



William Osler  
Health System

FOUNDATION

# Celebrating our Health Care Heroes

**SPECIAL EDITION: COVID-19**

# PARTNERS

MAKING A DIFFERENCE



# PARTNERS

CELEBRATING OUR HEALTH CARE HEROES

Some of the photos in this issue were taken before COVID-19, so do not reflect social distancing.

SPECIAL EDITION: COVID-19

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For information or to make a donation, visit [oslerfoundation.org/partners](https://oslerfoundation.org/partners) or [YouHaveThePower.ca](https://YouHaveThePower.ca)

-  William Osler Health System Foundation
-  @OslerFoundation
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Visit [oslerfoundation.org](https://oslerfoundation.org) and sign up to receive *Partners* via email. You'll receive inspiring stories and valuable news about the impact of your donation, right in your inbox.

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### MESSAGE FROM THE PRESIDENT & CEO

Together we are facing one of the most challenging times of our lives. Many of us, myself included, have seen the impact of COVID-19 up close. We have felt the strain on our families, our loved ones and our communities. We've also been united in our admiration for the many who have been—and continue—working tirelessly on the front lines to keep us healthy and safe. In this special edition of *Partners*, we're highlighting some of Osler's Health Care Heroes—physicians, staff, volunteers and donors—who have stepped up during the COVID-19 pandemic. Please enjoy this issue in good health and be reminded that our Health Care Heroes are here to care for you when it counts.

**Ken Mayhew**  
President & CEO, William Osler Health System Foundation





# Our Health Care Heroes

Meet some of the heroes working across Osler to provide compassionate service.



**LAURA GIBSON**

“Even in challenging situations, I’m impressed by how everyone pulls together to make sure every patient receives exceptional care. Even though, with social distancing, we are all trying to stay a little bit farther apart than we normally would, we are all in this together.” - Laura Gibson, Resource Nurse



**DR. MICHAEL GARAY**

“Everybody’s just stepped up to the task, empowered themselves to learn about the disease, the equipment we use, and the unique needs of patients who have tested positive for COVID-19. The whole team at Osler have been extremely supportive. It made for a much less bumpy ride.” - Dr. Michael Garay, Site Chief of Emergency Medicine, Brampton Civic Hospital



**DR. HANZLA TARIQ**

“We often don’t think about the work we are doing on a day-to-day basis. It’s rewarding when a patient tells you how grateful and thankful they are. We can look back and say we did everything we could do and have no regrets.”  
- Dr. Hanzla Tariq, Emergency Physician



**JONATHON ZARB**

“If staff or patients need help, we are here. These are extraordinary times. People are really opening up and reaching out more than they have before. On days off, I feel like I’m missing out. I want to be on the frontlines and make a difference.” - Jonathon Zarb, Spiritual Health Therapist



**CLAIRE LEE**

“In the ICU, the patients are constantly changing and there’s no routine; then you add the physical fatigue and demands—it’s awe inspiring watching the group work. They are a perfect example of a team.” - Claire Lee, Physiotherapist



**FARHANA RAHMAN**

“Nursing has never been a one-person job. I can’t say enough about the physicians, the nurses, our social worker, our physiotherapists, our dietician. This is a time where you could have just kind of lost it, but I feel like we have stepped up and just said: We’re going to do this together.” - Farhana Rahman, Registered Nurse



**SUNNY KRISHENDEHOLL**

“We are here for the public, to serve the community and the people of Osler. We all have a responsibility, we have a role to play, but at the end of the day we are a family—we are a team.” - Sunny Krishendeholl, Housekeeper



**DR. RAJAT KUMAR**

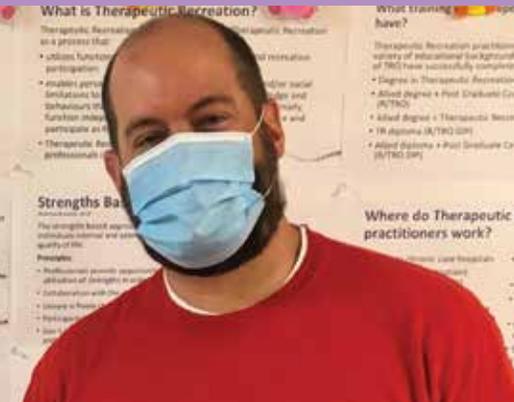
“One after another patients kept coming. So we started with one and kept rolling. Everyone stepped up. It was all teamwork. Driving home after making sure all the patients were taken care of—that was where I felt satisfied. That just reminds us why we wanted to be a health care worker.” - Dr. Rajat Kumar, Hospitalist

Read more about our Health Care Heroes online at [oslerfoundation.org](https://oslerfoundation.org).



**DR. ANDREW HEALEY**

“At the beginning of this I started seeing a counselor to try and prevent PTSD, which I thought was possible depending on how bad our pandemic was going to be, the amount of death we were going to see and the seemingly—initially at least—randomness of the disease that would be very difficult to cope with. That support was very helpful.” - Dr. Andrew Healey, Interim Corporate Chief of Emergency Medicine and Chair, COVID-19 Clinical Response Committee



**CHRIS RICHARD**

“When the post-COVID patients come to the unit, they don’t have a lot of energy. But when you see them three or four weeks later, you get to see who they really are. Their personalities come back and they tell you the story of what they’ve been through. That makes you want to come in every day and help the patients as much as you can.” - Chris Richard, Recreation Therapist



**DR. DAVINDER WADEHRA**

“Our dialysis patients do not have the luxury of not coming to dialysis—it is a life-sustaining treatment for these patients. If we don’t have the safety of our health care workers taken care of, we won’t have enough health care workers to take care of the rest of the public. That is why the first step is to take care of health care workers.” - Dr. Davinder Wadehra, Medical Director, Osler Kidney Program



**DR. PREMA VAIDYANATHAN**

“Babies will come into the world—pandemic or not—and we need to be prepared. We are in an acute time of need where we need to come together with a common goal.” - Dr. Prema Vaidyanathan, Interim Site Chief of Obstetrics and Gynecology, Etobicoke General Hospital

MAKING AN IMPACT

# We're all in this together

MOST OF US DON'T EXPECT TO BE ADMITTED TO HOSPITAL—UNTIL WE ARE. ON MARCH 16<sup>TH</sup>, BRAMPTON RESIDENT JASON RAMPAUL, 41, STARTED FEELING SICK. HE DIDN'T THINK MUCH OF IT, UNTIL AN ONGOING HIGH TEMPERATURE PROMPTED HIM TO VISIT PEEL MEMORIAL'S COVID-19 SCREENING CENTRE.



Osler's COVID-19 response



*Dr. Sergio Borgia,  
Corporate  
Chief of Infectious  
Diseases, William  
Osler Health System*

The previously healthy father of two developed breathing difficulties and was admitted to Brampton Civic Hospital with a diagnosis of COVID-19. “I was definitely scared,” Jason says. “I have two kids and the first thing on your mind is family and the kids and a lot of, ‘What if this goes sideways?’”

To mobilize for the emerging pandemic, Osler opened one of the first COVID-19 screening centres in the province in mid-March. Located in a self-contained area of Peel Memorial Centre for Integrated Health and Wellness, the centre would reduce volumes in Osler’s Emergency Departments and the Urgent Care Centre so staff and physicians could serve vulnerable patients with issues unrelated to COVID-19. In June, the Assessment Centre relocated, with a drive-thru model at South Fletcher’s Sportsplex in Brampton.

“When we started to see patients returning from abroad in January, we realized we needed to plan ahead and start to prepare ourselves—not wait until we were seeing it at our front door. It was a huge team effort to mobilize,” says Dr. Michael Garay, Site Chief of Emergency Medicine at Brampton Civic.

In late March, Osler launched a collection drive for Personal Protective Equipment (PPE) in preparation for a surge in COVID-19 cases and an increased need for PPE. And in early April, with local cases on the rise, Osler opened a drive-thru assessment centre in Etobicoke to help minimize virus spread through early detection.

Across Osler sites, physicians and staff adopted new roles to maximize human resources in the fight against the virus. Claire Lee, a physiotherapist with Brampton Civic’s Rehab Unit, joined a Prone Team, responsible for routinely turning intubated patients. Brampton Civic Resource Nurse Laura Gibson saw her routine in a busy Emergency Department change, with an added focus on identifying and educating COVID-positive patients.

Others were tasked to find innovative ways to deliver outpatient support. Gresham Kimm is Clinical Services Manager in Complex Continuing Care and Outpatient Rehab. His team helps stroke patients get personalized therapy sessions online.

“I have seen people come together in a way that in 15 years at Osler I’ve never seen before,” says Dr. Sergio Borgia, Corporate Chief of Infectious Diseases.

Patients battling COVID-19 do so without their families by their sides. “Being in hospital overnight for the first time, I didn’t know what to expect,” says Jason. “It was just chaotic for me mentally.” Now fully recovered, Jason is profoundly grateful for his Osler team. “You had these nurses that cared. If there’s anything to highlight, I think, it’s these people that are doing everything they can to care for their patients. The nurses found a way to let me know it’s gonna be okay.”

Community support has helped to ensure that critical health care is available close to home.

“What donors need to understand is their gifts, their generosity, means so much for our ability to fight this, more than they’ll perhaps ever know,” says Dr. Borgia. In addition to high-profile equipment like ventilators, many other things are required, like iPads for virtual visitation.

“Donors are an extension of the response team. If I could grow five more arms and each of those arms be a donor, think of how much farther my reach would be.”

## IN TRIBUTE

In April, we were deeply saddened to share the passing of a long-time member of our Osler family due to COVID-19. We pay tribute to our passed staff member and all those we’ve cared for during this unprecedented time.





## INSIDE OSLER



### DR. NAVEED MOHAMMAD NAMED OSLER'S NEW PRESIDENT & CEO

Osler Foundation is thrilled to welcome Dr. Naveed Mohammad to the role of President & CEO of William Osler Health System. Dr. Mohammad took the helm of Osler in April, in the midst of the COVID-19 pandemic. And though the scope of the current situation is unprecedented, he is no stranger to health crises.

Dr. Mohammad joined Osler in 1997 as an emergency physician at Etobicoke General. Throughout his career he's witnessed some of the province's biggest health emergencies including the SARS epidemic, H1N1 outbreaks and the Ebola scare. "We've learned a lot," says Dr. Mohammad. "And we've implemented a significant amount of those lessons into our COVID-19 operation."

In 2001, Dr. Mohammad was named Site Chief of Emergency Medicine for Etobicoke General and has since held a number of progressively senior physician leadership roles, most recently serving as Osler's Executive Vice-

President, Quality, Medical and Academic Affairs.

Not only is Dr. Mohammad a valued physician and inspiring leader to his fellow clinicians, he has long been an extraordinary supporter and advocate of the Foundation, with generous contributions of time and personal gifts. He has dedicated many hours helping to engage his colleagues and the community in support of Foundation initiatives; his passion for exceptional health care was key in helping to secure significant gifts from Orlando Corporation and Sun Life. He is an active member of the EGH Campaign Cabinet, a member of Indo-Canadian Friends of Osler and a founding member of the Physician Foundation Collaborative, where he continues to motivate others to follow his admirable lead.

In 2013 Dr. Mohammad was awarded the inaugural Osler Foundation Physician Philanthropy Award; we look forward to continuing to work closely with Dr. Mohammad in his new role.



## VOLUNTEER PROFILE



### MEET BILL

Almost three years ago, Bill Stodolny made "one of the best decisions I've ever made" and became a volunteer at Brampton Civic. When Osler needed volunteers to help during the pandemic, he stepped forward without hesitation.

"I realized that they would need help and I like helping people," he says. "I'm by myself at home—my wife passed away—so I said definitely. Sign me up."

Bill was asked to join the Osler Volunteer Association Board and was nominated for Brampton Civic's Volunteer of the Year award. He's humble about his service, but admits his greatest reward is contributing to the incredible work of the Osler team.

"What I do, heck, it's just a drop in the bucket compared to what everybody else is doing. Knowing that I can be just a little bit of help is what keeps me going," he says. "When I come home, my legs are sore, but I sit down and I think, 'Well, am I ever glad I went in today.'"

**Thank you to the 50 pandemic volunteers who stepped up and into new roles to provide crucial assistance in our hospitals. Collectively, they have put in more than 6,300 hours across our three sites since the pandemic began.**



## PARTNER SPOTLIGHT

**A SPECIAL THANK-YOU TO THE FOLLOWING SUPPORTERS, WHOSE DONATIONS TO OUR HEALTH CARE HEROES CAMPAIGN HELPED PATIENTS RECEIVE COMPASSIONATE CARE CLOSE TO HOME.**



### ARMOUR INSURANCE

“Our frontline workers have always been there for us—including in the face of life-threatening challenges like COVID-19. We are thankful that we are fortunate enough to be able to give back to the community.” - Sukhdeep Kang, CEO, Armour Insurance Brokers Ltd.

### MARTHA ROGERS, CHAIR, THE ROGERS FOUNDATION

“The need to support our hospitals has never been greater than it is right now. The doctors, nurses and staff on the front lines of this crisis have been working tirelessly to keep us healthy and safe. It’s so important that we support their heroic efforts any way we can.” - Martha Rogers, Chair, The Rogers Foundation.



### STEVE ROBINSON

“Even during the most uncertain times, which we are in now, many of us can still afford to help where it is needed most. By making a matching donation, I hope to encourage those that can step up, to do so.” - Steve Robinson, Wealth Advisor, RBC Dominion Securities



### ARGO DEVELOPMENT CORPORATION

“Nothing is more important than the health of our community members, and with this donation we hope that we can empower and support the continued COVID-19 response.” - Fabio Mazzocco, President, ARGO Development Corporation



### 407 ETR

“Giving back to the communities we serve has always been a strategic focus for us, and clearly it’s more important now than ever. On behalf of the entire 407 ETR team, thank you to all the hospital workers at William Osler Health System’s hospitals. We truly appreciate your work.” - Andres Sacristan, 407 ETR President & CEO

## PARTNER SPOTLIGHT



### SAJJAD EBRAHIM

“Viruses know no borders, nor should our compassion. Those of us in a position to give have an obligation to step forward in these times of crisis. What better way than to support the hospitals and the frontline health care workers—the heroes of our nation.”

- Sajjad Ebrahim



### WORLD FINANCIAL GROUP

“World Financial Group is all about helping people. Whenever there is need, we never step back—we always want to step forward and help. COVID-19 has impacted thousands and it’s important to stand with people during these times.”

- Raja Dhaliwal & Real Michaud, Executive Chairmen, World Financial Group



### BVD PETROLEUM

“It is our duty to contribute whatever we can to help our health care heroes. They are putting their lives at risk to look after people and it becomes our dire responsibility to look after them. I encourage other people in the community to contribute whatever they can because every penny counts.” - Bikram Dhillon, President, BVD Petroleum



### MAPLE LODGE FARMS

“It’s important for those who can, to help frontline workers who are fighting tirelessly against this disease right now. Without them, we wouldn’t stand a chance against COVID.”

- Kristina Joyner, Member, Maple Lodge Farms Board of Directors



### ICNA RELIEF CANADA

“No Borders - No Boundaries is the mantra for ICNA Relief Canada. Through this donation, we are helping to realize our mission to provide an immediate response during times of disaster and to implement programs that alleviate human suffering.”

- Ijaz Tahir, Chair, ICNA Relief



### NEW BRAMPTON (DAVE KAPIL)

“It is humbling to play a small role in the fight against COVID-19. We are all in this together – stay home, wash your hands, and donate if you can.” - Dave Kapil, New Brampton

## PARTNER SPOTLIGHT

Visit [oslerfoundation.org](http://oslerfoundation.org) to read more about these and other supporters.



### TPC TORONTO AT OSPREY VALLEY

"The key for us is to make a positive impact in the community and really help uplift everyone around us by being a positive influence and I hope that's something we can continue to do, even when we're on the other side of this pandemic." - Brian Decker, Director of Marketing & Communications for TPC Toronto at Osprey Valley



### TIRE WORLD

"At this time, it is so important to come together to support the community. I grew up in Brampton and I am honoured to be able to support our frontline workers with the critical equipment they need to save lives." - Jeff Sumilas, Tire World



### ROTARY BRAMPTON

"The pandemic has certainly hindered our ability to deliver much-needed funds to many charities, but it was important to us to dig deep to provide relief both internationally and here locally. Osler hospitals are the epicenter of fighting COVID-19 so it was just a logical move for us to help." - David Clement, President, Rotary Club of Brampton



### AMAZON

"We're proud to be supporting Osler Foundation's Health Care Heroes. We are humbled by your work and are proud to do our small part to support Osler Foundation and the life-saving work being done in our shared communities." - Sumegha Kumar, Director, CACF Operations, Amazon Canada



### DOLORES FRANCO

"I believe it is the responsibility of every Ontarian to support local hospitals through this pandemic. Think of the frontline workers ... The least we can do as a community is support them, give them what they need. It is our responsibility." - Dolores Franco

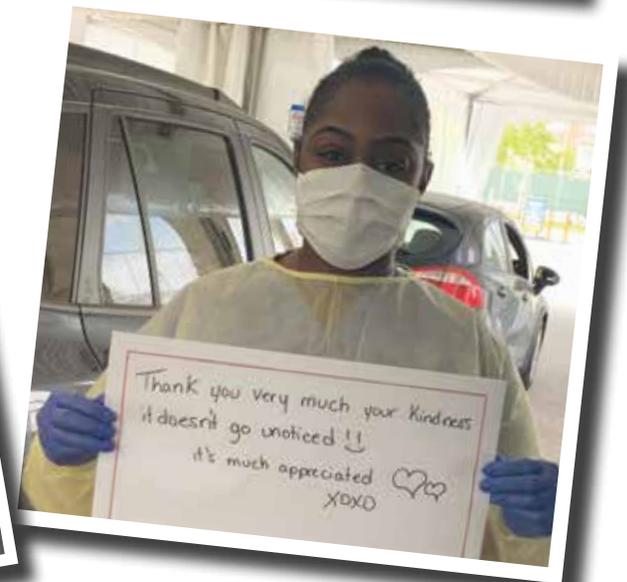
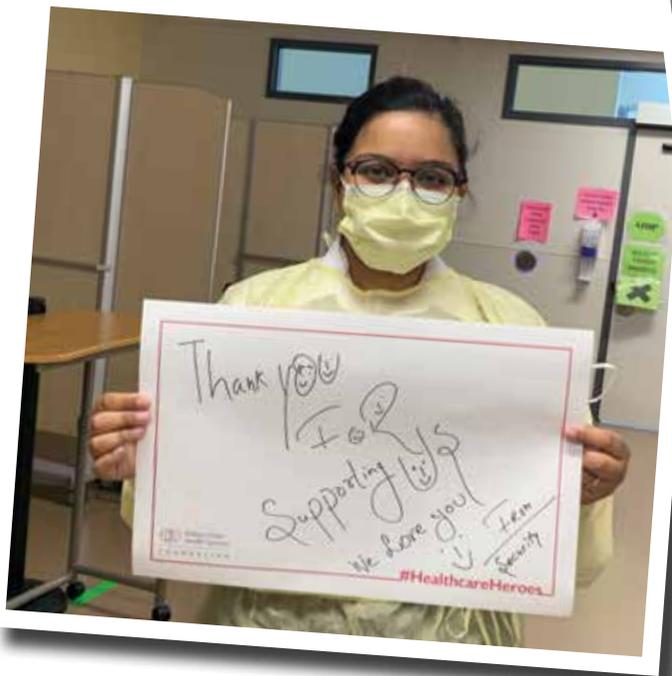
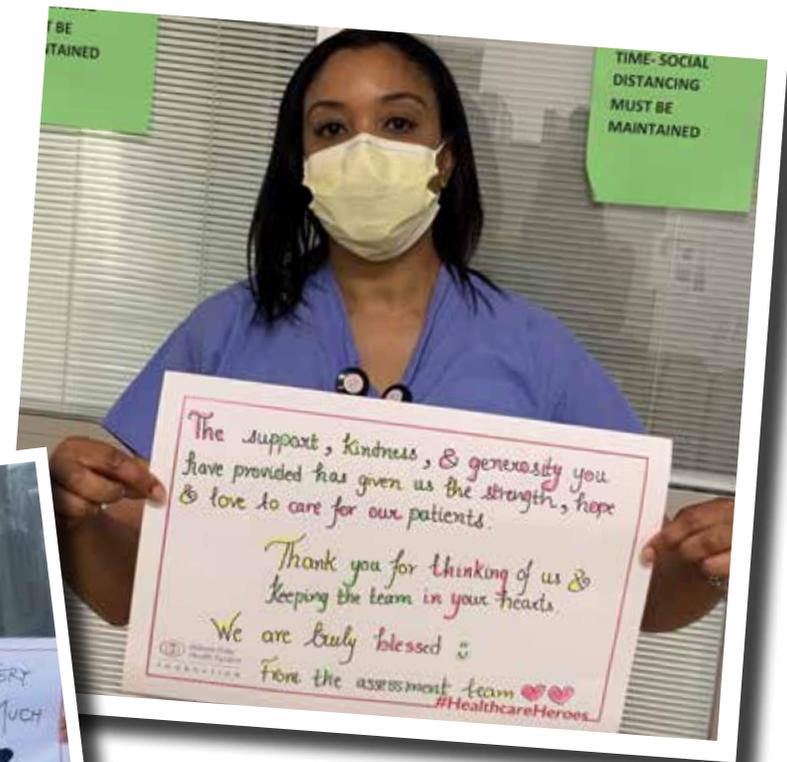


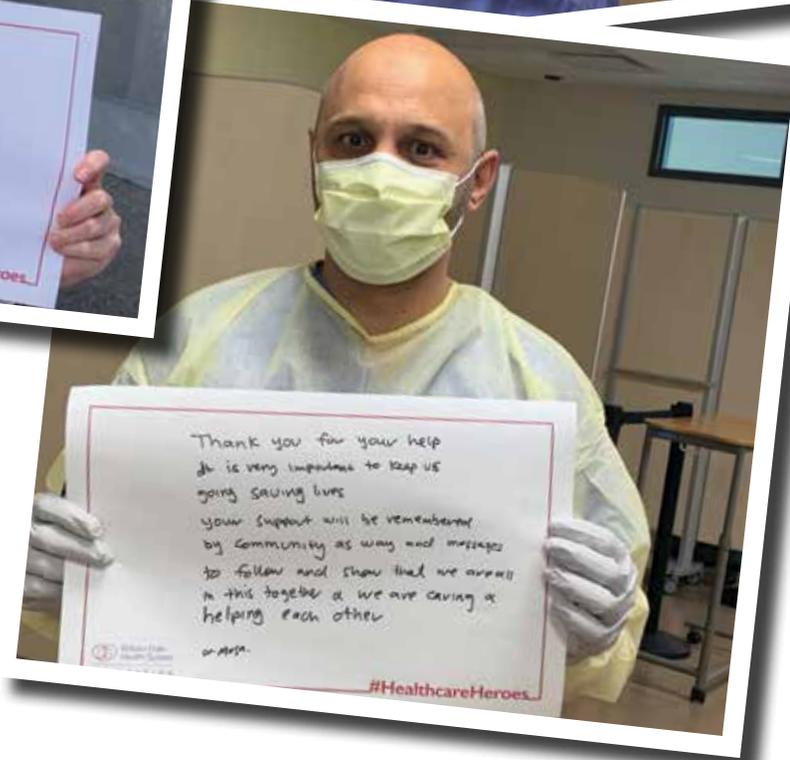
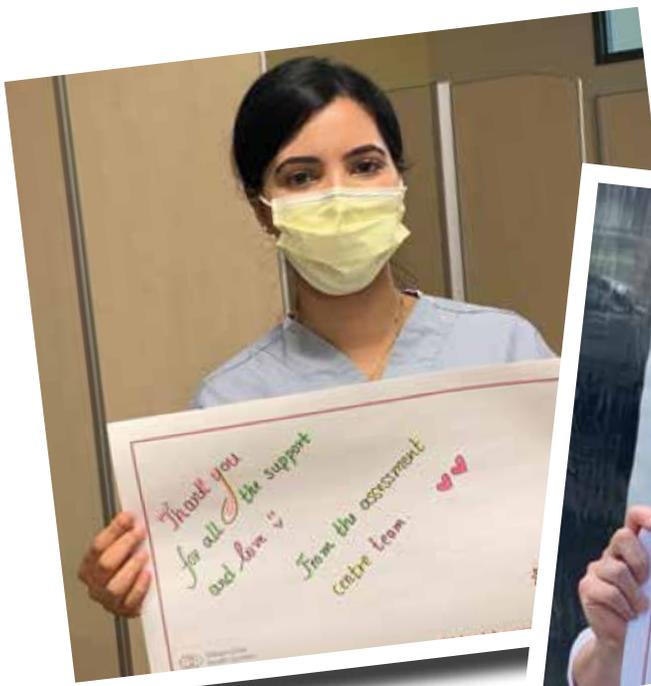
### SHERIDAN COLLEGE

"A donation to William Osler is really a donation to everyone within the community and helps to support the local and regional health and wellness of everybody." - Dr. Michael O'Leary, Dean of the Faculty of Applied Health and Community Studies and Davis Campus Principal



# Thank you to our Donors







# The quiet heroes behind the pandemic

Respiratory Therapists are heroes in the fight against COVID-19, but the people they help—sedated and intubated patients—are often unaware of their efforts. The role of the respiratory therapist during the fight against COVID-19 is to provide life-saving respiratory support to help patients with breathing difficulties. Coronavirus, the culprit that causes COVID-19, wreaks havoc on a person’s lungs, making respiratory therapists essential to a patient’s survival—from tracking and monitoring a patient’s oxygen levels to intubating a patient (inserting a tube attached to a ventilator that breathes oxygen into the patient). It’s a technique that is both risky and requires many practice simulations.

Osler has just over 90 respiratory therapists, including full-time, part-time and casual staff.

“We’re a unique specialty,” says Robyn Klages, Corporate Clinical Services Manager for Respiratory Therapy at Osler who worked at Peel Memorial during the SARS outbreak in 2003. “We come to work and roll up our sleeves and do what needs to be done to save a life—pandemic or not.”

Respiratory therapists are one of a few health care professionals that support patients throughout their hospital stay and as such, many form strong relationships with their patients. With the no-visitor policy in place to protect patients and staff, Robyn emphasizes that respiratory therapists are there for patients when their families can’t be.

“Some of our respiratory therapists see their patients on the ward and then later, they might be the ones that liberate the patients off the ventilators,” says Robyn, sharing that it is a truly rewarding experience when this happens.

“What makes me proud every day is the team, their professionalism and team work on the front lines,” says Robyn. “No matter what area of the hospital you might be assigned to, we are always there to help. We all advocate for the patient and we care about what we do. You cannot replace that.”



# THE IMPACT OF YOUR SUPPORT

Thanks to more than  
**3,000 donors**,  
the Health Care Heroes  
campaign is helping Osler  
face COVID-19 with the  
resources we need.

Osler's COVID-19  
Assessment Centres  
have completed  
**60,000+ tests**  
since March 11

**1,000+ tests  
completed  
per day**



As of June 24, 2020

## Cash Donations



<b>\$2,634,000</b>	Total \$ raised
<b>3,104</b>	# of donors
<b>3,255</b>	# of gifts
<b>880</b>	# of donations over \$100
<b>2,375</b>	# of donations of \$100 or less
<b>\$155,000</b>	Amount raised by gifts of \$100 or less

As of May 31, 2020

## With your support we have purchased:



**38** adult ventilators



**4** vein finders



**35** electric beds



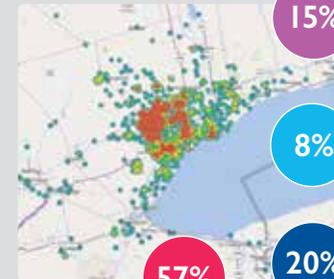
**40** vital signs monitors



Laboratory testing equipment that enables  
Osler to process COVID-19 tests in house:

- Up to **750 tests per day** by August 2020
- Results in 11–15 hours

## Where our donations come from



**15%**

**456**  
Etobicoke/  
Toronto

**8%**

**252**  
Mississauga

**20%**

**629**  
Other

**57%**

**1,767**  
Brampton

## We have more PPE thanks to you!



**190,000**  
pairs of  
gloves



**4,500**  
gowns



**229,500**  
masks



**6,000**  
goggles/  
face shields

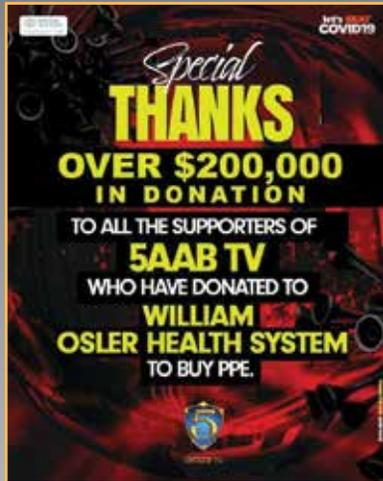
As of May 31, 2020

## Our community has donated



**18,370** meals to  
Osler's Health Care Heroes

## OUR COMMUNITY CARES



### 5AAB TV VIRTUAL CONCERT RAISES \$212,000

On May 17, more than 30 Punjabi artists from around the world performed a nine-hour Virtual Concert Fundraiser hosted by 5AAB TV. The event raised \$212,000 for the Health Care Heroes campaign. The Sikh doctrine of “Sarbat da bhala”, which means “blessings for everyone”, was displayed by the community as they donated and surpassed the fundraising goal of \$100,000 within the first two hours of the concert, with more than 20 artists still to perform. “We are grateful to the Sikh community, volunteers and all Punjabi artists who performed through Skype and urged viewers to pitch in for this noble cause,” says Jassi Sarai, President of 5AAB TV.



### NATALIA KUSEDOVA, MPP MISSISSAUGA CENTRE

Natalia Kusendova is an MPP and a Registered Nurse who answered the government’s call for retired nurses to bolster the pandemic response, joining the Emergency Department at Etobicoke General. In addition to her service on the front lines, Natalia collected PPE and set up a personal fundraising page, raising nearly \$8,000 in support of Osler.

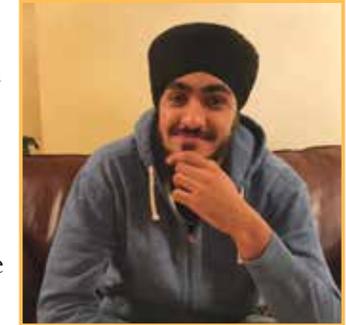


### VIETNAMESE CANADIAN HELPING HANDS

When the pandemic began, Vietnamese Canadian Helping Hands was one of the first community groups to create an online fundraising page. Within a week, they raised \$13,000 to support the Health Care Heroes campaign, surpassing their \$10,000 fundraising goal.

### PAVITER FUND

When Paviter Singh Bassi was killed in 2018 at the age of 21, his family made it their mission to carry on his legacy of giving back to the community. They held a memorial event called “Celebrating Seva” and organized an art auction in honour of Paviter. Funds raised through these events support various community causes, including Osler Foundation’s Health Care Heroes Campaign.



### NOBIS

Outerwear company Nobis supported Osler’s Health Care Heroes with a corporate donation and additionally with a portion of online sales. “We are indebted to the hospitals and especially the frontline workers who put themselves and their families at risk. They’ve dedicated their lives and professional services to the community, so we couldn’t do less than everything,” says Robin Yates, Vice-President and Co-Founder.

