

dexterra

Healthcare

Integrated Facilities Management Solutions

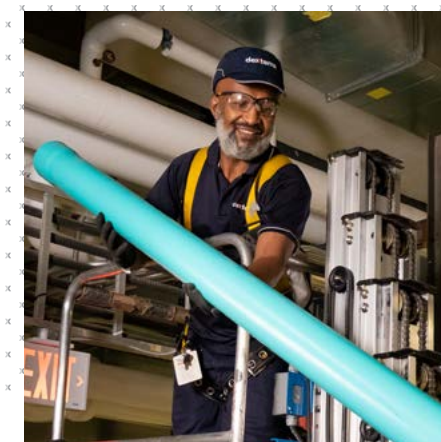




WORKING HARDER SO PATIENTS GET BETTER

Your facility plays a critical role in how you deliver care. Built environments can affect a patient's health outcomes – that's why you want a strong facility management team behind you. An integrated approach helps you maximize patient comfort and safety, operational efficiency, and the reliability of equipment and facilities.

For over 75 years, Dexterra has been a trusted facilities management provider, servicing a variety of industries, including critical healthcare facilities. We know how to navigate the complexity and the urgency in healthcare facility management, prioritizing asset integrity, prevention and control of infection through effective environmental cleaning programs, and overall patient experience.



Whether it's cleanliness, space optimization or well-running building systems – we design our facility solutions with patient and client experience in mind.

FACILITY OPTIMIZATION

We understand that the quality of operations in hospitals and healthcare facilities is critical, and that cutting corners is not an option. It's why we offer an integrated approach to facilities management to maintain high standards, while finding efficiencies through economies of scale. By taking care of the day-to-day operations of your facility, you can focus on what matters most – your patients.

Our proactive approach recognizes needs before they arise, focusing on improving facility performance through predictive and preventative maintenance that reduces emergency breakdowns. This approach extends the life of building assets, reducing repair costs and potential disruptions to patient care. By providing solutions that are adaptable and scalable, we can effectively serve a diverse community of healthcare environments, with small and large patient populations and varying levels of care, including critical and acute care, long-term care, outpatient care, and diagnostic services.

TOOLS AND TECHNOLOGY

In our relentless pursuit of continuous improvement, we are always evaluating the latest in facilities technology with smart application of technology as a key driver for quality and cost effectiveness. We leverage smart equipment, including the i-mop, space vac, autonomous scrubbers, electrostatic sprayers, and an IoT-powered workforce management platform to create efficiencies and reduce costs for our clients.

Using a powerful Computerized Maintenance Management System (CMMS), we maximize service delivery efficiency and effectiveness by optimizing activities such as receiving operations support calls, dispatching appropriate resources, and recording performance data. The CMMS collects real-time data, and we use those insights to deliver on compliance expectations, understand and optimize your space use, improve facilities management, and more.



24/7 OPERATIONS SUPPORT CENTRE

The 24/7 operations support centre plays a critical role in providing a seamless experience for you and your patients. Working collaboratively with the CMMS, the operations center acts as a communication hub for all facility services. It provides building system monitoring, notifications of accidents and emergencies, and real-time support in response to client and patient requests. This is where all service requests from patient bed repairs to large scale renovations are received, turned into tasks, and then dispatched to the appropriate technicians for completion. Clients have full transparency on task progress, from request to completion. The support centre operatives display a high level of professionalism and provide efficient and effective service in a fast-paced and time-sensitive environment.

ON-DEMAND SERVICES

Downtime on complex building systems and infrastructure is not an option in healthcare facilities. Being prepared when things go wrong is important, especially for patient, staff, and visitor experiences. When the unpredictable happens, we are just a phone call away. Whether it is an emergency repair at 2:00 am, a last-minute request, or responding to a severe weather event, our on-demand team is fast and reliable, with experienced tradespeople in HVAC/R, electrical, plumbing, carpentry, and restoration services.



ENVIRONMENTAL SERVICES

Through our environmental services programs, we deliver the highest standards of cleanliness, comfort and safety. We create custom cleaning programs that go beyond simply ensuring surfaces are visibly clean. We start by learning about the unique needs of your critical environment, understanding your current Infection Prevention and Control (IPAC) standards and protocols, and tailoring our solutions to your specific needs. Our solutions combine rigorous cleaning procedures, proven chemicals, innovative tools, detailed processes, and the right training.

Our environmental services capabilities include housekeeping, waste management, patient and equipment portering, and laundry and linen services. We leverage our experience and existing and emerging technologies to create daily service plans that meet or exceed IPAC standards, while being nimble enough to provide urgent reactive services to meet the needs of the ongoing ebbs and flows in the healthcare environment.



PATIENT AND RETAIL FOOD SERVICES

One significant factor in patient care is the food they eat – it's a vital part of their rehabilitation and recovery. We provide custom nutrition-focused menus that feature quality, local ingredients catered around improving your patients' meal experience. Skilled chefs work with you to create patient dining and clinical nutrition programs that meet the needs of your hospital. Special diet menus are designed in line with the Dietitians of Canada specifications and any provincial or facility specific diet guidelines that cater to patient needs and preferences, including pediatric, religious, therapeutic, and texture-modified requirements.

Our capabilities in retail food services include a full array of dining and vending options as well as lease management. All staff are trained on food safety and comply with recognized industry food safety standards. We practice food safety standards that are designed to prevent incidents and deliver high-quality, safe food and service. We continuously look for ways to improve our food services and embed more sustainable ingredients and dishes into our menus.

The right foods can assist with healing. We focus on creating custom meals that cater to each patients' personal preferences and nutritional needs.





INFECTION PREVENTION AND CONTROL

Patient comfort and safety are crucial. By combining the right tools and technology alongside trained staff, we help you prevent and contain infections. Outbreaks can pose a serious threat to the safety and well-being of your patients and staff. An effective strategy to combat infections must include both prevention and control measures. By taking a proactive approach to infection prevention, we can get ahead of potential outbreaks, keeping your patients and staff safe.

We provide teams of trained specialists that are equipped with the right tools and the most recent best practices and directives from health authorities and governments. It's important to use effective disinfectants – ones that are formulated to cut through biofilm to not only remove but kill pathogens. Successful infection prevention and control is about more than just cleaning; it includes best practices in risk assessment, air control, space planning, contact tracing and containment. We regularly review infection prevention procedures, then adapt our strategies to implement and enforce the strictest regiment of precautionary measures to prevent and control pathogens.

HEALTH AND SAFETY

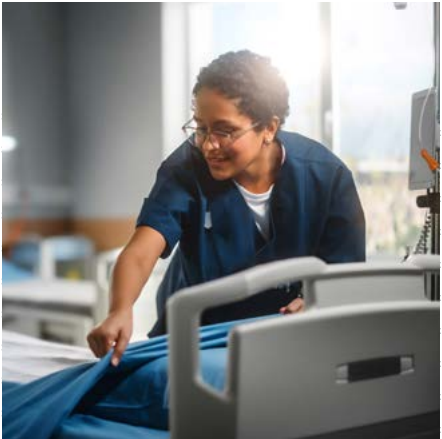
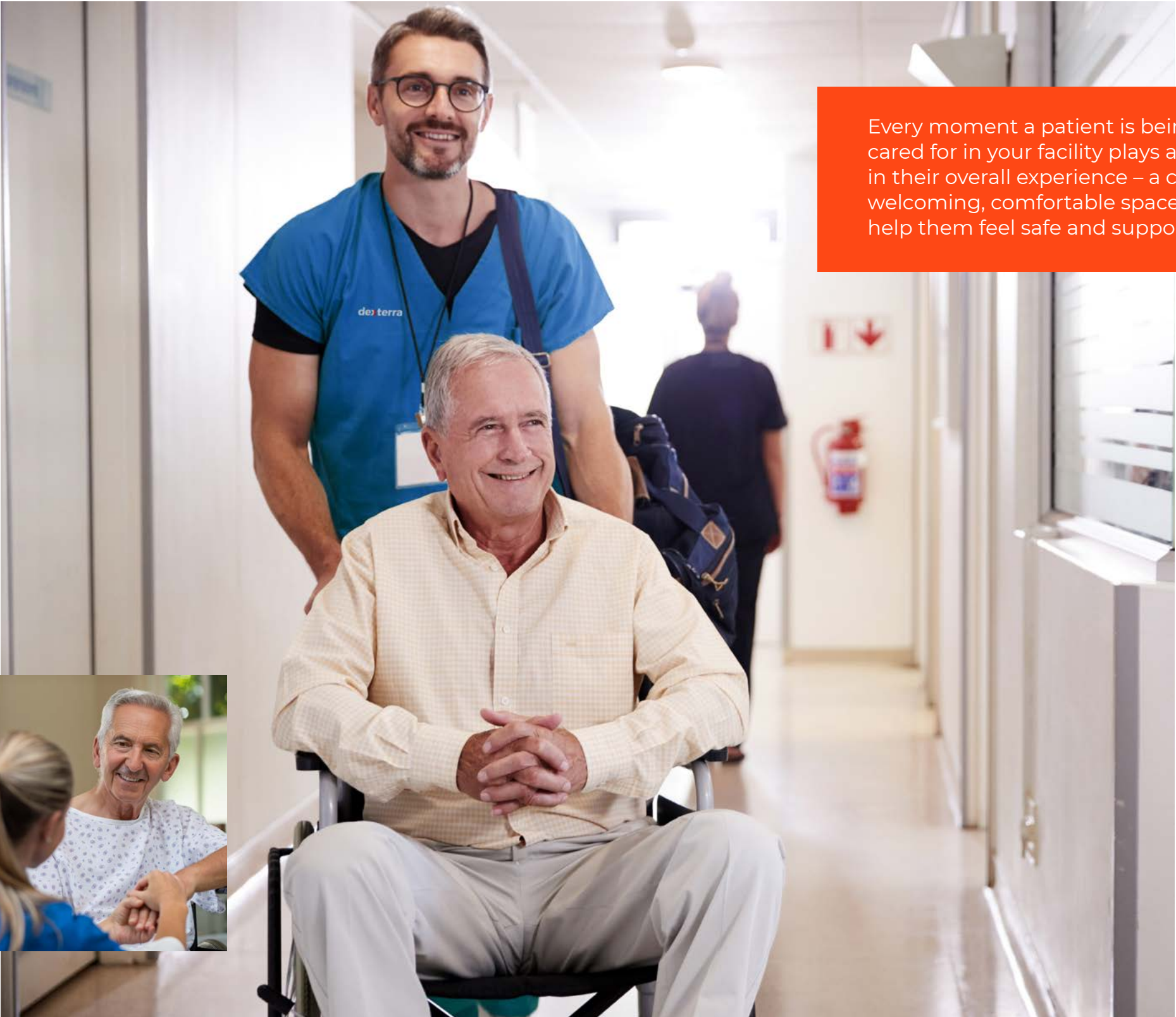
Safety is fundamental to everything we do. In a complex environment, the right tools and the right people with the right training are critical. With decades of experience in clinical and non-clinical healthcare facilities, our teams meet all health and safety standards and best practices. All our staff are provided with ongoing health and safety training focused not only on legal compliance, but on influencing and inspiring actions and behaviours that put safety first.

QUALITY PATIENT EXPERIENCE

Patient experience isn't a singular approach – it comes from every aspect, department, and team member in your facility – including us. Having the right teams to handle factors of patient care that go beyond medical treatment can make overall patient experience smoother. When working in your facility, our staff act as an extension of your workforce. The experience of your patients, staff and families matter to us, that's why it's so important for our staff to receive detailed training that is specific to the needs and goals of your healthcare environment. The training not only focuses on technical skills required for the job, but also emphasizes sensitivity to your patients' needs and requests.



Every moment a patient is being cared for in your facility plays a role in their overall experience – a clean, welcoming, comfortable space will help them feel safe and supported.



HEALTHCARE EXPERIENCE



Stanton Territorial Hospital

Stanton Territorial Hospital is a 280,000 square foot, 5 storey facility with 103 in-patient beds located in the Northwest Territories. We provide a variety of non-clinical services for the hospital, which includes both hard and soft facilities management, such as:

- Building maintenance
- Housekeeping
- Laundry and linen services
- Help desk management
- Parking management
- Pest control
- Security and surveillance
- Food services
- Porter services
- Project management
- Energy management
- Materials management
- Grounds maintenance



Forensics Services and Coroner's Complex

The Forensics Services and Coroner's Complex is a 663,416 square foot, 8 storey facility. We provide integrated facilities management services that include both hard and soft services. This complex facility contains several critical spaces, including autopsy suites, body preparation/storage facilities, a morgue, mass casualty areas and two coroner's courts. The services we provide include:

- Janitorial services including lab disinfection
- Security and surveillance
- Mechanical and electrical systems maintenance
- Building fabric maintenance
- Lifecycle refurbishment and replacement
- Utilities management
- Laboratory and process equipment maintenance
- CL-III operation and maintenance
- Life safety operation and maintenance with 9,000+ points of devices
- Maintenance of the data centre clean agent suppression system
- Maintenance of evidence and body preservation freezers
- Project management
- Energy management
- Grounds maintenance



Brampton Civic Hospital

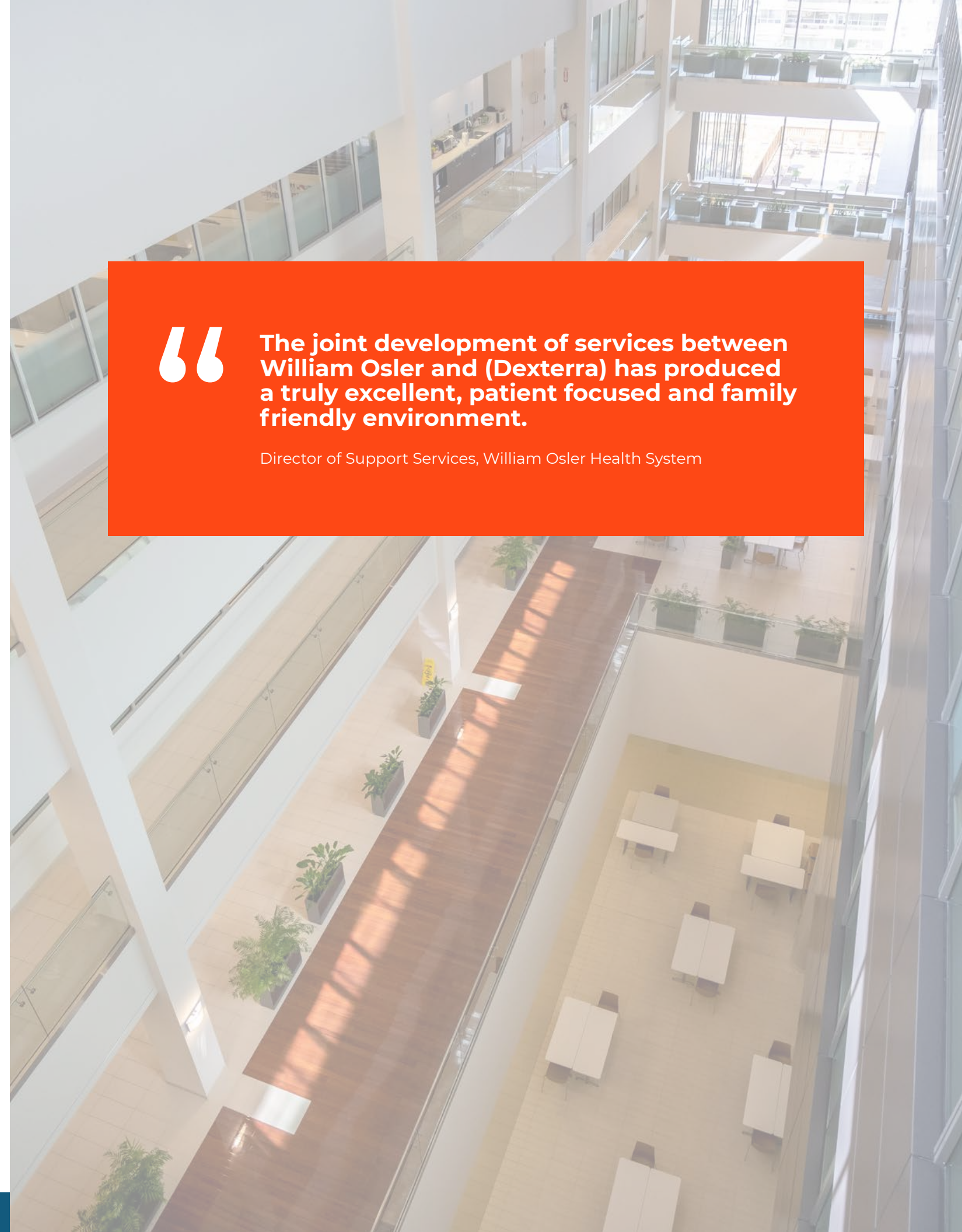
The Brampton Civic Hospital is a 608-bed, acute care facility consisting of two clinical buildings on a 33-acre site with a current building density of approximately 1.34 million square feet. We provided non-clinical hard and soft facilities management services, which included the following:

- Planned preventative maintenance and demand maintenance management programs
- Utilities management
- Lifecycle renewal, including mechanical, electrical, and building sub/superstructure systems
- Building automation system optimization
- Maintenance of building structure and equipment including boilers, chillers, HVAC/R, plumbing, and electrical services
- Porter services
- Clinical room speciality cleaning including laboratories
- Energy management
- Project management
- Security and surveillance
- Asset tracking
- Inventory management
- Grounds maintenance



The joint development of services between William Osler and (Dexterra) has produced a truly excellent, patient focused and family friendly environment.

Director of Support Services, William Osler Health System



dexterra

A PART OF DEXTERRA GROUP

We've been serving North American clients for over 75 years. The companies that began independently, and now form Dexterra Group, have an outstanding record of supporting the infrastructure and built assets that play a vital role in our society. We bring the right teams with the right skills together – offering both experience and regional expertise so companies can operate their day to day, confidently and successfully.



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