

FOR IMMEDIATE RELEASE

LWDH ER short-staffed, undergoing renovations

Kenora, ON, June 9, 2022 – Your Lake of the Woods District Hospital Emergency Department team is currently critically short-staffed and is regularly dealing with high volumes of patients with complex needs. Staff and physicians are working tirelessly to serve all patients with safe, quality care in a timely manner. Nursing Staff and Physicians are working overtime to fill vacant shifts in many patient areas, including Emergency, and giving up vacation time in order to pick up vacant shifts in ER to keep services open. These choices are personal sacrifices and they reflect the commitment of our hospital and medical staff to serve our communities and our core hospital services. Since they will be working short and serving extremely long hours, please recognize their effort by being understanding, patient and kind.

Emergency Departments see the most urgent patients first, whether they arrive on their own or by ambulance. We recognize that waiting can be difficult and stressful for our patients and their families and appreciate your patience now more than ever. Be assured that LWDH is actively working to improve wait times and experiences for our patients and their families.

Together with our partners, we are determined to find solutions for urgent care which would take pressure away from the ER. The challenge remains in staffing this alternative service, as primary care clinics are also short-staffed in our community. The LWDH Human Resources team and All Nations Health Partners professional recruiter are working hard to attract staff, offering creative incentives and in the meantime, external agency nurses are being utilized whenever possible.

As you know, our ER is woefully undersized which creates congestion. If you have visited the ER recently you would have noticed that renovations are underway. These enhancements will create improved privacy, safety and patient flow which will improve how ER works for both staff and patients. These changes will carry us through to the new hospital and will include new waiting rooms, washrooms, shower room, improved treatment spaces and safety features. This work is anticipated to be completed in 2023. With construction comes noise and reorganization, your patience and understanding while we undergo these improvements is appreciated.

#TogetherWeCanDoSoMuch #OurCommunitiesOurHospital #BeKind

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