

FALL 2021/WINTER 2022

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HEALTHY.TOGETHER.

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Beyond COVID-19

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collaboration
at MSH
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Care, captured

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A profile in courage

One patient's brave
journey back from cancer

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The Village Grocer is a one-of-a-kind approach to food and the surrounding experience!

What began many years ago as a mom and pop butcher shop has evolved in the breadth of our offerings, the venue in which we entertain our customers and the "family" of folk who look after you here.

Our approach to food has been noted with acclaim within our industry as being truly unique. In a nutshell, one could say that we are home to artisans, as we take the time to make many, many of the items that we offer, and it's a common theme among our expats that their new surroundings are great, yet the one thing that they miss is...The Village Grocer!

What makes this so is our unyielding adherence to the principle of quality ingredients, freshly done, and made with time-honoured methods that bring the best out in what we do. Add to this mix a sense of adventure with the world of food, and a sense of taste and style, with the complimentary aspect of bringing food to the table.

Not only do we bake from scratch, just like at home, but we make so many signature down-home products, from bacon to ham, that harken back to bygone days of real quality.

Now add to all this a real and continuing commitment to "community" and all that it entails, and a real eagerness to make all of your meals as enjoyable as they can be.

So whether you are planning a party for many, an evening with a few, or a meal for one, you will find yourself in good helpful hands in our little store that grew.



"...making life a little bit easier with fresh food done the old fashioned way, that's what we do"

- Evan MacDonald
Owner of The Village Grocer

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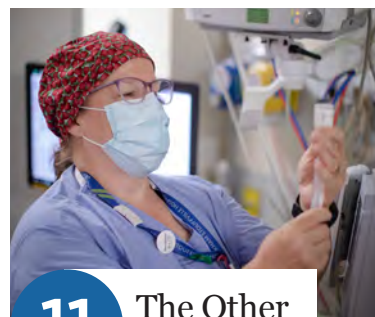


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health concerns.



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Heroes



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A Life,
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COVER STORY

LETTER FROM OUR CEOS

Dear Friends,

We have all endured unprecedented times of late. And while this past year at Markham Stouffville Hospital (MSH) is characterized by heartache, it is also defined by many triumphs – one of which you'll discover in this issue's remarkable cover story.

As the “new normal” of our pandemic reality evolves, there is no shortage of challenges. Yet we continue to focus on what we do best – caring for our patients.

This past year has clearly illustrated how the hospital, the Foundation, and the community continue to thrive when we all work together.

In that spirit, it is time to introduce the organization's new corporate name and brand: Oak Valley Health, uniting our two hospital sites while maintaining the individual hospital names. Markham Stouffville Hospital and Uxbridge Hospital remain, as do the names of the respective Foundations. The new brand serves to honour our rich history, unify our multiple sites and represents the pivotal role we play in providing care to our expanding communities.

Since we began providing care to our community, we have evolved to meet the needs of the people we serve. Today, Markham, Whitchurch-Stouffville and Uxbridge are undergoing a massive transformation, with a population rapidly increasing in size and diversity.

As the organization's corporate identity evolves, the MSH Foundation logo is being refreshed as well. We are excited to share a sneak peek of our new ‘supportive hand’ with you here throughout these pages. After all, the relationship between our donors and the hospital go hand in hand – each caring for the other in the best possible way. Generous donor support ensures our patients will always be in the best hands right here at MSH.

While the Foundation's logo will have a new look, our commitment to raise funds for MSH remains unchanged. Our goal is always to make a difference and to enable the best health care for the people in our community.

You'll see these threads woven into the stories in this issue of *Healthy.Together*: passionate donors and, dedicated physicians and staff who diligently do their part every day. All of us indelibly connected in a shared mission to enhance our communities for a better tomorrow.



JO-ANNE MARR

President & CEO,
Oak Valley Health

SUZETTE STRONG

CEO, Markham Stouffville
Hospital Foundation



Oak Valley
Health



Markham
Stouffville
Hospital
Foundation



YOUR STORIES ARE INSPIRING

Connect with us on social and tell us about your experience and why you love MSH.



New Breast Health Centre and Oncology Clinic Expansion

The Breast Health Centre (BHC) at Markham Stouffville Hospital (MSH) is a model of patient-centred care, equipped with the most advanced tools and an expert team of health specialists. Services include nursing assessment, mammogram, ultrasound biopsy, a surgeon consult and surgery if needed, and patient education resources.

Starting in January 2022, the BHC will be in a new home, located near the main entrance of MSH, within proximity to the Oncology Clinic.

The new location boasts a more welcoming and bright environment, that is not typical of hospital aesthetics. It will include six consult rooms, one family meeting room, one nurse assessment room and two dictation spaces for physicians. The new centre will improve the flow and traffic within the clinic for the over 4,000 patients who visit each year.

The relocation of the BHC to its own dedicated space will allow for the much-needed expansion of the Oncology Clinic. MSH's Oncology Clinic offers the highest quality,

coordinated care in a setting built for comfort and privacy, right here in the community.

With the increasing demand of services, approximately 20 per cent each year; coupled with the patient-centred model, where patients are seen by physicians in the clinic and not in physician offices, the expansion of the Oncology Clinic is necessary and will allow MSH to continue to deliver an extraordinary patient experience. The Oncology Clinic expansion is expected to be completed in Spring 2022.



Coming Soon: New Digital Donor Wall

Generous donor support is what makes MSH the hospital it is today. It is the reason our patients and families can count us for exceptional care close to home. For the MSH Foundation, donor appreciation remains front and centre in all that we do. Every donor is thanked and recognized in a meaningful way. As every donor's unique and personal story of giving deserves to be celebrated.

The next evolution of our Donor Recognition Centre will do just that. Our new digital wall will elevate the donor experience through storytelling and inspiration. This dynamic interactive display will be an extended tribute to our generous donors, honouring and celebrating them along with their personal stories of giving. It will express our deepest gratitude and showcase the difference donor support continues to make.

Look for our new digital donor wall in December 2021, located prominently in the hospital's main lobby directly across from our existing limestone donor wall. And watch it grow into an iconic feature of gratitude and inspiration.

Interventional Radiology

Construction on MSH's new dedicated Interventional Radiology (IR) Suite is underway, slated for completion in Spring 2022. Commonly referred to as "surgery without scars", IR uses minimally invasive image-guided procedures to diagnose and treat disease. The new IR Suite is a key part of the expansion of our IR program and will enable increased operating hours, the implementation of an on-call service and an enhanced procedure menu with the opportunity to perform additional organ-saving and life-saving interventional procedures.

For the patient, this cutting-edge technique means shorter hospital stays, faster recovery times, less painful procedures and better overall health outcomes. The new suite will ensure more patients can access the latest and greatest in today's advanced medicine, right here, close to home at MSH.



MSH COVID-19 Update

The COVID-19 pandemic continues to be at the forefront of everything we do. Our hospitals continue to transform and shift the way we deliver our programs and care services to respond to the ever-evolving health crisis. For current information on Oak Valley Health's visitor policy, assessment centre, and vaccination centre, visit oakvalleyhealth.ca/covid.



Quality Care Never Skips A Beat

Having the right equipment is key to delivering the best care without skipping a beat. Oak Valley Health will be revitalizing a crucial tool that keeps its cardiac care patients safely monitored throughout their stay.

Telemetry is a powerful tool for real-time observation providing critical monitoring of vital statistics such as a patient's heart rhythm for a period of time.

The new Phillips telemetry system implemented at Markham Stouffville Hospital and Uxbridge Hospital, uses a small heart monitor that is placed on a patient and may stay with them through their hospital journey, providing constant monitoring of vital information without interruption and significantly reduces clinical risk.

"This state-of-the-art technology allows us to continue providing an extraordinary patient experience," says Carnett Howell-Belle, patient care director, medicine program.



"Being able to monitor vital information helps us see different patterns a patient may be experiencing and helps flag any potential health concerns."

"We are thrilled to be able to offer this new technology to patients at both the Markham Stouffville Hospital and Uxbridge Hospital," says Sandi Lofgren, patient care director of the Uxbridge Hospital. "Staff and physicians across both hospitals are able to use real-time data at the bedside instead of going to a central place on the unit to collect their patient's information. The new system also has the added benefit of giving patients the peace-of-mind that they are being monitored 24/7."

MSH HEROES



The pathology team including: pathologists, pathology medical laboratory technologists and laboratory technicians

The Lab Team

As the COVID-19 pandemic took hold, it's fair to say that everyone working at Markham Stouffville Hospital (MSH) was forced to respond. A big challenge facing the staff in the laboratory was the need to test for the virus. Previously, such microbiological testing was done off-site, and it could take a day or two to obtain results. This was no longer acceptable.

"COVID-19 impacted everyone in the hospital, and everyone worked very hard to give the best care," says Lorna Saenz, who works as a charge technologist in the lab. She is one of about 50 people staffing the lab— and this year, in recognition of their dedication, the entire team has been recognized as MSH Heroes.

There are two main jobs in the core lab. The lab technicians are the folks who obtain samples from patients; the lab technologists then test and analyze the samples. The onslaught of COVID-19, says core laboratory manager Mohamed Bhugun, required the lab to expand its microbiology testing capabilities — and do it fast.

He credits the MSH Foundation for moving quickly to raise the necessary funding from generous donors to buy the analyzers required for PCR testing.

"You don't just turn it on and it works," he says. "You need space for the equipment, the staff must be trained, validation and calibration... all of this needed to be done, during the restrictions of a lockdown."

To their credit, and with much support, the lab team got it done.

"It was exhausting and stressful; we didn't know what to expect," says Lorna. "It's very hard to plan for the future, when you really don't know what's coming. But you step up because patients are on the line. And you do your best."

Both Lorna and Mohamed are, of course, grateful for the recognition bestowed upon the lab team. And they are quick to point out that their work is bigger than any individual.

"As a society we have a collective responsibility to examine what duties we have put on health care workers during this pandemic," says Lorna. "This is about patients. It's about service."

Spoken like a true hero.



Core lab technicians



Core medical lab technologists



Dr. Cristina Popa

Dr. Cristina Popa calls the Emergency Department (ED) at MSH her “home” — and talks about it with an enormous amount of pride and joy.

She arrived in Canada from Romania in 1993 and, upon graduating from Queen’s University, joined the hospital in 2005. “I’m very driven and always loved medicine. I had no doubts, I always wanted to be a doctor.”

When the pandemic hit, Dr. Popa became the physician lead for our COVID-19 Assessment Centre in March 2020. “We needed to develop a structure to do it efficiently and in a safe environment for the patients and for the staff. We went from seeing about 100 to 200 people a day to over 600 a day,” she says.

“When vaccinations started, I was also the physician lead for the COVID-19 Community Vaccination Centre located at Cornell Community Centre. Over 200,000 vaccine doses were administered there. I’m particularly proud of that centre, where everyone just works together. We asked for help and our community partners and providers, and the hospital delivered.”

Being recognized as an MSH Hero means a lot to Dr. Popa. “Of all the awards I’ve received, I think this is the closest to my heart.” Yet she deflects the credit to other staff and colleagues.

“It’s not about me. When you have an amazing team — physicians, nurses, administration, staff — it doesn’t matter what position you are coming from. This is what makes the job so much better. This is what makes Markham Stouffville Hospital so special.”

Terry King

Terry King’s day starts early. “I get here at 5:15 a.m. I walk the grounds to make sure there’s no debris. I clean the front doors and the Emergency Department doors. I make sure everything is clean and welcoming.”

A man of all trades — his director calls him MacGyver for his inventive ability to make or repair things — Terry joined MSH in 2001.

According to the staff, he is the “go-to guy” with extensive knowledge and skills acquired through previously running several of his own businesses. You name it, he’s done it.

And when COVID-19 hit, Terry was in the thick of it. He was on the ground getting the COVID-19 Assessment Centre up and running.

“We were setting the tents up, and we converted office space into the COVID-19 Assessment Centre. Everything from putting those distancing stickers on the floor to running chain-link fences to keep people separate and safe. When we hosted a couple pop-up vaccination clinics, I’d run supplies back and forth.”

Terry was front and centre supporting our plant maintenance team and contractors, helping to convert several standard patient rooms into negative pressure or isolation rooms — especially important with a contagious infection like COVID-19. Careful to isolate when he went home, Terry spent a lot of time in his trailer to avoid contact with his wife, who works in the local post office.

For Terry, being recognized as an MSH Hero just means he’s been doing his job well. “And it’s not all me. There’s a great team here and we have a lot of support. Everyone’s helping everyone out.”





COVER STORY

A Life, Saved

One patient's journey
back from cancer



“It seems anytime something could have gone wrong, it didn’t because of the care and the preparedness of the nurses and doctors. The odds were not in my favour. My family and I discussed that if we’d picked another hospital, I might not be here today.”

Aryan Fazeli was 27 years old when he and his fiancée went to Markham Stouffville Hospital (MSH) to find out why he had chest pain and a chronic cough.

He’d felt that way for months and had received a diagnosis of bronchitis from a walk-in clinic. But it wasn’t bronchitis.

Given Aryan’s lifestyle, it shouldn’t have been anything worse. A minor infection, maybe. He was in great shape. He operated his own health vitamin and supplement company. He ate healthy and worked out regularly. He was in peak physical condition, and he kept a steady eye on his wellness.

“I was in the best shape of my life. I was taking things very seriously at the gym and with nutrition. I looked and felt great,” Aryan says.

Despite his level of fitness, his heart rate was irregular and elevated. All of this made his symptoms more worrisome.

In August of 2019 he went to the hospital to find answers — and, he says, that’s when his life went into warp speed.

Aryan was born in Iran and grew up in the Markham area. He had been to MSH once in the past, when his sister broke her wrist and was taken to the Emergency Department (ED). The quality of care she received stuck with him.

“And that’s what took me back. I knew I had to go back there for my care,” he says.

By the time he arrived at the ED, he says, “It felt like someone was standing on my chest while I tried to inhale through a straw.”

He was immediately sent for a CT scan.

“I could see from the look on the doctor’s face it wasn’t good news,” he says.

The scan showed that there was a tumour in his chest. A massive tumour, the size of a football. He was admitted to the hospital. Medical oncologist Dr. Henry Solow expedited a biopsy. The speed at which the hospital got things done, Aryan says, may have saved his life.

“The location and tumour size had the potential of causing a catastrophe for Mr. Fazeli,” said Dr. Solow. “While a young and physically fit young man, situations like this need immediate therapy since tumours like this do not play favourites.”

The diagnosis confirmed that Aryan had a germ cell tumour, specifically a yolk sac tumour. With a survival rate of 50 per cent.

The enormity of the tumour was causing the pressure on his lungs and heart, which explained his difficulty breathing. The cancer had also spread to his heart lining, causing a heavy build-up of fluid.

By this point, every minute counted — and quick action would make a big difference. Aryan’s resilience and positive mindset played a big part. Optimism in the face of 50:50 odds isn’t easy, but he knew that his personal attitude would be an important factor in his eventual recovery.

“I continued to believe that I was going to be okay. Mindset is everything, and I wanted to know that if I got to the end, I did everything I could. I applied

everything I learned from my parents,” he says.

Aryan started IV chemotherapy treatment the following Monday at MSH’s The Shakir Rehamatullah Cancer Clinic, which provides patient care through all phases of cancer. Because of the severity of his condition, he was kept at the hospital for observation. There was risk of complications and his medical team felt it would be safer if he stayed close by.

Those first two weeks, he says, “were pretty scary.”

“But the nurses were my angels and they took care of me,” he says. “From the nurses in the cancer clinic during chemo, to the care in my room at night, to when I had some complications, the attention to detail and care was something I’d never seen before.”

As well, Dr. Solow was at his bedside every morning to see how he was doing.

“I was quite anxious and very concerned about moment to moment changes in the health of Mr. Fazelli,” said Dr. Solow. “His situation initially was quite tenuous and could have gone either way. I wanted to keep a close watch on his improvement on a daily basis so as to be able to intervene promptly.”

Aryan had four rounds of chemotherapy and spent three weeks in the hospital, followed by critical open chest surgery in December 2019 performed by Dr. Laura Donahoe at Toronto General Hospital. He also received treatment from Dr. Phillippe Bedard at Princess Margaret Hospital.

He credits the doctors, nurses and staff at MSH for keeping him focused on getting better. This, combined with his determination to stay as active as he could in both mind and body, helped him beat the odds. He made the decision that surviving was his only option.

The support Aryan received went beyond physical or medical treatment, he says. Conversations with staff and techniques for staying positive contributed very tangibly to his recovery.

“We found a lot of positive things to talk about,” he says, of his conversations with the nurses and staff, as well as his family.

“It seems anytime something could have gone wrong, it didn’t because of the care and the preparedness of the nurses and doctors. The odds were not in my favour. My family and I discussed that if we’d picked another hospital, I might not be here today.”

Whitney Gemmill was one of the nurses who attended to Aryan from the moment he arrived at the hospital. As a nurse practitioner, she cares for a patient’s physical health as well as the psychological and emotional health of both patients and their families.

“I offer a safe space for patients to ask the tough questions and how to navigate the difficult task of planning for the worst, while hoping for the best,” says Whitney.

“With Aryan specifically, I was able to assist with his symptom control. Aryan struggled with dyspnea, or shortness of breath, due to the location and size of the mass in his chest. Together, we worked to trial non-pharmacological strategies, like distraction, positioning,

imagery, and relaxation techniques, as well as different medications to improve his quality of life during treatment.”

Aryan says that every step of the way — despite some complications and unexpected turns — he felt that he was in the best hands. When his condition required immediate action, MSH had the people — as well as the equipment — to do whatever needed to be done.

Keeping his mind active by working on his business helped him focus on the future rather than dwelling on the present. And when the chemotherapy began to do its job, Aryan felt well enough to put something in motion that he’d been planning to do the very same weekend he was first admitted to the hospital.

He asked his girlfriend to marry him. With the help of the nurses, staff and his family, they decorated a private room, and he popped the question.

Of course, she said “yes.”

As of today — about two years since Aryan first arrived at MSH — there is no evidence of cancer. The future looks bright indeed.

“MSH is where I got my chance to beat cancer and live. It’s where I took my first step toward a new life with the woman of my dreams.”



Dr. Henry Solow with Aryan Fazeli

Can a gift in your will really make a difference?



Use the power of your Will to do more!

Even a small percentage of your estate left to Markham Stouffville Hospital Foundation can have a big impact, while still leaving the majority for loved ones.

Learn about YOUR Will Power today. Visit willpower.ca/charities/markham-stouffville-hospital-foundation or contact us at **905-472-7373 Ext. 6619**



ASK AN EXPERT

Child & Youth Mental Health

WITH

**Sahana
Jeyakumar**
Social Worker

When is it time for my kid to get professional help?

- Some anxiety and low mood is normal.
- When there are safety concerns or they are using unsafe coping mechanisms (suicidal thoughts/behaviour, self harm, increased substance use/abuse).
- When they are unable to participate in developmentally appropriate activities such as: attending school, initiating and maintaining relationships.

What can I do before seeking professional help?

- Talk to your child/teen about their goals and how their mental health might be getting in the way of them.
- Monitor their behaviour in peer relationships, school, sleep, and appetite.
- Reflect on whether you may also need support (parent sessions, therapy for you).

My kid doesn't want to talk to me about their feelings... I feel like I'm on the outside.

- It is completely normal that your child doesn't want to talk to you.
- Validate what you see by describing and empathizing how they act whether it be a frown, pacing or isolation.
- You don't have to fix their problems – just acknowledging what they're going through goes a long way.

My child is 6 years old and is having trouble telling me how they are feeling.

- Helping your child learn the language to express themselves and to label their feelings is important.
- You can use activities such as play, drawing and even visual aids such as emojis/smiley faces to express their feelings.

Re-evaluate school expectations.

- Collaborate with your child to come up with more realistic expectations that consider factors such as learning gaps due to being in and out of school and virtual learning.

THE OTHER SIDE

MSH evolves with the pandemic



Tracey Rowley, Post Anaesthetic Care Unit (PACU) nurse

Despite the hardships of the past year and a half, the pandemic has spurred a number of innovations in health care delivery that have positively altered Markham Stouffville Hospital (MSH). It's also led to unprecedented collaboration across multiple departments, all working toward the same goal of providing exceptional care.

Throughout the three waves of the pandemic, surgeries were ramped down and surgical staff were redeployed, taking on new tasks and responsibilities. Now surgeries are ramping back up again. According to the Ontario Ministry of Health, there's a provincial backlog of about 200,000 surgeries—not including those that haven't been booked yet.

"The pandemic had our surgical services pivot and change the way we think about doing surgery," says Erin Landry, director of surgical services at MSH. "It challenged us to be innovative, to try things we wouldn't have tried before so we aren't bottlenecking our patients."

For example, there was a major shift from in-person to virtual visits. MSH was able to convert about 98 per cent of non-surgical appointments to virtual visits, such as pre-op and anaesthesia consults. And instead of having patients recover from hip surgery, knee surgery or hysterectomy in hospital, these surgeries are now available as day procedures.

"With that, we have really freed up the capacity of our beds so only the sickest of the sick are filling these beds," says Erin. "We have shifted the way we're doing surgery, setting patients up for success to recover at home."

They're also turning to a hybrid model to accommodate the backlog of surgeries. Typically, surgeries are scheduled Monday through Friday, while weekends and evenings are reserved for trauma and emergency cases.

“Now we’re looking at utilizing a hybrid model, adding a few hours during the week and then opening up on Saturdays, but still ensuring we have Sundays off so we can balance scheduling and staffing needs,” says Dr. Stephen McMahon, orthopaedic surgeon and MSH’s Chief of Surgery. This hybrid model could see the surgical department running at 120 per cent capacity—without exhausting staff still recovering from the stress and long hours working with COVID-19 patients.

About 85 per cent of surgical staff were redeployed to the Intensive Care Unit (ICU) and other areas of need during the first three waves of the pandemic. “Wave three has by far been the worst wave to date,” says Erin. “Surgical staff worked longer and harder in areas that weren’t their own, and they were seeing death on a daily basis.”

“Our doctors, surgeons and anaesthesiologists voluntarily signed themselves up for shifts to work alongside the nurses. They were working as that extra layer of support and care for the patients in ICU,” says Erin. “That became an a-ha moment for these physicians—they really had their eyes opened to what nurses go through day in and day out.”

“I had many humbling moments working alongside the nurses in the ICU,” says Dr. McMahon who worked as a critical care assistant. He’s now back performing orthopaedic surgeries and seeing patients in the Fracture Clinic.

Tracey Rowley, a nurse in the Post Anaesthetic Care Unit (PACU), was one of those staff members redeployed to the ICU for about eight months. As a former ICU nurse who had been through SARS, she was happy to help out during the first wave and beyond, “because it gave me reassurance that I could do something about it,” she says, “and also being there and seeing all the care they had taken to make things as safe as possible for the staff and patients, that made me feel a lot better.”



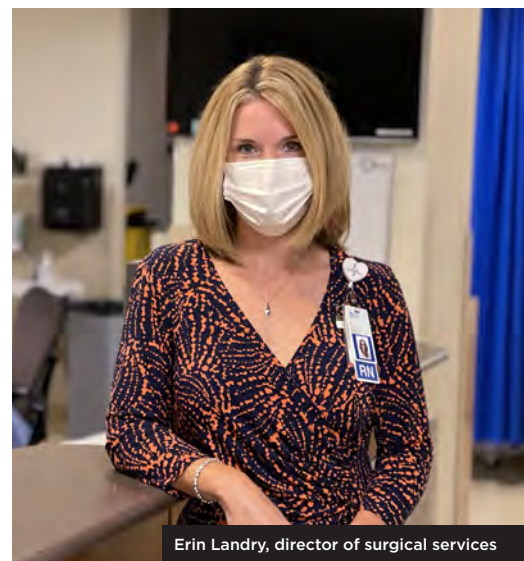
Dr. Stephen McMahon, orthopaedic surgeon and MSH's Chief of Surgery

“We’ve learned lessons from all of these waves,” says Erin. “We’ve pivoted to meet the needs of each wave and we used virtual means and looked outside the box to ensure the patients are getting the answers, assessment, treatment and care they need.”

Tracey is now back in the PACU as the unit ramps up surgeries. “I do have a skill set that allowed me to be able to help,” says Tracey. “There was a huge welcoming attitude toward me that I experienced full circle when the new surgeons and midwives and other operating room (OR) staff all came to help after me.”

The hospital set up staff for success to ensure they didn’t suffer from burnout while providing the best patient care possible during the pandemic. With staff shortages, they turned to a hub model where an ICU nurse is supported by two surgical nurses and a registered nurse (RN).

There was also a surge plan in place for the third wave; if they needed to further expand the ICU, they would take over the inpatient surgical floor to support their needs — fortunately they were able to manage with the existing 35 beds.



Erin Landry, director of surgical services

“We’ve learned lessons from all of these waves,” says Erin. “We’ve pivoted to meet the needs of each wave and we used virtual means and looked outside the box to ensure the patients are getting the answers, assessment, treatment and care they need.”

PICTURE THIS



The Stollery Family Centre for Childbirth & Children

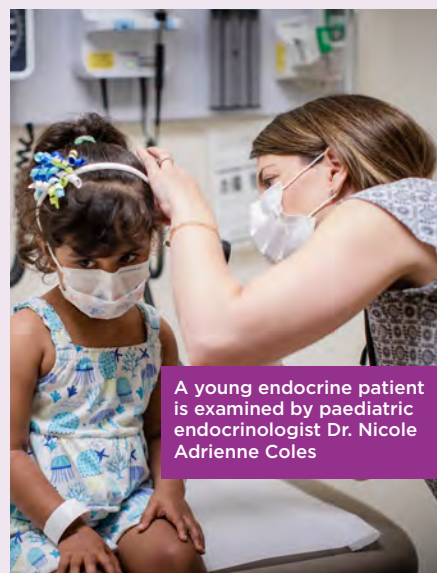
MSH is a recognized leader and innovator in maternal and child health. Its flagship Childbirth & Children's Services program has earned an unparalleled reputation for its provincially recognized teams of obstetricians, midwives, paediatric and neonatal professionals. Here's a behind the scenes glimpse of how everything is brought to life.



Registered nurse Alanna Landry cares for a young patient in the Tracey Rubinoff Paediatric Diabetes Clinic



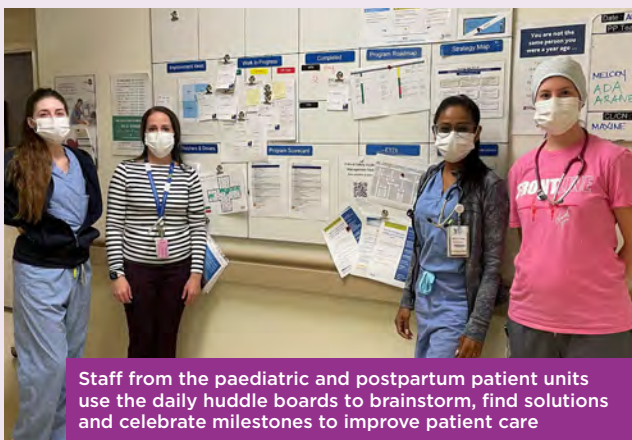
Baby Zoe and her mom enjoying skin-to-skin contact, also known as Kangaroo Care. Our childbirth and NICU staff teach parents about the benefits of Kangaroo Care



A young endocrine patient is examined by paediatric endocrinologist Dr. Nicole Adrienne Coles



Our Kids Health Alliance partnership enables our Neonatal Intensive Care Unit (NICU) to use video to consult with experts at The Hospital for Sick Children in real time



Staff from the paediatric and postpartum patient units use the daily huddle boards to brainstorm, find solutions and celebrate milestones to improve patient care



Mom Stephanie holds newborn Mia, as dad, Anthony, looks on



Nurses, obstetricians, and anaesthesiologists work together to prepare Stephanie — MSH labour and delivery nurse — for a C-section birth.

Forever Caring

A donor's generosity honours the dignity and compassion that is palliative care



Arthur Hayden's longstanding relationship with Markham Stouffville Hospital (MSH) began long before the hospital ever opened its doors, with his first donation in 1983. When it opened, Arthur and his late wife Donna made the occasional visit—their son raced go-karts and their daughter rode horses—as both children ended up at MSH a couple of times over the years for various sports-related injuries.

When Donna was later diagnosed with breast cancer, the family was grateful for the close proximity of MSH's The Shakir Rehmatullah Cancer Clinic. "We spent quite a bit of time at the hospital and the staff were just exceptional—the treatment my wife got was the best available at the time," says Arthur. Donna went into remission, but a few years later the cancer came back—this time gastric cancer that had spread to her stomach.

"My wife received excellent care—and so did I," says Arthur. "We were together for 40 years, so going through something like that

is really tough, and the hospital was there for us. They were straightforward and honest but also very empathetic."

Donna lived her last few months in palliative care, "and again the hospital did everything they could—it's 24 hours a day, seven days a week, and the nurses were just great," says Arthur. "I thought that kind of care must have cost a fortune. I had a business in the U.S. so I'm familiar with what health care actually costs, and I know the kind of treatment my wife got isn't covered by the government."

That's why he decided to make a substantial donation to the hospital, "I could do something, so I did."

Donna passed away in June 2016 at the age of 60. In her honour, Arthur made a gift towards the commitment to dignity and compassion at the hospital. Arthur has since made additional donations culminating in \$1,000,000, to honour the doctors and staff in The Shakir Rehmatullah Cancer Clinic who he considered outstanding with their expert care and compassion throughout Donna's final journey.

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In recognition of these contributions, MSH named the Care Desk in the Chemotherapy Clinic and the Palliative Unit's Dining and Activity Room in their honour.

Over the past 26 years, Arthur has made numerous contributions to the hospital, supporting various fundraising initiatives.

Donna was also a long-time annual donor and a contributor to many community charities and social groups—and was known as an exceptionally compassionate person who always had a shoulder for anyone to lean on.

Because of Arthur's support, cancer care continues to be transformed. The oncology program—which includes the Breast Health Centre, Chemotherapy Clinic, colon health services, clinical trials and radiation consultative services—was created in response to demand from area residents

who want cancer treatment closer to home, in their own community. The innovative Pain & Symptom Management Clinic is also expanding its services, thanks to community support. Through an integration of acute care and palliative care, patients receive care that goes beyond the cancer diagnosis and subsequent treatment.

The Palliative Care Unit provides comfort, support and care to patients and families—like Donna and Arthur—who are living with or dying from a progressive life-threatening illness. Its goal is to provide compassionate end-of-life care by meeting the physical, emotional, psychological and spiritual needs of the patient and family during this difficult transition.

The inpatient Palliative Care Unit houses 16 beds and takes a holistic approach to health care; its family-

friendly design includes warm, comfortable family lounges and quiet rooms that provide tranquil, private places for family members to gather and support one another.

Contributions from donors like Arthur have made this possible. “Thank you for your support of MSH. It is very meaningful and contributes to some of the most intimate and impactful life-changing moments in the lives of patients and their families—families like mine,” says Sue Martynnek, reflecting on her mother's palliative care experience.

Arthur also donated Donna's wigs and scarves to MSH's Look Good Feel Good program. “All of those programs are just so helpful,” he says. “The hospital doesn't just look after your physical health — it also looks after your wellbeing, and that's a lot more than your physical health. That's why I'm so grateful to the staff.”

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Your Donations in Action

Your impact on Markham Stouffville Hospital and its patients

IMPACT BY THE NUMBERS

Total patients treated

451,547

Lab tests

1,325,374

COVID-19 tests

124,152

Diagnostic exams

183,711

Emergency Department visits

63,702

MRIs

14,813

Surgical procedures

8,028

Babies born

3,509

Chemotherapy patients

2,890

Orthopaedic procedures

2,877



Hospital Wide

\$421,546



Palliative Care

\$128,220

\$6.5M

Given to MSH
in 2020/2021

Breast Health Centre

\$130,350

Childbirth & Children's Services

\$430,076



Mental Health

\$979,764



Emergency

\$29,932



Cardiac/Respirology

\$140,415



Care Transitions

\$1,827,321



Diagnostics

\$353,200



Medicine

\$266,654



Surgery

\$1,384,050



ICU

\$84,214



Lab

\$256,667



Pharmacy

\$36,210

As of March 31, 2021, \$6.5 million was given to MSH. Our audited financial statements are available at mshf.on.ca and also by contacting Tracy Clegg, Vice President, Donor Engagement & Operations at 905-472-7057 or tclegg@msh.on.ca. Statistics reflective of MSH for year ending March 31, 2021.

EVENT HIGHLIGHTS

It takes our entire community to support MSH. We gratefully acknowledge our sponsors and the fundraising efforts of our many generous supporters. Every dollar raised offers life-changing and life-saving potential for a family member, friend or neighbour. Thank you!



2021 MSH FOUNDATION PROVISIONAL GOLF TOURNAMENT

MSH Foundation hosted a COVID-friendly edition of our annual golf tournament. Thanks to generous sponsors, auction donors, committee members and volunteers for making this event possible. Together we raised over \$150,000!



FÊTE CHINOISE: LOVE AT MID-AUTUMN CHARITY CAMPAIGN

Through donations from the community and the sale of limited edition mooncakes in custom-designed tins, Fête Chinoise raised over \$35,000 to support mental health services at MSH.



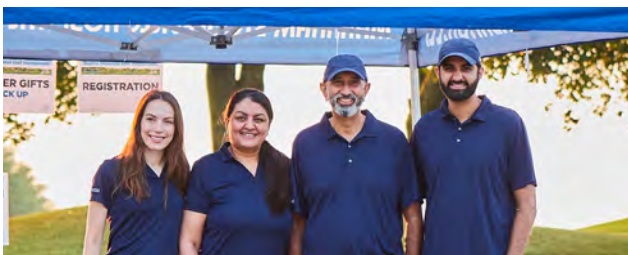
TIM HORTONS SMILE COOKIE CAMPAIGN

Markham and Stouffville Tim Hortons restaurant owners helped raise \$75,614 to benefit The Stollery Family Centre for Childbirth & Children.



RUN FOR WOMEN, BROUGHT TO YOU BY THE LOVE YOU BY SHOPPERS DRUG MART PROGRAM

Nearly 1,300 participants walked/ran to support women's mental health at MSH. Along with a generous match gift from the Nanji Family Foundation, more than \$243,000 was raised!



BACHRA MEMORIAL GOLF TOURNAMENT

To commemorate the 30th anniversary of his father's passing, MSH Foundation board chair Bill Bachra and family raised over \$226,000 to support the purchase of ICU beds at MSH.



HOST A FUNDRAISING EVENT

Find out more at mshf.on.ca or contact Joyce at joso@mshf.on.ca or 905-472-7373 ext. 6229.



WARM-HEARTED FREEZIE SALE

Brothers Owen and Kyle, raised \$200 by selling \$1 freezies and cold beverages in the park this summer.



FINESSE INTERIORS WAREHOUSE SALE

Sue Kempton and her team celebrate a successful day raising \$5,485 for The Shakir Rehmatullah Cancer Clinic.



THE BEER STORE BOTTLE RETURN & DONATIONS

The Beer Store in Markham and Stouffville proudly donated \$1,548 through empty bottle returns and donations from customers.



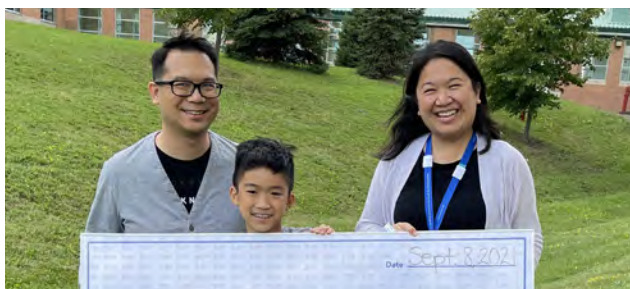
THANK YOU VERY MARCH

The team at Little Bangkok Thai Cuisine presents a cheque for \$8,842 from one day's pick-up order proceeds to MSH.



MELLNESS KIDS CREW SUPPORT MSH

Siblings Ahastan and Athisha raised \$270 by building and auctioning planter boxes to support child and adolescent mental health at MSH.



JESSE LAU'S BIRTHDAY FUNDRAISER

Jesse raised more than \$2,000 for The Stollery Family Centre for Childbirth & Children.



GOLF CARTE BLANCHE

Event committee members present a cheque for over \$14,000 to benefit child and adolescent mental health services.



We're here for life's moments

For Joey Salmingo, some of life's most profound moments have happened here at Markham Stouffville Hospital. From the devastation of losing his sister to the immeasurable joy of his daughter's birth and subsequent care during the pandemic, Joey always cites the tremendous care that staff provided during those times.

Joey's story reminds us that, more than ever, we reside at the heart of this community. To be equipped to better serve you and your loved ones, please give this holiday season. That way, we can continue to give so much back, for all of life's moments.

Donate today
MSHF.on.ca





We Build Communities.



We keep community's requirements closely in mind, explore all different opportunities with our stakeholders and find the best plan for each of our master-planned neighbourhoods. We listen to the communities needs and support non-profit organizations and public facilities.

We create neighbourhoods and build homes to make homeowner's lives better.

We build communities.

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