indicators remain low. Influenza activity, however, is **very high**, with percent positivity exceeding 25%. COVID-19 activity continues to be low and has decreased compared to the previous week. RSV activity is also low and trending downward week over week.



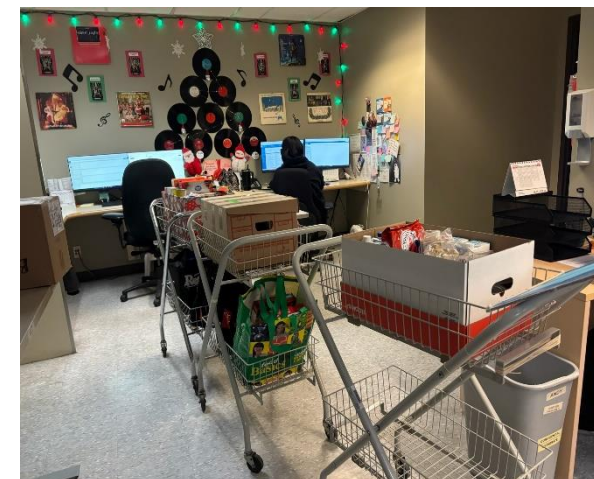
Strategic Direction # 5- Enhance collaboration and strengthen partnerships to build a better healthcare network

During this year's corporate-wide community giving campaign, participation across the organization was strong, reflecting a sustained culture of social responsibility and community partnership.

The largest contribution came from **4 West at the Met Campus**, whose collective efforts significantly supported the overall success of the initiative. **Health Records** also demonstrated notable engagement through a departmental collection benefiting **Drouillard Place**, a charitable organization providing essential programs and services to residents in the Drouillard and Grandview communities.

In addition, staff donated **dozens of children's winter coats** to the **Community Support Centre in Belle River**, supporting families experiencing financial hardship and contributing to improved wellbeing for children in our region.

These contributions illustrate the organization's continued commitment to community engagement and reinforce the values of compassion and service that guide our work.



Strategic Direction # 1- Strengthen the processes that drive a proactive & inclusive culture of patient safety and quality care

A cross-functional working group was established this quarter, bringing together representatives from the Safe Workplace Committee, Patient Relations, Public Affairs, and EIDAR.

The purpose of this group was to develop a welcoming, patient-facing communication tool that reinforces our organizational commitment to a safe and respectful environment for both patients and staff.

The resulting poster, titled **“Everyone Deserves Safety”**, is designed to be clear, accessible, and supportive while communicating the hospital’s zero-tolerance stance on violence.

This campaign complements the hospital’s Patient Rights and Responsibilities, which affirm that patients have the right to safe, high-quality care delivered with dignity and respect, and the responsibility to engage in behaviours that support a safe environment for staff, other patients, and visitors.

The poster directs individuals to the full policy at www.wrhone.ca/RightsandResponsibilities, ensuring transparency and accessibility.

This campaign supports our broader organizational focus on staff safety, patient experience, and respectful engagement across all care settings.



EVERYONE DESERVES SAFETY
RESPECT HEALS. VIOLENCE HARMS

Your healthcare team is dedicated to your well-being. Windsor Regional Hospital has a **ZERO TOLERANCE** policy for violence, threats, or abuse toward staff.

- Our staff are here to support you and your loved ones.
- We ask that all patients, families, and visitors treat staff with kindness and courtesy.
- Violence, threats, or abuse are not tolerated.

Any act(s) of violence may result in removal from the premises, restriction of visitor privileges, and/or involvement of Security & Police.

Together, we can create a safe and healing environment for everyone.

www.wrhone.ca/RightsandResponsibilities



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