

Date: October 16, 2020 at 10:42:35 AM EDT

To: councilagenda@orangeville.ca

Subject: Headwaters Healthcare Hospital

Hello, I know that these COVID times are adding insurmountable stress to our hospital and medical teams. I have come to know through personal experience and acquaintances that even in the imaging areas and the labs there appear to be staffing shortages and equipment breakdowns and shortages and may have had to use the facilities of the morgue! limited refrigeration in a lab is unacceptable. Staff are going without lunch and other breaks. They are getting burnt out!

I contacted a board member whom I know personally to enlighten them about these situations. They were unaware. I was left feeling very uncomfortable not knowing if my message was really heard and have received no feedback. I believe there may be a disconnect with the community. As a former Human Resources Professional, I know the absolute value in engaging stakeholders at all levels to communicate freely and have venues for sharing information and concerns.

Our community wholeheartedly supports our hospital and contributes through fundraising. The hospital has recently used those monies to renovate the facade, but apparently can't support the lab's essential needs!

I suggested that the board initiates a simply internal anonymous survey to fully understand what is working and what is not working, what are their recommendations. We found this process invaluable corporately! We have a local research company CCI who could execute this if necessary.

I understand that the province oversees the operations, however I believe that a representative from Dufferin County Council could be a valuable addition to the hospital board of directors to represent the community interests and concerns at large.

I believe that the communication between the hospital administration and operations would benefit from a representative of the local public and therefore, I am requesting that Dufferin County put forth this proposal.

There are other issues as well that affect our community. The local artists are no longer able to display their artworks anywhere in the hospital which the public enjoyed. The Orangeville Art Group is historically recognized as a valuable contribution to our local culture. They have contributed funding to the hospital through commission sales just under a thousand dollars annually. The community appears to have no say in the hospital administration's decision to remove this historical relationship.

I am requesting that Dufferin County Council put forth a recommendation and request to be included and have representation on the Headwaters Healthcare Hospital Board of directors. The board and administration should see this as a valuable resource and liaison.

Respectfully submitted

Margo Young,