

A LASTING RELATIONSHIP WITH DURABLE RESULTS

- Oak Valley Health & Mondo Contract Flooring





“After years of being installed, [the floors] look amazing! And I think that’s what you want for a hospital.” -Alexandria Jolliffe

Oak Valley Health is a leading community healthcare organization in Ontario. Composed of two hospitals – Markham Stouffville Hospital and Uxbridge Hospital – they care for more than 437,000 patients every year, offering a wide range of services including emergency services, surgery, childbirth, mental health and more.

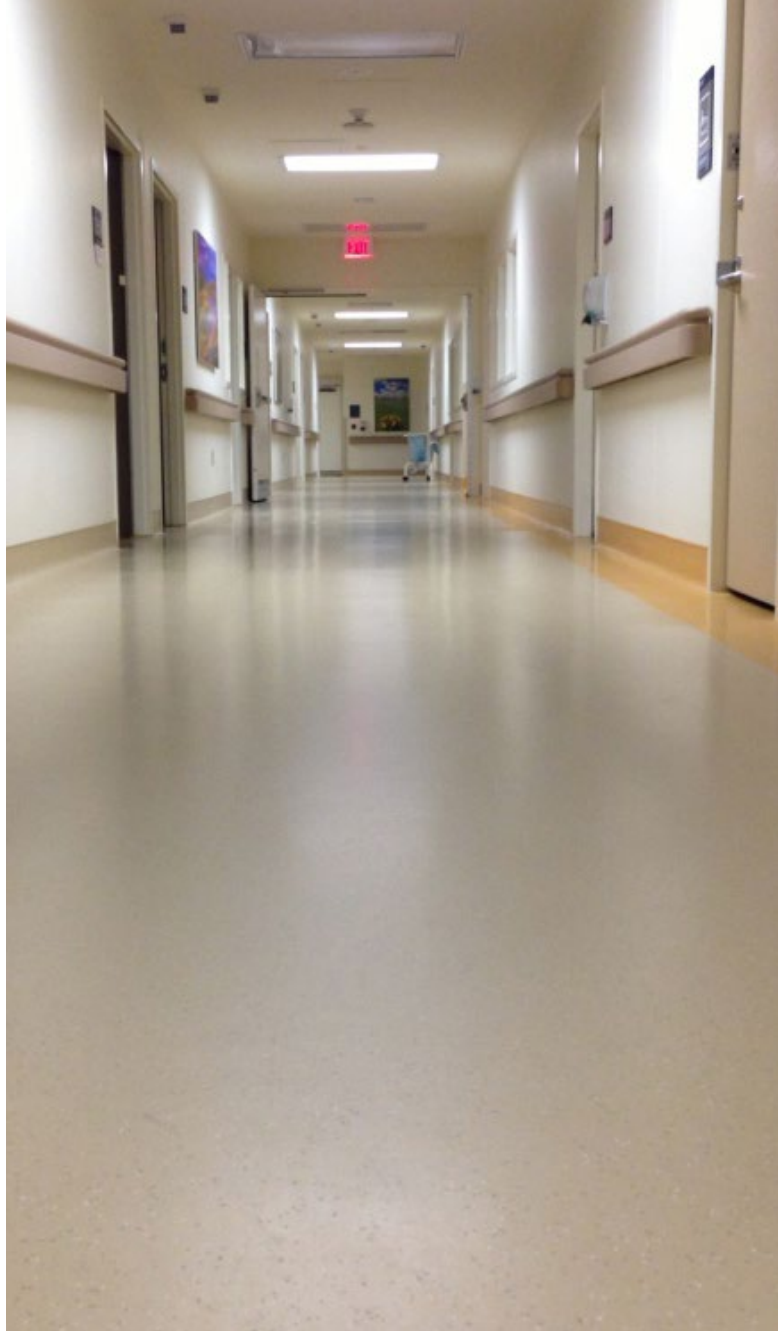
In 2010, they experienced a major redevelopment of their facility, effectively doubling in size and tripling the emergency department. Mondo was then selected for the Markham Stouffville Hospital expansion project, and we have worked together on several projects since.

“Floor care is so important, not just because it makes a facility look nice, but it’s also for safety [and] patient care.” -Alexandria Jolliffe

A HISTORY OF PERFORMANCE

Since 2011, Oak Valley Health – formerly Markham Stouffville Hospital – has received over 580,000 square feet of our rubber flooring across their buildings. Prior to that, the hospital’s Environmental Services team embarked on thorough research of different types of resilient floors so an educated decision could be made on the flooring type and manufacturer they would be selecting. Fernanda Coin-Dean, Canada’s Director of Sales, started working on this project and has been their primary contact since.

When choosing flooring for their facility, the hospital had a selection of criteria the flooring product needed to meet. Durability, resistance to chemicals, ease of maintenance (no waxing and stripping required) and resistance to heavy rolling loads were amongst the top priority. Coin-Dean had the opportunity to present our products for testing, and mock-ups were installed in different rooms to test out some of the main characteristics.



As this testing went on for several months, “it gave us the opportunity to show them the quality and high-performance of Mondo floors”, explains Coin-Dean, “when you look at options that are available, this is the closest for ideal performance that you can find in a demanding hospital environment”. Mondo floors complied with all requests and were proven to satisfy all qualifications sought by the hospital, thus eliminating other types of floors such as vinyl and linoleum that didn’t achieve the characteristics the organization was looking for.

“Our flooring endures thousands of steps daily and still looks new after all these years.”

-Alexandria Jolliffe

THE RIGHT ATTRIBUTES

The Oak Valley Health team also chose Mondo flooring for its noise reduction attribute. Unlike harder surfaces, rubber can absorb sounds and create a quieter atmosphere for the patient as well as a more comfortable environment for all healthcare workers. Alexandria Jolliffe, supervisor of Support Services at Markham Stouffville Hospital, explained that their Environmental Services team found other flooring to be quite difficult to clean due to the demands of the facility. However, with Mondo flooring, maintenance can be done at any time because “it is quiet and doesn’t prevent anyone to do their job” Jolliffe said. She added “[Mondo’s] rubber flooring was so easy for us to upkeep; it wasn’t an extra stress.”

Durability, in a healthcare facility, is as important as safety: Mondo Flooring is a highly durable rubber flooring ideal for demanding environments. Our flooring is resistant to chemicals, stains and to high foot traffic. All maintenance is very easy to upkeep: our flooring is non-porous and has excellent fungal, bacterial, and microbial resistance throughout.



“A long-established relationship built on trust and credibility with Maria Pavone, Senior Director, Facilities and Corporate Services and her team allowed us to understand the expectations and gave us the opportunity to be creative and innovative while addressing their needs.” -Fernanda Coin-Dean

A LASTING RELATIONSHIP

After over ten years, Mondo is still working with Oak Valley Health and aims to keep this relationship strong. Jolliffe explains that, just like any other facility around the world, Oak Valley Health struggled through the pandemic; and having the support from Mondo really helped make it an easy process to keep developing and evolving. Fernanda Coin-Dean took the time to talk about each project and Mondo products that could be a great fit, but also to help and educate by reaching out to the team and planning training sessions with experts to learn about managing floor care. Oak Valley Health is forever growing and their goal, moving forward, is to further choose Mondo: “Just the overall look and sustainability, the aesthetics of it; I just don’t believe you can go wrong”, clarifies Jolliffe. A goal both Mondo and Oak Valley Health have is carrying on with regular training sessions together to ensure they are properly cleaning and maintaining the floors to hospital standards. Throughout the company, Mondo believes in teamwork and in supporting and helping each other, from beginning to end. “The support from Mondo is great: having a team come in for training, reaching out for support when we have questions etc. It’s been an easy process [from the start].”



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