

## Headwaters celebrates an exceptional year at AGM

Headwaters Health Care Centre celebrated and highlighted its many achievements from the past year at its recent annual general meeting.

The AGM provided an opportunity to share the year's accomplishments through videos, special presentations and a new Annual Report. As well, the evening included a special tribute to Headwaters President and CEO Liz Ruegg, who will be retiring this fall after a 42-year career in health care, the last 10 of which were spent with Headwaters.

Liz's passion, dedication and leadership in advocating for quality health care that puts patients and families first is nothing short of inspirational, said outgoing Board Chair Rob Hamilton. The past year was another tremendous one at Headwaters, and we sincerely thank Liz for her devoted service to Headwaters both during the past year and across her 10 years with the organization and we wish her all the very best as she embarks on this next adventure.

Highlights from the meeting included a video detailing a new regional app that will help users learn about how the hospital emergency departments work, and assist in managing expectations when they arrive. The app is being developed as part of a national student app contest hosted by Headwaters, the Central West Community Care Access Centre (CCAC) and William Osler Health System (Osler).

The meeting also featured the introduction of a video highlighting the success of the Hospital to Home initiative (H2H) which is a joint project between the CCAC, Headwaters and Osler. H2H is an innovative model of care that is improving the transitions between care providers and helping patients to seamlessly move from hospital to the community.

This was a milestone year for Headwaters as we wrapped up work on some key initiatives in the third and final year of our three-year Strategic Plan, and continued to provide high-quality care to more patients than ever before, Ruegg commented. The accomplishments of the past year are a testament to the remarkable teamwork and dedicated efforts of our staff, physicians, volunteers and community partners. Building on our past successes, we will continue to work together toward our Vision, and provide patients and their families with an Exceptional Experience Every Time.

During the meeting, Headwaters also acknowledged four members of its Board whose second, three-year term had concluded: Rob Hamilton, Peter Harris, Bill Roy and Bill Waite. Hamilton will stay on the Board for one additional year, assuming the role of Past Chair. The Board also welcomed three new members for a three-year term effective immediately: Nathan Hyde, Lori Ker and Gord Tomkin of Alton.