



Going Beyond for Healthier Communities

William Osler Health System's 2019-24 Strategic Plan is all about *Going Beyond for Healthier Communities*.

William Osler Health System (Osler) shared its new five-year Plan with community members and health care partners during a special three-day Community Expo from November 27 to 29.

A steady stream of people attended the events at Etobicoke General, Brampton Civic and Peel Memorial Centre for Integrated Health and Wellness, where they chatted with patients, physicians, staff and health

care partners about the Plan and how it will transform the way patients access and engage the health system.

The Plan builds on Osler's commitment to its Vision of *patient-inspired health care without boundaries*, providing a roadmap for how it will continue to *Go Beyond* for patients and families. Learn more and stay up-to-date on Osler's Strategic Plan at www.oslerstrategicplan2019-24.ca.

Etobicoke General Hospital prepares to open new patient tower in 2019

2019 will be an exciting year at Etobicoke General as the hospital completes and prepares to open a new patient tower.

The bright, patient-and-family-friendly space will feature a new, spacious emergency department, a critical care unit for intensive care and coronary care patients, expanded facilities for women's and children's care – including a maternal newborn unit with 10 private birthing suites and a Level II Nursery for fragile newborns, an ambulatory (day) procedures unit, and much more.

The new tower is part of a major expansion project that includes the recently-opened Etobicoke Wellness Centre, which houses some of the hospital's outpatient programs. Plans for this building include a new, 36-station satellite dialysis program, also scheduled to open during 2019.

For more information about Etobicoke General Hospital's transformation, visit www.williamoslerhs.ca.

Tips to Fight THE FLU



Flu season is here again. We can't stop the flu from making its annual winter-time trip to our homes, schools and hospitals, but there are things we can do to lessen the impact.

Follow these helpful tips from Osler's Dr. Sergio Borgia, Head of the Infectious Disease Program, to keep you, your family and your community healthy and safe this holiday season.

- 1 Get a yearly flu shot.
- 2 Wash your hands well and often with soap.
- 3 Cover your nose and mouth when you cough or sneeze. Use a tissue, rather than a cloth hankie, or cough into your sleeve in the crook of your arm.
- 4 If you do get ill with the flu, stay home, stay hydrated, rest and avoid contact with other people for at least 24 hours after your fever resolves.



TO GO OR NOT TO GO: A GUIDE TO VISITING THE EMERGENCY DEPARTMENT

When to go



FOR INFANTS/CHILDREN:

If child is vomiting, has diarrhea and won't eat or drink

When baby under three months has a fever over 37.9 C or 100 F

When child over six months has a fever over 38.5 C or 101 F



- ★ Pains or tightness in chest
- ★ Severe pain
- ★ Shortness of breath

Sudden severe headaches problems with vision, weakness, numbness and/or tingling in the face, arm or leg, trouble speaking, or dizziness

When you may not need to go



For laboratory testing you may visit a walk-in clinic or **Urgent Care Centre** that offers these services

Visit a family doctor's office or walk-in for minor problems like:

- ★ coughs and colds
- ★ seasonal allergies
- ★ minor injuries
- ★ more long-standing or chronic medical problems

IF YOU'RE UNSURE
CALL

Telehealth Ontario
1-866-797-0000



Your alternatives



Check with your doctor's office for their holiday hours



Make sure that everyone in your family has enough of their medications to last over long weekends or vacation periods.



This includes inhalers, oxygen, needles, glucose testing equipment, etc.

Family health teams

Family practice offices with extended hours

Walk-in clinics

Telehealth Ontario at 1-866-797-0000

More information:
<https://www.ontario.ca/locations/health/>

Stay informed about the latest news at Osler

Sign up for *Inside Osler*, the hospital's electronic newsletter.



Sign up by email today:

publicrelations@williamoslerhs.ca



CANADA'S BEST
DIVERSITY EMPLOYERS

Etobicoke General Surgeon wins 2018 Urban Hero



Dr. Vivek Panchapakesan, a plastic and reconstructive surgeon at Etobicoke General, won the **2018 Toronto.com's Urban Hero Award** in the health category in recognition of his professional and volunteer accomplishments. He is part of the Etobicoke Matters campaign, raising funds to help build and equip the new patient tower at Etobicoke General. Dr. Panchapakesan volunteers with *Operation Smile*, an organization providing surgery to children living with cleft conditions around the world. He is also involved with the PRASAD Project, an NGO working to improve the lives of economically disadvantaged families and children.

Roll with us and double your impact



Etobicoke General is in the market for some new wheels.

Wheelchairs are the workhorses of the hospital. Used every day, in almost every department, they must be replaced frequently, at a cost of \$500 each.

Your help is needed to buy more wheelchairs – 100% of the equipment within a hospital must be purchased with donations from the community.

Now is the time to give. For a limited time, every donation will be matched dollar for dollar (up to \$50,000) thanks to a generous gift from a donor. **Your \$250 gift will fully purchase one new wheelchair!**

Donate today. OslerFoundation.org