



Hugo Ouellette appointed Associate Director of Technical Services

I am pleased to welcome Hugo Ouellette as Associate Director of Technical Services for the *Centre intégré universitaire de santé et de services sociaux du Centre-Ouest-de-l'Île-de-Montréal* (CIUSSS-CO).

In this new role, Mr. Ouellette will be responsible for planning, measuring and controlling daily building operations with the goal of improving performance. He will oversee the management of technical services across the CIUSSS-CO, which includes material resources, grounds, buildings and equipment. Additionally, Mr. Ouellette will supervise the departments that are part of Technical Services, such as laundry, housekeeping and enviro services, security and the project management group that works on construction and renovations in the facilities of our network.

Before moving into the healthcare sector, Mr. Ouellette worked in the pulp and paper industry as a manager. In 2009, he was hired as Chief of the Technical Aids Service at the Constance-Lethbridge Rehabilitation Centre. He worked in that role until 2014, at which time he was promoted to Interim Director of Technological Programs. This position included the Technical Aids Service, the Driving Evaluation and Vehicle Adaptation program, and Assistive Technology Program.

Mr. Ouellette holds a Bachelor's degree in Business Administration with a focus on operations management from Concordia University. He is currently completing his Master's degree in Organizational Development from the University of Laval.

"The role of Technical Services is extensive, and is essential to the proper functioning of our facilities," says Mr. Ouellette. "I look forward to participating in the integration of our new network, by harmonizing and improving processes to improve quality. I am also confident that the creativity, diligence and leadership among our team will result in the success we expect, which will allow us to overcome any challenges along the way."

Together with Mr. Ouellette, the rest of the management team, and in partnership with all of the institutions in our network, I am eager to embark on this new era in health care. Having worked in healthcare, I believe that Mr. Ouellette understands the impact of Technical Services on the experience of patients, clients and residents; everything from lighting and cleanliness to ventilation and equipment create the environments most conducive to healing and recovery during their time in our care.

See the full list of appointments: <http://jgh.ca/en/CIUSSS-Administration>

Lawrence Rosenberg, M.D., Ph.D.
President and CEO