

Alexandra Hospital Foundation

Tree of Lights Lighting Ceremony

Everyone is invited to join us for this free event!

Sunday, November 16, 2025 ~ 7 p.m.

Lights may be lit “In Memory Of...” or
“In Honour Of...” Loved Ones

Every \$10 donation lights up a bulb!

Also available:

\$50 “In Memory Of...” bulbs and
\$1,000 stars available

Make an online Tree of Lights donation at:
www.ruralroadshealthservices.ca

or call the Foundation Office
519-485-1700 ext. 8213

All proceeds support the purchase of new equipment for Alexandra Hospital.

Name:				Date:		
Address:				Postal Code:		
Cheque		Visa		MasterCard		Credit Card #
\$10	\$25	\$50	\$100	\$500	\$1000	Other \$
Last 3 Digit security #(on back of card)				Expiry date:		Phone #:
In Memory of:						
In Honour of:						
Please make cheque payable to: Alexandra Hospital Foundation Mail to: 29 Noxon Street, Ingersoll, ON N5C 1B8 Tax receipts will be issued. Proceeds will assist with the purchase of new medical equipment. Donations accepted until January 7, 2026.						



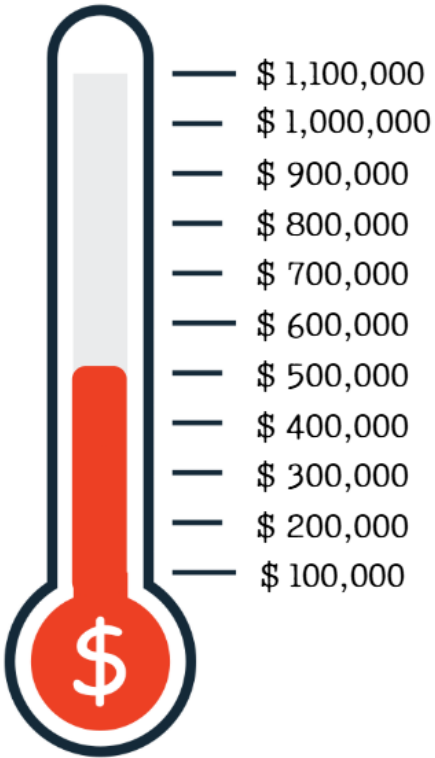
REPORT TO THE COMMUNITY



Ingersoll Community Foundation
gives generous gift to
OneChart=One Million Campaign!

Help Us Reach Our
OneChart=One Million
Campaign Goal!

\$ 1.2 Million



PARTNERING

To keep healthcare close to home



FALL 2025 - INSIDE THIS EDITION

- Message from the President & CEO
- Integrated Chief of Staff
- New RRHS Logo
- OneChart Phase II Update
- Patient Advisors
- Split The Pot Lottery
- Foundation Update

Message From the President & CEO
Nadia Facca

Welcome to the Fall 2025 edition of our Foundation Report to the Community, developed in partnership by AHI and the Alexandra Hospital (AH) Foundation. I hope everyone has had a safe and productive summer and is easily settling back into their fall routines.

We’ve had a very busy summer at AHI and TDMH, as we’ve continued to move toward our legal integration date of April 1, 2026. At the June 2025 Board Meeting and Annual Members Meetings, our Boards of Directors approved coming together under a Common Board, using a Common Brand Policy, which outlines the use of *Rural Roads Health Services (RRHS)* to represent our integrated entity. Our new branding for RRHS was developed in partnership with the Oxford County Communications Team, in a process engaging several team members and community partners over the past two years. This past August, we shared new ‘swag’ (e.g., lanyards and badge clips) with our team members in various events. In October, we released external communication of the new RRHS brand including the launch of our beautiful new website at www.ruralroadshealthservices.ca, and our updated social media profiles. I encourage you to read our [brand story](#) (page 4) which describes how our new RRHS branding is a nod to the past and an expression of where our focus is for the future. It is a very exciting time to see years of a strong partnership between AHI and TDMH come together in this way!

It is important to note that while AHI and TDMH continue to move forward together to a legal integration, the Alexandra Hospital Foundation and the TDMH Foundation will continue to

function separately on behalf of their respective sites. We believe this is a way to respect past donors and cultivate future local giving where the need is the greatest - to enhance services at the site. For example, at the moment, the AH Foundation is running their ‘One Chart Campaign’ (page 6), while the TDMH Foundation has the “100 for 100 Campaign” running in the spirit of TDMH’s 100th year anniversary.

At this time, I would like to thank the entire AHI and TDMH team, our Board of Directors, Volunteers and Foundations for their continued commitment and dedication to the community that we serve. Working together as a team, *anything* is possible.

Yours in Health,

N Facca

Nadia Facca, President and CEO
Alexandra Hospital, Ingersoll & Tillsonburg District Memorial Hospital
Rural Roads Health Services



The Alexandra Hospital *Report to the Community* is published twice a year. For further information regarding Alexandra Hospital, Ingersoll or Alexandra Hospital Foundation please contact: *Alexandra Hospital Ingersoll, 29 Noxon Street, Ingersoll, ON N5C 1B8 519-485-1700*

SPLIT THE POT LOTTERY – ENTER NOW FOR YOUR CHANCE TO WIN!

Congratulations to **Steve Butterworth** who won **\$9,054.80** in the September Split the Pot Lottery Draw! You have a chance to be a winner too! Get your tickets at www.splitthepot.ca and be sure to choose Alexandra Hospital Foundation from the drop down menu. Proceeds from the Split the Pot Lottery will go towards purchasing new hospital equipment for Alexandra Hospital, Ingersoll. Lottery Licence #RAF1494020



Did You Know?

The Alexandra Hospital Foundation raises funds to support the purchase of new medical equipment and capital projects at Alexandra Hospital, Ingersoll.

Government funding does not support the purchase of new medical equipment (or capital projects) therefore we rely on donations from our community to help us purchase the items needed.

For more information or to make a donation contact the Foundation Office at 519-485-1700 ext. 8213 or visit www.ruralroadshealthservices.ca

Donating is Easy!

Make your gift online at www.ruralroadshealthservices.ca, fill out the form below or give the Foundation Office a call at 519-485-1700 ext. 8213

YES! I Want to Contribute to the Healthcare of My Community!

Your Name: _____ Date: _____

Address: _____ Postal Code: _____

Amount Enclosed: _____ ☐ Cash ☐ Cheque ☐ Credit Card

☐ Visa ☐ MasterCard Credit Card # _____

Expiry Date: _____ Phone #: _____ Email: _____

Please make cheque payable to: **Alexandra Hospital Foundation**
Mail to: **Alexandra Hospital Foundation, 29 Noxon Street, Ingersoll ON N5C 1B8**

Stronger Together – an update on our Journey to Integration - Logo Update

The path to Rural Roads Health Services was a journey started by two strong partners: this story is at the centre of our visual identity; as an organization we express it through countless touchpoints with our patients, team members and partners.

Through the road symbol, our logo depicts the journey to the full integration of Alexandra Hospital, Ingersoll (AHI) and Tillsonburg District Memorial Hospital (TDMH) – to arrive at a stronger organization serving its communities. There is a shared vision of providing excellent patient care and access to integrated, specialized services through entry points close to home; and a view to the long-term sustainability of local health services. It reflects the “Rural Roads” name; inspired by the rolling landscapes home to the rural and small communities we serve. The heart-shaped horizon is an expression of our organization’s commitment to a caring experience.



Alexandra Hospital Ingersoll
Tillsonburg District Memorial Hospital

In recognition of the historical significance of AHI and TDMH to their communities, a corporate colour from each site was embedded in the new logos – with the addition of a new complementary colour, green, often used to signify caring and nurturing as well as new beginnings and growth.

The new Rural Roads Health Services logo is a nod to our past and an expression of where our focus is for the future. We invite you to join us on this journey.

Patient and Family Advisory Committee

At AHI and TDMH, we are lucky to have a group of very dedicated volunteers, called Patient Advisors. As members of the Patient and Family Advisory Committee (PFAC), patient advisors represent patients and their family members by sharing their ideas, experiences and points of view with health care professionals in a collaborative partnership to help inform hospital work.

Patient Advisors have the opportunity to speak on behalf of patients and their family members, giving them a “voice” in the patient centred care process, working in partnership with health care professionals to identify patient needs and make suggestions for improvements where possible. They meet with health care professionals regularly to support service and system planning intended to improve the hospital experience. They participate on hospital committees and working groups, and provide input on correspondence and procedures from a patient’s point of view.

PFAC has been integral to recent and ongoing projects implemented to improve the quality of patient care at both sites, including taking part in the revision of our new hire orientation process and attending orientation to share patient stories with the new hires. Patient Advisors have also been participating in leadership recruitment processes to advocate for effective patient relations in new potential leaders.

Patient advisors have been involved in wayfinding reviews, and in large scale projects like the Emergency Department (ED) optimization projects, the TDMH Transitional Care Unit (TCU) on 2North and the TDMH CT scanner replacement project. One of the most impactful projects over

the past few years involved the revision of Patient Experience Surveys, helping to gather valuable feedback from those in our care on how to improve their experience. With the support of our patient advisors, Patient Experience surveys are also now translated into five languages (in addition to English): French, Punjabi, Low German, Dutch, and Spanish.

Patient Experience Rounding was another process implemented by PFAC where patient advisors connect with patients ‘in the moment’ of their care experience to provide feedback and assist the team in making real-time improvements to patient care. This has not only improved survey response rates but helped the teams implement timely improvements based on those survey results. The program was presented as peer learning session at a Health Quality Ontario (HQO) meeting because of its success.

While no special qualifications are required, our patient advisors bring a wealth of experience and knowledge to support our teams, as well as huge amounts of compassion and dedication to our patients and their families. This small but mighty group affects real change within their sphere of influence. AHI and TDMH are grateful for everything each and every one of them put toward their volunteer roles with us.

The patient advisor team are always looking to welcome new members to PFAC. Former patients and their family members are encouraged to apply to share their passion and dedication to improving the quality of patient care. For more information, contact us at PatientFeedback@ahi.ca or PatientFeedback@tdmh.on.ca.

Volunteers Needed!

Alexandra Hospital Ingersoll is in need of Gift Shop Volunteers.

Volunteering is a great way to give back to your community and enhance our quality patient care.

Do you have a friend, family member or acquaintance who is interested in making a difference to the quality of healthcare provided in our community through volunteerism?

If so, please have them contact the Integrated Volunteer Coordinator, Ashley Hominick at 519-485-1700 ext. 8234 or ashley.hominick@rrhs.ca

For more information please visit us at: <https://www.ruralroadshealthservices.ca/volunteer/> on becoming an AHI volunteer or scan this QR code.



AHI gift shop volunteer, Joan McKinnon, displays items available in the shop.



Don't Forget...

To make your charitable gift donation before December 31st to be eligible for your charitable receipt for 2025! Call the Foundation Office at 519-485-1700 ext. 8213 or go to www.ruralroadshealthservices.ca