



William Osler
Health System

FOUNDATION

PARTNERS

MAKING A DIFFERENCE

WINTER 2021 NEWSLETTER

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For information or to make a
donation, visit oslerfoundation.org/partners
or YouHaveThePower.ca

-  William Osler Health System Foundation
-  @OslerFoundation
-  @OslerHealth

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Visit 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.

Charitable Business Number: 12996 5133 RR0001



MESSAGE FROM THE PRESIDENT & CEO

It's been almost a year since COVID-19 took over our lives—and what a challenging year it has been. The communities Osler serves were hit particularly hard, but through it all our Health Care Heroes have served with determination, dedication and compassion. In this issue, you'll see how, with your incredible support, Osler nimbly responded to the demands of COVID-19 to deliver the exceptional health care we need, when we needed it most.

Ken Mayhew
President & CEO, William Osler Health System Foundation

HOLIGALA
festival of colours

COME CELEBRATE SPRING
AT OUR VIRTUAL
FESTIVAL OF COLOURS!
SATURDAY, APRIL 10, 2021

 **William Osler
Health System
FOUNDATION**

HOLIGALA.CA
#HOLIGALA • @OSLERFOUNDATION

PARTNER SPOTLIGHT



DR. MAHIN BAQI & DR. RAJIV GUPTA

With 45 years' combined service, Dr. Mahin Baqi and Dr. Rajiv Gupta are familiar faces at Etobicoke General. Serving on the front lines of COVID-19 gave them a greater appreciation for their colleagues in the ICU, so when looking for a way to remember parents who passed away in 2020, a gift to name the ICU waiting area in their honour was an easy choice. "We wanted to do something in their memory, and we thought this was most fitting, given what has happened this year."



KAZMAN FOUNDATION

Max Kazman has worked and volunteered in Peel Region for more than 30 years. He founded Kazman Foundation to support community organizations, with a focus on health care. Through events like an annual golf tournament and Evening of Laughs comedy night, Kazman Foundation raises vital funds to help equip Brampton Civic's Paediatric and Kidney Care units and to fund the Active Living for Life program for dialysis patients, with a goal of making things a little easier for those coping with disease.



TROOST FAMILY

The hospital's need for a dialysis machine inspired a gift that grew into a legacy of giving for Bill and Kathleen Troost. "It really made us aware of how important donations are for the real bricks and mortar and equipment," said Kathleen. Son David and his wife Georgia are equally passionate about supporting the hospitals that have served their families throughout the years—especially now. "Acting closer to home is more important than ever," said David.

NEWS & HIGHLIGHTS

OSLER DELIVERS FIRST DOSES OF COVID-19 VACCINE IN BRAMPTON

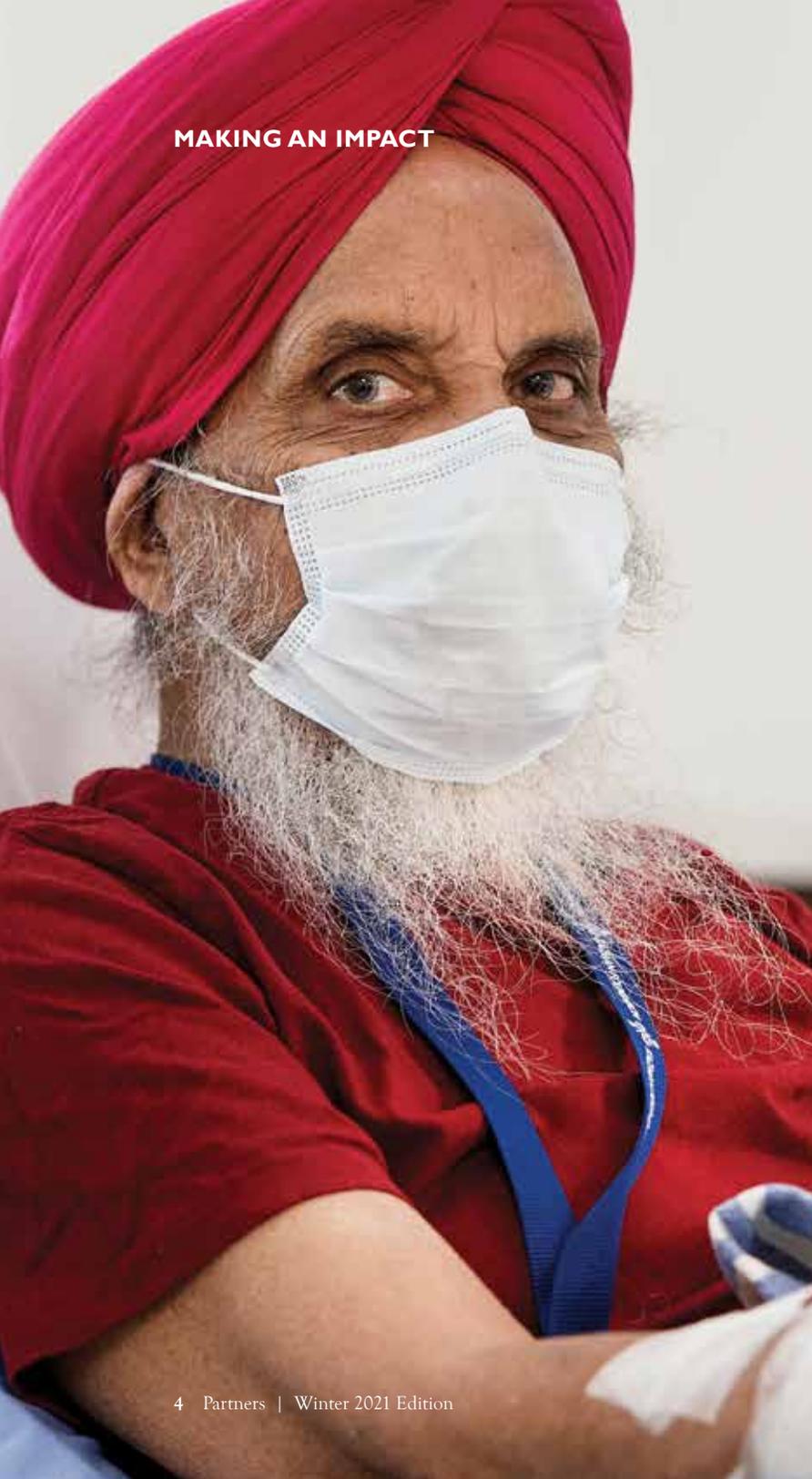
In December, William Osler Health System (Osler) administered Brampton's first COVID-19 vaccination at its COVID-19 Vaccine Clinic. The clinic vaccinated health care workers who provide direct care in high-risk settings, with a priority focus on staff working in long-term care in Peel Region.

Vilma Whyte, a Personal Support Worker with Tullamore Care Community, was the city's first recipient of the Pfizer-BioNTech vaccine under

Phase One of the Ontario Government's three-phased immunization program.

"Today marks an important milestone in our collective efforts to combat COVID-19 and Osler is proud to administer the vaccine to our health care partners working in long-term care homes," said Dr. Naveed Mohammad, President and CEO, William Osler Health System. "The opening of our COVID-19 Vaccine Clinic represents renewed hope and will help save lives across our community."





COVID-19: One Year Later

IT'S BEEN A YEAR SINCE COVID-19 FIRST APPEARED IN ONTARIO AND TURNED OUR LIVES UPSIDE DOWN. FROM OPENING ONE OF THE PROVINCE'S FIRST TESTING CENTRES IN MARCH, TO ADMINISTERING BRAMPTON'S FIRST COVID-19 IMMUNIZATIONS IN DECEMBER, OSLER HAS CONTINUOUSLY STEPPED UP EFFORTS TO COMBAT COVID-19 WHILE FINDING INNOVATIVE WAYS TO SAFELY PROVIDE THE EXCEPTIONAL CARE OUR COMMUNITIES NEED.



Kiran Patel is Clinical Services Manager for Cardiac Diagnostics and Cardiac Rehab. Cardiac rehab helps people regain strength after illnesses like a heart attack and surgeries such as bypass and heart transplant. She says when the first wave of the pandemic struck, 60% of cardiac rehab programs across the country shut down, but Osler pivoted quickly to deliver care through telephone and online.

“We shut down on March 17th and we were back up on the 23rd on a virtual platform,” says Kiran. “We have an obligation to our patients and the whole team came up with creative ways to meet the patients’ care. Simple things like using a water bottle as weights, walking plans for individuals who don’t feel comfortable going outside, or developing chair exercises

for individuals with lower extremity weaknesses.”

In Osler’s Kidney Care Clinic, which provides life-saving dialysis, virtual care or shutting down the program was never an option. To ensure critical treatment continued safely during the pandemic, an emergency planning committee developed strategies including additional screening and dedicated treatment times for COVID-positive patients to decrease risk to other patients. Another layer of complexity was added when the team was called on to treat COVID patients with acute kidney problems. “We developed protocols to manage these patients, because they had increased risk of clotting,” says Dr. Davinder Wadehra, Nephrologist and Medical Director of Osler’s renal program.

At the same time, when an outbreak hit, the unit struggled with a 25 percent reduction in their usual workforce of 200 people, while treating about 500 dialysis patients. “We had to become creative by evaluating each patient to see where we could reduce the number of treatment sessions, while keeping the patient safe,” says Dr. Wadehra. Typically a dialysis patient has three sessions a week, but the team identified patients who could do twice-weekly sessions. Other patients switched to home dialysis.

The communities Osler serves were hit particularly hard by COVID-19, making increased testing critically important. In September, in preparation for the approaching cold and flu season and potential future waves of COVID-19, Osler opened a dedicated clinic to test, assess and provide care for people with cold, flu-like and possible COVID-19 symptoms.

“Typically during influenza season, hospitals see an increase in visits from patients with symptoms. This year, the presence of

COVID-19 makes this surge much more complex, and a dedicated response is needed to support our community,” said Dr. Naveed Mohammad, President and CEO, William Osler Health System. “The COVID-19, Cold and Flu Clinic will increase access to safe assessment and testing for people who have symptoms, and will provide an additional, convenient option for care outside of Osler’s Emergency Departments.”

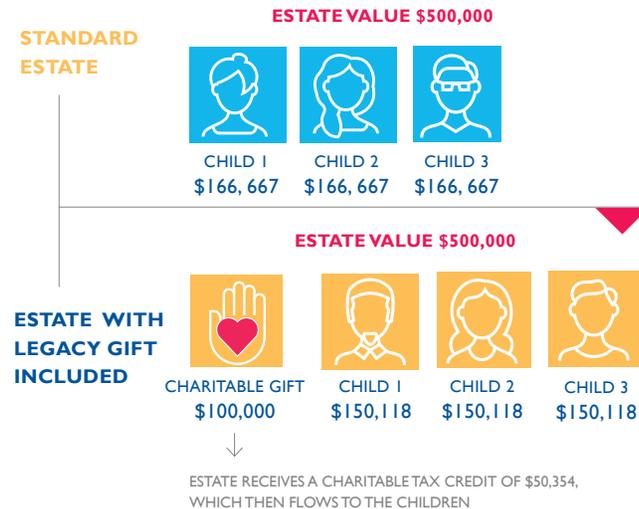
As the pandemic pushes into its second year, Osler’s physicians and staff will continue going beyond for our communities. Marc Davis is a Kinesiologist and Team Lead who helped develop the virtual care model for Cardiac Rehab. “We’ve been able to do some amazing things and that’s thanks to the resilience of everybody working in health care, but also the resilience of the patients and their openness with the ever-changing pace. Everybody’s seeking the same outcome which is improving the health and wellness of the people that we serve.”

WAYS TO GIVE



Planning your Legacy

You can create a healthier future and leave a powerful legacy by including a gift in your will to Osler Foundation.



When help is needed most, you can count on your local hospital to be there. Your support can ensure that Osler hospitals continue to deliver exceptional health care for generations to come. You can choose a specific amount to be given to Osler Foundation or, after your estate has looked after your family, you can choose to donate a share of the remainder of your estate. Your lawyer, accountant, financial planner or insurance agent can help you determine which type of planned gift would be best for you, your family and your estate.

When you make a future gift to Osler, you will become a member of the Osler Legacy Circle: an exceptional group of people who have chosen to be remembered for their commitment to building a healthier community. Members are invited to join us for special events, hospital tours and educational seminars.

For more information or to share that you have included Osler Foundation in your will, please contact Nicole McCahon at 905.863.2419 or nicole.mccahon@williamoslerhs.ca.

*Based on 2020 Ontario tax rates from Ernst & Young Electronic Publishing Services Inc. for an individual at the maximum marginal tax rates. The actual tax credit for your estate may vary.



STAFF Q&A

**ANDREW ASA, BUSINESS PROJECT
MANAGER AND DONOR**

**Q: Why do you support Osler
Foundation?**

A: I have the honour of working directly with staff from all levels of the organization. Everyone has a vital role and I have the privilege to see and learn what people do every day. It's fascinating to me that although everyone's activities may be different, we all share the same dedication to our work. A hospital without people is just a building. I support the Osler Foundation because it makes me feel good to support the people I care for and work with.

**Q: What impact do donations have in
your area?**

As a Project Manager I have opportunity to work at different sites and in different areas across the organization. It never ceases to amaze me the different worlds that co-exist within the hospital. Miracles are truly happening each day and although environments may vary, the need for new equipment is the same everywhere so I always designate my donations to be directed to where it's needed most. A lot of people don't know that equipment is funded 100% by the community. So, although I live and work in Brampton, it makes me feel good knowing that my donations have an impact throughout Osler.



PROGRAM PROFILE

Mental health services go virtual to help those struggling through pandemic

Osler has one of the busiest Mental Health and Addictions community hospital programs in the province, and the challenges of COVID-19 have only added to the demand for mental health supports. At the same time, access to in-person care has been reduced for the safety of patients and staff. To ensure ongoing access to vital care during the pandemic, Osler's Mental Health and Addictions Program pivoted quickly to bring services online.

Osler had a head start to virtual programming thanks to a Stepped Care Model put in place in 2019 that includes a hybrid of virtual and in-person care designed to provide greater accessibility for patients. "Even before the pandemic, virtual care was on the radar; therefore we were able to mobilize rapidly during the pandemic," says Faiza Khalid-Khan, Clinical Director of Mental Health and Addictions.

Virtual mental health programs were running in the spring, just as Osler began to see an uptick in the number of crisis calls. "Depression is compounded by staying home and not having a job. We are hearing this not only from our patients but even our own staff," says Faiza. "We decided to offer a group related to COVID-19 anxiety on its own."

A recent survey, conducted mid-September as elementary and high schools were reopening, revealed that women experience higher levels of anxiety and loneliness than men, with parents of children under 18 showing higher levels of depression than adults without children.

Dr. Harmeet Bami is a psychiatrist who leads the Women's Mental Health Program with a focus on mood disorders. Since the start of the pandemic, she has witnessed an increase in crisis calls from her patients on a daily basis. There has also been a significant increase in referrals to the Women's Mental Health Clinic, a peri-partum clinic.

"From a psychosocial perspective, women of all ages are more susceptible to high depression and anxiety," says Dr. Bami. "Women are definitely bearing a disproportionate amount of stress as a result of this pandemic. Working from home, providing childcare and supervision for online schooling, and caring for ill family members are all examples of additional stresses."

**If you or someone you know is
experiencing mental health challenges
related to COVID-19, please call
(905)494-6709 for all outpatient inquiries.**



*Photo above: Faiza Khalid-Khan, Clinical Director of Mental Health and Addictions.
Below: Dr. Harmeet Bami, Clinical Psychiatrist, Women's Mental Health Program.*



VOLUNTEER PROFILE

MEET KEITH

When Keith Meaden's wife Geraldine—Geri, as she was affectionately known—was a patient in Osler's Oncology Outpatient Clinic 15 years ago, he accompanied her on each visit and quickly realized how valuable volunteers are to patients, family and staff. After Geri's passing, Keith was determined to give back some of the support and comfort they had received.

And so, for nearly 10 years, Keith has volunteered every Wednesday and Friday, contributing nearly 5,000 hours. He's known for his warm smile, his quick wit and his endless supply of candy. "I should have shares in Werthers—I think some people come to the clinic just to get the candy," he said with a laugh.

In 2018 Keith was recognized for his volunteer work by the Brampton Seniors' Association and, more recently, he was one of seven volunteers from across the country to be recognized by Volkswagen Canada who presented him with a trip and a \$2,000 donation to Osler Foundation.

"Volunteering is part of my life—I can't do without it."



As Osler increases capacity, community support is needed to equip additional beds

In October, Premier Doug Ford and Christine Elliott, Deputy Premier and Minister of Health, visited Brampton Civic to announce immediate funding to support 87 additional beds across Brampton Civic and Etobicoke General, which will enable Osler to provide care to a growing number of patients.

"Today's announcement is good news for the communities we serve and comes at a time when Osler's dedicated health care teams are working tirelessly to combat COVID-19, and are preparing to manage the flu season and anticipated winter surge," said Dr. Naveed Mohammad, President & CEO, William Osler Health System. "This investment further enables Osler and its partners to respond to an increase in demand for services and continue to provide high-quality, compassionate care to our patients."

The investment will help increase hospital inpatient capacity at Osler, but community support is still needed to provide equipment for each of these spaces. When the

government provides a "bed" to a hospital, it means the ministry provides a set amount of funding for the operating costs of the patient space. The full cost of equipment to support patient care must come from the community; this is known as "community share."

So, while the government is funding the operating costs for 87 beds, such as staff costs, 100% of equipment for each of these spaces must be funded by the community—from the actual bed itself, to the vital signs monitors and other equipment needed to support patient care.

"Osler hospitals serve one of the fastest growing regions in the country, and demand on services has been increased by the COVID-19 pandemic," said Ken Mayhew, President & CEO, Osler Foundation. "Community support is vital for ensuring these new beds are supported with the vital equipment our physicians and staff need to deliver the care our communities rely on, today and in the future."

OUR COMMUNITY CARES

SIGNATURE EVENTS



VIRTUAL GALA CONCERT RAISES \$460,000 FOR OSLER HOSPITALS

In November more than 2,000 music fans and philanthropists gathered online for the 9th annual Gala Benefit Concert featuring a performance by Canadian music icon Sarah McLachlan and comedian Jessica Holmes. More than \$460,000 was raised for Osler hospitals.



A SOCIALLY DISTANCED DAY ON THE LINKS FOR OSLER

The 24th annual Osler Open: Etobicoke Invitational in September raised more than \$220,000 in support of Etobicoke General. The 2020 tournament, hosted at The Country Club in Woodbridge, saw a total of 144 golfers tee off in a staggered start in support of Osler Foundation.



BEER STORE

Throughout the summer, Beer Store locations in Brampton collected empties in support of Osler Foundation, raising more than \$60,000.



SHELL GAS

Shell Gas stations in Brampton showed support for our Health Care Heroes with an in-store campaign that raised \$10,000 for our frontline staff.



LOWE'S CANADA & RONA

Lowe's Canada and RONA corporate stores in the Greater Toronto Area united in support of our Health Care Heroes, raising \$14,000 for Osler Foundation.



In appreciation for Osler's Health Care Heroes and their work during the pandemic, **Barrister Pranav Patel and his wife Ketki Patel** set up a personal fundraising page and raised more than \$11,000 for Osler Foundation. "Humanity is the soul of a true Canadian and we provide the ray of hope," says Pranav.

UPCOMING
EVENTS

Holi Gala
April 10, 2021

Visit oslerfoundation.org for more information on all of our events.