



# BUILDING



## PROJECT PROFILE

### WESTLAND FILLS THE PRESCRIPTION FOR HEALTHCARE PROJECT SUCCESS

It's never been more apparent how important critical healthcare infrastructure is to the local community.

Westland Construction is proud to be part of the pre-, current and post-pandemic solution, delivering leading-edge healthcare projects in the province. Long before the COVID-19 crisis, Westland has been hard at work on projects both small and large – everything from demolition for facilities management, to a C3 Nuclear Medicine ward, to most recently, a four-year fit-up at Victoria General Hospital, part of larger clinical consolidation phase.

"The thing about healthcare is that there's always an evolution of their programming, so there's always a constant flow of work that is required,"

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says Peter Grose, Westland Construction President and CEO. "It's something that society needs and will always be there."

Westland's work on healthcare projects dates back to the 80s when Abe Penner, now a Westland retiree, began fostering positive work connections on site.

"All the relationships that he was able to cultivate in his years working in healthcare really served us well," explains Grose.

In an intricate industry with so many strict protocols and complicated components, a trusted and transparent rapport is crucial.

"They are a demanding environment to work for, but we appreciate and understand their needs," adds Grose. "Being a logistical and procedure-oriented organization lends Westland well to working within the confines and parameters of the healthcare environment."

Westland's Vice President and Project Manager, Craig Hildebrandt, agrees. Hildebrandt is a seasoned veteran when it comes to working on state-of-the-art healthcare construction.

"The fact that we're ISO 9001 Certified, use lean construction methods and have a very tight and streamlined organizational system applies itself very well to working in a complicated area

like healthcare," explains Hildebrandt, adding that medical construction often contains tight timelines and budgets and involves an additional number of stakeholders, including those working in high risk areas with patients.

"Westland is a good fit for healthcare because we know a lot about how hospitals function and have experience with the stakeholders involved," says Hildebrandt.

Recently, Westland has applied their specialty knowledge and proficiency to a variety of healthcare renovations including the Deer

Lodge Centre's Operational Injury Stress Clinic, a new cafeteria and food service area for the Grace Hospital and a prototype room at the HSC Children's Hospital. Currently, Westland is constructing a new floor at HSC for a renal dialysis laboratory.

Contributing to a vast array of healthcare projects, especially during a time of health uncertainty, is especially good medicine for the Westland team.

"We are proud to be working with our healthcare system," says Hildebrandt. 🏡



**Update:** At Westland, we believe in the wellness of our community. We're currently finalizing the pre-construction phase of the Riverwood House project, featured in issue 12 of our *Building Up* Newsletter. This 40-unit recovery housing complex will provide safe housing for 40 of Winnipeg's at-risk population. We're also proud to be a major contributor and welcome any others to join us on this endeavor. Visit [www.riverwood.house](http://www.riverwood.house) to learn how you can. 🏡

## CELEBRATING OVER 40 YEARS; CELEBRATING THE FUTURE DID YOU KNOW?

### Yesterday



We constructed the **Adult Emergency at the Health Sciences Center** in the early 1990's. At that time, Peter Grose — our President and CEO — was a general labourer working on the site. 🏡

### Today



Work is underway renovating the 5th floor of the **Diagnostic Center of Excellence Building at the Health Sciences Center**. We're providing 22 new hemodialysis stations, along with a new high quality water system to service the space. The new state of the art facility will increase the capacity of the HSC's dialysis unit. 🏡

### Tomorrow



This upcoming project is a renovation of the **Diagnostic Imaging Department at Grace Hospital** located at 300 Booth Drive, Winnipeg. Work includes improvements of the ground level for the relocation of the Medical Records Department. 🏡



## THE GROSE REPORT

### THOUGHTS FROM WESTLAND'S CEO



Peter Grose  
President and CEO

Well before the coronavirus appeared in Canada, we planned to feature Westland's involvement in healthcare infrastructure in this issue of

Building Up. And

though we could have never predicted the unprecedented change and tragedy this virus has had on our community, our country and our world, it remains fitting that we focus on our commitment to healthcare in this issue.

Our focus at Westland is first and foremost our people – our Westland family and the people with whom we work. COVID-19 hasn't changed that. This pandemic has been very personal, and we've responded in a way

that prioritizes our people.

We were very progressive in our response to COVID-19, quickly establishing proper protocols to ensure everyone stays safe on site and in the office. We sourced appropriate PPE, ensured handwashing was readily available, provided plenty of hand sanitizer and have implemented the use of masks on our construction sites and in our office. Since the knowledge and understanding surrounding COVID-19 has been fluid and evolving, we have ensured our safe work practices are also continually updated.

We also informed our construction partners and clients how Westland is adjusting to work safely within the current COVID-19 environment and the communication was met with much appreciation.

As an essential industry, we are proud that we have been able to adapt our construction practices to continue to provide critical infrastructure to our community – especially important healthcare projects. Over Westland's 40-year history, healthcare has been our mainstay, and we have contributed to a

vast array of healthcare developments across the province.

The working relationship we have with the healthcare industry in Manitoba is also a product of the people. Our longstanding affiliation with colleagues in this field has fostered a collaborative environment as we work toward a common goal. That common goal is critical right now as our world faces the uncertainty of COVID-19. When we contribute our high standards and procedures to this complex construction field, we better serve the healthcare sector.

In response, the healthcare industry provides critical care and frontline workers to continue the fight against COVID-19 and to care for Canadians during this time of crisis. Long after the coronavirus is gone, our infrastructure will remain and our courageous medical teams will continue to diagnose, treat and care for us all.

We will also be here throughout this time and after this issue is behind us, doing our part for our staff, construction partners and the greater community.

We will work together to get through this together. Take care and stay safe. 🍷

## INDUSTRY INSIGHTS

### DREAM TEAM

The Province of Manitoba's healthcare system is currently under renovation, experiencing a complete transformation to implement an improved, simpler healthcare system that is able to provide better care for all Manitobans. Part of the overhaul includes the 2018 establishment of Shared Health, the organization leading the planning and coordinating the integration of patient-centered clinical and preventive services across Manitoba.

"It was a move under Manitoba Health System Transformation to consolidate and leverage some of the strengths found within the provincial health authorities and realign that to a broader provincial mandate under Shared Health to provide some equity for those shared services province-wide," explains Ken Kollinger, Regional

Director, Capital Planning with Corporate Services at Shared Health Manitoba.

The transformation of Kollinger's role and that of Shared Health Capital Planning remains a work in progress as roles and responsibilities are finalized to support the project delivery of capital healthcare efforts across Manitoba, which he says currently includes anywhere from 60-80 active construction projects in Winnipeg alone at any one time and in the range of three-quarters of a billion dollars. According to Kollinger, projects span from major capital new construction, like the new HSC Women's Hospital, to community clinics and access centres to fit-ups at personal care homes. "We have a variety of scaled projects," Kollinger says. "We're the largest, most complex, capital program in the province given the complexity that healthcare presents and the magnitude of

the dollars that support our health infrastructure."

Relationships with the construction industry and the province's healthcare system have also realigned over the past few years, evolving from the adversarial relationship between contractors and owners to a more cooperative rapport. The province moved from a previously mandated low bid procurement perspective to a best value approach, placing importance on past performance as an indicator for future performance.

"Healthcare comes with its own set of complexities, standards and coordination-  
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Ken Kollinger  
Regional Director,  
Capital Planning with  
Corporate Services  
at Shared Health  
Manitoba

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related issues that are a learned skill," explains Kollinger, stressing the importance of working with experts who understand the intricacies of the sector. "We evaluate not only our contractors but our consultants on every project to determine their value – their strengths and weaknesses and that directly impacts their competitive advantage."

The move to best value has positioned Westland in a preferable light, able to highlight their abilities as a reliable contractor in healthcare construction.

"They've focused on prioritizing a quality construction service," Kollinger says, adding that it goes hand-in-hand with good pricing and good people. "We also look at the individuals involved in the project. It's not just about the company's success, it's about the people they employ and the value that they bring. Westland continues to build on its strengths, provides very good construction services and is a trusted partner in that regard."

Most recently, Westland worked with Shared Health on a number of projects to implement the province's clinical consolidation efforts, including renovations to the St. Boniface Hospital emergency department, projects at Health Sciences Centre and the mental health consolidation at Victoria General Hospital.

"Timelines were very tight, budgets were thin and deliverables were key to meeting those timelines because they all had service delivery implications," Kollinger details. "Westland was involved in a number of those initiatives where deadlines were hard and they rose to the challenge. (Healthcare) is a learned skill and contractors who perform well in that environment are valuable assets." 📄

## WESTLAND PERSONALITY KYLE ANDERSON



Kyle Anderson

Kyle Anderson loves a good challenge.

It's what has drawn him to work on unique and complicated construction projects, like those in healthcare.

"They're always challenging," Kyle says.

"They have a degree of complexity, with many specific requirements. The specialized nature of the work is one of the great things about it."

As a superintendent for Westland, Kyle runs the day-to-day operations on the construction site and has a direct connection with everyone who is actively involved in the project – from owners, consultants and managers to tradespeople and labourers. "I enjoy working with people and solving problems," explains Kyle. "The most rewarding part is seeing the finished product come together."

Currently, Kyle is on-site at the Health Sciences Centre, working with the Westland team to

construct the hospital's new renal dialysis unit, a unique multi-million-dollar project with its own sets of challenges – something this leader thrives on. "It provides me with the chance to keep learning about new things," Kyle says, explaining that working on healthcare developments has introduced him to various intricacies and "the inner-workings of these types of facilities."

Kyle's attitude towards tricky situations shouldn't be surprising to anyone at Westland who knows their congenial colleague well. Ever since Kyle started at Westland nine years ago, he's never stopped acquiring knowledge and developing his skills.

"I started with Westland as a level one carpenter," explains Kyle. "Over the years I finished my Red Seal, became a site superintendent and am on pace to finish my Gold Seal Certification before the end of this year."

When Kyle's not solving problems and thriving in a leadership role, he's embracing a parental role in his personal life. Kyle is dad to sons Logan, 9, and Connor, 6. "We love the outdoors – fishing, camping and adventuring around."

Sounds like a thrill – on-site and off. 📄

## CONTINUOUS IMPROVEMENT KAIZEN KORNER

*Kaizen Korner recognizes recent professional achievements of our Westland staff members.*

- Kris Horvat received his Journeyman Ticket from the Carpentry Apprenticeship Program.
- All site staff took WHMIS in Sync, St. John Ambulance Basic First Aid and CPR Level C & AED courses.
- Westland staff attended the Construction Leadership Network held in Houston, Texas.

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