

## A holiday message from Headwaters President & CEO Kim Delahunt

As we approach the end of another year, I find myself reflecting on the remarkable journey we have shared. On behalf of Headwaters Health Care Centre, I want to extend my deepest gratitude to our devoted healthcare teams and our partners whose tireless dedication has ensured the delivery of exceptional care to those in need.

To our volunteers, community partners and donors, your unwavering support has been instrumental in our ability to enhance and expand our services. Your generosity has not only allowed us to meet the immediate needs of our patients but also empowers us to invest in cutting-edge technologies that will benefit our patients for years to come. Our Foundation's Smart Headwaters campaign is making great progress!

This year, thanks to your donations, we celebrated several milestones, including the introduction of new pharmacy equipment, the launch of an ED wait time clock both online and within our hospital, and the unveiling of the 'first in Canada' General Electric HealthCare Revolution Ascend CT scanner, among other vital medical equipment. Excitingly, an MRI is on the horizon for next year!

Beyond equipment upgrades, our commitment to providing an optimal healing environment has led to building renovations and improved signage. Your input, essential in shaping our services, has resulted in the completion of our Clinical Priorities Plan, a vital clinical program roadmap for the next five years. We will launch our revised strategic plan in 2024, also being developed collaboratively with the insights from a diverse group of over 2,000 contributors. We are also developing a new Master Program and Master Plan that will support us with our future growth. This year we proudly opened our patient experience office to provide more ways for you to share your thoughts and to help us continually improve. Your feedback is invaluable.

Thank you for being an integral part of Headwaters Health Care Centre. I eagerly anticipate another year of collaboration, growth, and shared success.

As we embrace the holiday season, may joy, warmth, and moments of reflection on the strength of our community fill your hearts.

Wishing you and your loved ones a joyful holiday season and a happy, healthy New Year.