



William Osler
Health System

FOUNDATION



PARTNERS

MAKING A DIFFERENCE

FALL 2021 NEWSLETTER

MAKING AN IMPACT:

Osler's Road
to Recovery

PAGE 4

WAYS TO GIVE:

Create a Personal
Fundraiser

PAGE 5

PROGRAM PROFILE:

Virtual Urgent Care
hits milestone

PAGE 6



FALL 2021

On the cover: Grateful patient Nicole El Far Troiano. Read her story on page 4.

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Charitable Business Number: 12996 5133 RR0001



MESSAGE FROM THE PRESIDENT & CEO

The COVID-19 pandemic presented enormous challenges to all hospitals in Ontario, and especially to ours, which serve the hardest hit communities. This summer, as new cases and hospitalizations declined, and vaccination rates increased, Osler set out carefully and gradually on the road to recovery, ever mindful of the uncertainty of the months ahead. In this issue we'll tell you about some of the Osler innovations born out of the pandemic, and how you can help ensure our front line staff—our Health Care Heroes—are well equipped and ready to help more patients like Nicole, who's featured on our cover. I invite you to read her story on page 4, and meet a few of our Health Care Heroes throughout this issue.

Ken Mayhew
President & CEO, William Osler Health System Foundation



oslerfoundation.org

PARTNER SPOTLIGHT



THE BEER STORE

The *Donate Your Empties* program turns recyclables into support for health care in your community. Throughout the summer, the money donated from returns at any Beer Store location in Brampton and select locations in Vaughan and Etobicoke supported Osler hospitals. Thanks to generous donations, \$8,461 was raised.



LONGO'S FAMILY CHARITABLE FOUNDATION

In support of area hospitals hardest hit by the pandemic, the Longo's Family Charitable Foundation made a generous matching gift of \$50,000 to Osler Foundation's Compassion Fund to support Osler's Health Care Heroes. Longo's has a long history of giving back to local charities and are especially committed to supporting frontline health care workers as they continue the fight against COVID-19.



DON LAZAROW MEMORIAL GOLF TOURNAMENT

Don Lazarow was an avid golfer—so much so, he hosted an annual tournament. In 1990, Don was diagnosed with multiple sclerosis (MS); he passed away in 2007 at the age of 53. In his honour, Don's family started the Don Lazarow Memorial Golf Tournament. The 3rd annual event took place September 25 at the Westview Golf Club, with all money raised benefitting Osler's MS Care Fund.

NEWS & HIGHLIGHTS



OSLER PARTNERS WITH SeamlessMD FOR BEFORE AND AFTER SURGERY MONITORING

In August, Osler announced a partnership with SeamlessMD, a Digital Patient Engagement platform, to empower patients undergoing elective and emergency surgery with a digital companion that assists them from surgical preparation through to their recovery at home.

With SeamlessMD, patients are guided before and after surgery with education, progress tracking and symptom monitoring using their own smartphone, tablet or computer. Customized dashboards enable the Osler care team to monitor patients' health throughout

their journey. The platform supports multiple languages including English, Punjabi, Urdu, Hindi, Portuguese, Italian and French, prominent in Osler's diverse communities.

More than 2,500 surgery patients have already benefited from this digital experience. The platform also helps to facilitate internal efficiencies, including improved communication and workflow across care teams, which helps to streamline Osler's surgical operations.

MAKING AN IMPACT



Osler's Road to Recovery



WHEN SEVERE STOMACH PAIN BROUGHT NICOLE EL FAR TROIANO TO THE HOSPITAL IN THE MIDST OF THE PANDEMIC, SHE GOT NEWS EVERYBODY DREADS: THE MOTHER OF TWO AND BUSINESS OWNER HAD STAGE 2 COLON CANCER.

“I was in denial. I mean, the word ‘cancer’ has so much associated with it—it’s always the next person, never you,” Nicole says. She was referred to Dr. Roberta Minna, Osler’s Corporate Chief of Surgery, who ultimately performed her surgery.

“The staff in her office and Dr. Minna were, to my family, they were angels—they treated me with respect and compassion,” Nicole says. “And, on top of that, she was in constant communication with my family doctor. That takes real dedication.”

At the height of COVID-19, in order to keep the community safe and treat the most vulnerable patients, many staff members and physicians were redeployed. Although urgent surgeries continued to be performed, our Emergency Departments remained open and programs and services were offered virtually, many non-urgent programs, services and clinics, including elective surgeries, were put on hold.

Osler is now working to gradually and safely resume normal operations, including some elective, non-emergent and non-urgent

surgeries and procedures. While other hospitals may resume their normal operations relatively quickly, the impact of the pandemic on Osler hospitals is still being felt. Although this impact will continue to be a challenge in the time ahead, Osler is committed to doing all it can to reduce the surgical backlog and meet increased demand on Emergency Departments and outpatient and ambulatory clinics.

Osler’s surgical backlog is among the highest of any health system in Ontario. This backlog, combined with aging surgical equipment, means donor support is urgently needed.

Essential equipment needs include anesthesia gas machines and surgical suite components, audiovisual equipment, overhead lights, monitors and laparoscopes.

Post-surgery bedside equipment is also vital to surgical recovery. Michelle Miller Burnett, Clinical Services Manager, General Surgery and Short Stay at Brampton Civic Hospital, points to a need for stretchers, blood pressure machines and huddle boards used for staff and physician communication.

Donations, she says, “ensure that we have the right equipment, with the right patient at the right time. For example, when we rolled out the vital signs machines, we had to ensure that we had enough so that each nurse had one for every four patients. And if we don’t have that number, that delays treatment. At the bedside, seconds count.”

“With almost a year of no surgical volumes, there’s a significant impact across every surgical specialty,” says Dr. Minna. The trickle-down effect means this impact is felt across other programs and services. Staff vacancies are also an issue, and donors can help by ensuring essential equipment is in place when needed.

“We’d love to open up another number of endoscopy rooms to catch up on the endoscopy backlog that we have, for example,” Dr. Minna says.

Today, Nicole shows no signs of cancer and is grateful for the care she received at Osler. “I’ve had an amazing experience. Dr Minna’s team is...wow. People need to see what these people do in their daily life. They take it so lightly, that they’re a doctor or a surgeon; they don’t realize the extent of what they sacrifice for us as patients, especially during the pandemic.”

For those who are considering donating, Nicole says, “we can’t take the money with us when we die, right? If our money can go to a good cause and help others have the same experience that I was fortunate enough to have, I really think they should dig deep in their pockets and donate as much as they possibly can.”



Create a Personal Fundraising Page



Jim Schembri is an active guy. A three-time Ironman finisher, he’s lost count of the number of marathons, half marathons and 10K races he’s completed. And he’s not done yet.

“I plan on racing until I’m about 80—I hope maybe longer,” he says. He plans to make training meaningful by using future races to support Osler Foundation through a personal fundraising page.

Jim is a member of Osler’s Strategic Communications team. “My connection with Osler goes way beyond working here,” he says. “I remember when Etobicoke General opened—we were there to get a piece of cake and everything—that was our hospital. And then we moved to Brampton, and my family and I have continued to receive exceptional care, close to home, at Osler.”

Jim races about six times a year and his social media feed is full of near-daily posts highlighting the day’s bike ride, run or swim. “I train pretty much 365 days a year and I share my training on social media. I want to use this opportunity to make a difference.” Jim has set a tentative fundraising goal of \$5,000 a year. “After 20 years that’s going to add up to a little bit of cash and awareness.”

Visit oslerfoundation.org to read more of Jim’s story and start your own Personal Fundraising Page.



PROGRAM PROFILE



Virtual Urgent Care hits milestone

More than 700 people cared for. That's how many people to date have received care through Osler's Virtual Urgent Care (VUC) service. Launched in February 2021, the service connects patients with urgent, non life-threatening medical issues with an Emergency Department doctor for a same-day assessment and guidance on next steps.

VUC is one of more than 30 outpatient programs and services offered virtually at Osler as we continue to innovate and think differently about how and where our community can access care.

Same day appointments are available seven days a week from 10:00 a.m. to 4:00 p.m. on a first-come, first-served basis and can be booked online. Patients need to live within an hour travel of an Osler Hospital site, have a valid OHIP card and have access to a smartphone, computer, or tablet with video capabilities.

Some examples of conditions, illnesses or injuries that might be seen through

Virtual Urgent Care include:

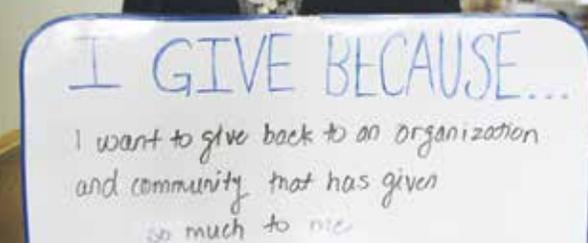
- Any condition where a patient can safely wait a few hours for an appointment
- Minor injuries including cuts, sprains, head injuries
- New abdominal pain, nausea, vomiting
- Questions about COVID-19 symptoms (patients with COVID-19 may use the service for discussing symptoms and symptom management advice)
- Misplaced prescriptions or forgotten advice given by the ED physician from a previous visit

Virtual Urgent Care service physicians will assess your condition and, when necessary, order diagnostics (e.g., x-ray, CT scan or lab tests), prescribe drugs or treatment, and/or refer you to another specialist. If the physician feels a physical examination is necessary, they may direct you to the closest Emergency Department.

Visit williamoslerhs.ca for more information on Osler's Virtual Urgent Care service.



STAFF
Q&A



I GIVE BECAUSE...
I want to give back to an organization
and community that has given
so much to me

RACHELLE DE LEON, CLINICAL SERVICES MANAGER AND DONOR

Q: Why do you support Osler Foundation?

Because this is my family. That's how you feel as soon as you walk in the door—that this is just one big family. And that's the focus, it's on people, it's on the community that we have inside and outside of our hospitals. This community, this hospital has given so much to me. And I feel like I want to give back.

Q: What would you say to your fellow donors about their impact?

They're helping our community, they're helping us, they're helping themselves, their families and their loved ones with the care that they're going to receive when they need the hospital. They're helping us grow and they're helping us maintain the equipment that we have as well. They're making a difference in the way we care for our patients, and we're grateful for the support. Without them we couldn't do it.



INSIDE OSLER

TRANSFORMING PEEL MEMORIAL

William Osler Health System (Osler) continues to transform health care in Brampton. As the population of the city and surrounding region continues to grow in size and diversity, we need ongoing expansion to help meet the needs of the community today and into the future. In March 2021, the Ontario Government announced support for Osler to proceed to the next stage of transformation of Peel Memorial Centre for Integrated Health and Wellness.

We provide care to a growing number of medically complex patients who require more specialized services and longer hospital stays before they can safely return home. To meet these important needs, Peel Memorial is expanding to offer more care options for patients who require further rehabilitation and supports.

The expanded Peel Memorial will include construction of a six to seven-storey tower and will house approximately 250 new beds along with a range of outpatient services and day programs, as well as expansion of the Urgent Care Centre to 24/7

operations, paving the way for an Emergency Department.

Programs in the new building at Peel Memorial will include:

- Seniors Health
- Complex Continuing Care and Rehabilitation
- Complex Geriatric Behavioural Care
- Complex Cognitive Rehabilitation
- Mental Health and Addictions
- Short-term acute medicine beds

By bringing these programs together at Peel Memorial, the community will benefit from an innovative and state-of-the-art facility close to home. The expansion will also further enhance capacity at Brampton Civic Hospital, so Osler can provide more care for patients in need of short-term hospital stays and procedures.

More information—as well as a series of questions for input by community members—can be found on Osler’s website at www.williamoslerhs.ca.



VOLUNTEER PROFILE

MEET DAVID

After working at Osler for 20 years—three as a housekeeper, seven as a porter and 10 as a physiotherapy assistant—David Keltie became a volunteer as a different way to give back to the hospital he already knew so well.

In addition to meeting new people, David enjoys sharing laughs and experiences with his fellow volunteers and staying connected to staff he used to work with. The best part of volunteering, however, is making a hospital visit easier for patients and families in any way he can.

“A lot of the time, visitors and patients come in stressed and don’t really know what is happening,” says David. “I put myself in their shoes and I want to make it easier for them. I treat them the way I want to be treated. I really enjoy helping people, and it is really rewarding to hear them say thank you and knowing I was able to make their lives just a little bit easier.”

OUR COMMUNITY CARES

SIGNATURE EVENTS



VIRTUAL HOLI GALA RAISES \$377,000 FOR OSLER HOSPITALS

A reimagined celebration of colour, Osler Foundation's 8th annual Holi Gala, presented by World Financial Group Associates, brought more than 5,000 attendees together for a free, virtual event. The brilliant and colourful celebration of spring raised \$377,000 for essential equipment at Osler's three hospitals and brought standout performances to the living rooms of supporters across the region and beyond.



GOLFERS TEE UP TO RAISE MORE THAN \$200,000 FOR LOCAL HEALTH CARE

With golfers eager to get back to the links, the 14th Annual Osler Open: Brampton Invitational was a hole in one. With 144 golfers, the sold-out event raised over \$200,000 in support of Osler's hospitals in Brampton.

HOOPS FOR HEALTH CARE



Perhaps the only thing Godfrey Liu enjoys more than watching basketball, is playing basketball. The 13-year-old Raptors fan can often be found on the local court shooting hoops, and this summer, he turned his passion for the sport into a fundraising opportunity in support of Etobicoke General Hospital.

"To be able to help others by doing things that I enjoy most is both wonderful and rewarding," says Godfrey.

Etobicoke General Hospital holds special significance for Godfrey and his family. His father, Dr. Weldon Liu, has been a staff radiologist at the hospital for 20 years and it was also where Godfrey's parents first saw him on ultrasound 14 years ago.

To raise funds for the hospital's equipment needs, Godfrey filmed a series of videos of himself shooting baskets as part of Osler Foundation's Celebrate Summer Challenge. He set an ambitious fundraising goal of \$2,000. "In this unusual pandemic summer, the hospitals need everyone to step up," says Godfrey.

Thanks to support from friends and family, Godfrey raised over \$6,000, more than tripling his goal!

DATES TO
REMEMBER

Giving Tuesday –
November 30, 2021

Ski Day –
February, 2022

Holi Gala –
April 9, 2022