



# Exceptional CARING

## The RMHF Gratitude Report

### Our Mission:

"Inspire donor support for Ross Memorial Hospital and ensure gifts are used effectively and responsibly to improve local healthcare."

### Our Vision:

Exceptional support for exceptional care.

Winter  
2019/20

### What's Inside:

- Celebrating best cancer care wait times in Ontario
- Businesses and organizations make gifts to support cancer services at RMH
- RMH achieves Accreditation with Exemplary Standing
- Royal Canadian Legion provides a generous gift — with a lift!

# Comfort and Care



From the Intensive Care Unit to the Surgical ward, the Palliative/Complex Care Unit to the Maternity and Medical Units, patients at Ross Memorial Hospital rely on bedside IV pumps to safely receive medication, fluids and nutrition. "IV pumps are our partners," says Steven Lofkrantz RPN. Steven is one of three RMH nurses who are helping the Foundation launch the Comfort and Care Holiday Appeal to fundraise for new IV pumps.

"IV pumps are integral to patients' care — whether they're receiving life-saving treatment in the ICU, or recovering from surgery, or spending meaningful time with family in the Palliative Care Unit," said Erin Coons, RMH Foundation CEO. "IV pumps are in use throughout the hospital, night and day. As a result of their constant use, they need to be replaced regularly, and that's why we're reaching out to the community for support."

The hospital has 170 IV pumps, each equipped with a wireless computer and the latest safety software that can dispense various medications and fluids simultaneously and ensure each dose is accurate and appropriate for the patient. Each costs on average \$5,000.

"Most of us have been connected to an IV pump at some point in our lives, and we know just how important it is to have IV pumps at the ready 24/7," said Heather Richardson, RMHF Board Chair. "Government funding doesn't cover the cost of replacing vital medical equipment. Without the generosity of our donors, the healthcare team at the Ross would be hard-pressed to provide the exceptional care our patients need. Your support makes all the difference."



**RMH nurses Steven Lofkrantz, Rebecca Karkoulas and Kristen Parson are helping to launch our Holiday Appeal to help raise \$175,000 for new IV pumps with advanced safety software.**

## RMH, surgeons and their teams celebrated for best cancer care wait times in Ontario

A cancer diagnosis is a frightening, life-altering experience. Receiving timely access to care is of paramount importance. For patients at Ross Memorial Hospital, there are many people working with the patient and behind the scenes to expedite referrals to specialist consultation and treatment.

This fall, RMH was proud to be recognized by Cancer Care Ontario (CCO) as the **Top Performing Hospital for Cancer Surgery Wait Times—Time from Referral to Consult**. CCO issued congratulations to the RMH team for achieving the lowest wait times in the province from referral to consultation with a surgical oncologist within all priority categories.

The four priority categories and wait time (access) targets for oncology procedures range between 24 hours and 35 days and consider factors including the level of suspicion of cancer and biopsy results.

Ensuring patients have the fastest access to care is a team effort, including RMH staff, surgeons, and their community office staff. Together, these partners work to enhance cancer services in the community. We look forward to sharing more information about local oncology services in the future.



**Back row: Dr. Josh Greenberg, Dr. Mostafa El-Beheiry, Dr. Jamie McNabb (General Surgeons) Front row: Melanie Silver RPN, Diane Holder (OR Assistant), Melody Priestley RN, Dr. Mughina Siddiqui (Anaesthetist)**

## RMH celebrates Accreditation with Exemplary Standing

Ross Memorial Hospital's focus on quality patient care was recognized by Accreditation Canada in October. The hospital received the highest possible level of accreditation: Accreditation with Exemplary Standing. Together, the team met 99.6% of the required quality standards – an incredible result. This is also the third time in a row that the hospital has achieved this standing. "Everyone at the Ross, including our staff, physicians and volunteers, is involved in the accreditation process, and strives to deliver exceptional care and services, every day," says Veronica Nelson, Interim President & CEO, Ross Memorial Hospital.

Accreditation Canada surveyors follow the patient journey through an organization, including observing care provision; speaking to staff, patients and families; and reviewing policies and files. They also speak to community partners to understand the organization's reputation locally. The accreditors noted several strengths in the hospital's operations, including its strong focus on patients and families as partners in care; and collaboration with partner organizations. They also noted the staff culture at RMH, is "positive, warm and welcoming."



**RMH Accreditation Leads celebrate success**

"This honour reflects our commitment to continually improving our care, so that we can meet the needs of our community today, and as we look to the future," said Ms. Nelson.

## CKL Paramedics support RMH with Pink Epaulettes

Kawartha Lakes Paramedics are valued partners of the RMH team, ensuring patients receive timely care when they're sick or hurt. They also recognize that life-saving care includes access to medical tools and technology that help to detect, diagnose and treat patients' health conditions.

When a member of their 'blue' family was diagnosed with breast cancer, the Kawartha Lakes Paramedic Service showed support throughout her patient journey. During Breast Cancer Awareness month, they shouldered an even greater role through their Pink Epaulette Campaign. Paramedics purchased pink epaulettes to be worn on their uniform shirts and jackets during the month of October, encouraging support for the Ross Memorial's Diagnostic Imaging Breast Health program.



On October 31st, Paramedics gathered at RMH to present a donation of \$1,800. "By raising awareness of the importance of cancer screening and supporting the diagnostic tools that help doctors to diagnose and treat breast cancer as early as possible, the Paramedics are taking their role as community health heroes to a new level. We're so grateful for their support," said Erin Coons.

"It was a real pleasure to wear our pink epaulettes this month and raise funds for RMH's diagnostic tools and breast cancer program. Our team had overwhelmingly positive responses and conversations with the public around the importance of breast cancer screening," commented Francine Scott, Paramedic, City of Kawartha Lakes. "Thank you to all my fellow paramedics who took part, the public for showing their support and to RMH for all that they do."

## Riverwood Camping Resort supports Cancer Services



**Teresa Brasier, Sue Lockhart, Erin Coons and Penny Wagstaff at Riverwood Camping Resort**

The Riverwood Camping Resort is a caring community located on the shores of the Scugog River south of Lindsay. It's been family owned and operated for more than 50 years with campers who return season after season. Together, the campers look out for each other — and for their community. On Sept. 3rd, Riverwood owners Penny Wagstaff and Sue Lockhart and employee Teresa Brasier presented a cheque for \$3,520 to Erin Coons, RMH Foundation CEO, to support cancer services at Ross Memorial Hospital. "The funds were raised through a silent auction on August 10th," said Penny. "We had so many campers who really got behind it. They're happy to support the hospital and its cancer services that impact so many."

"We're thrilled to accept this gift from the folks at Riverwood Camping Resort," said Erin Coons. "The campers may not live here full time, but they understand the importance of having a full service hospital nearby. Their generosity will enhance cancer services including diagnostic imaging, cancer screening and surgical procedures, giving patients their best chance to beat cancer."

## The RMH Foundation celebrates 30 years of giving

### Thanks to you, there are so many special moments to remember!

It would be impossible for the Foundation to mark its 30th anniversary without celebrating YOU! It is our donors that have transformed the Ross Memorial Hospital into the exceptional community hospital it is today.

Since the RMH Foundation was incorporated in 1989, donors have rallied behind efforts to purchase life-saving medical equipment, and to expand the services available to the community through capital projects.

These extraordinary achievements have changed the nature of healthcare in the City of Kawartha Lakes. To highlight the role donors play in patient care, the Foundation is pleased to share a series of snapshots on our social media pages to take you back to the days before the hospital was home to dialysis, inpatient mental health, palliative care, and advanced diagnostic imaging.

You made this progress possible. Your gifts have impacted the care of countless patients and families, year after year.

For the RMH Foundation, our 30th anniversary is a celebration of a generous community — one that cares passionately about local health care.

**Our donors make the difference.** Thank you for 30 years of exceptional support for exceptional care!

Follow the RMH Foundation on social media for the latest news on our fundraising efforts and your impact on RMH:

**Facebook:** [www.facebook.com/RossMemorialHospitalFoundation](http://www.facebook.com/RossMemorialHospitalFoundation)

**Twitter:** [@RMH\\_Foundation](https://twitter.com/RMH_Foundation)



The Ross Memorial's Intensive Care Unit and Maternity Ward were renovated in 1997 thanks to all who gave to the Make Us Better campaign. The official opening took place October 24, 1997.



In April 2002, work was well underway on the north end of the property as RMH began to double in size with an expanded Emergency Department, a Mental Health Unit, Palliative Care and Continuing Care wing.



Thanks to you, RMH installed its first CT Scanner 20 in February 2001 and patients no longer needed to travel to other regions for vital CT imaging.



In 2001, RMH employees challenged each other to a bed race down Kent St. to raise funds and awareness of the Caring For Tomorrow capital campaign. The staff fundraising campaign, the Olympics for Tomorrow, raised \$189,000 for the Hospital's major expansion!

## Valu-mart Staff and Customers support Heart Health at RMH

As dedicated supporters of their community, the staff at Valu-mart in Lindsay are pleased to support their corporate ‘Give a little—Help a lot’ fundraising effort by participating twice a year. In the fall and again this summer, customers at Valu-mart were given the opportunity to support cardiac services at RMH while they checked out their groceries.

On July 31, Valu-mart owner Mark Reid presented Erin Coons, Foundation CEO, with a cheque for \$801—the proceeds from the contributions that were collected between June 30 and July 13. With this gift, the contributions from Lindsay’s Valu-mart staff and customers for cardiac services since 2016 totals \$4,385.40.



**Erin Coons and Mark Reid at Valu-mart**

“I’d like to thank the Valu-mart team and everyone who gave to the ‘Give a little — Help a lot’ campaign to support our local patients,” said Erin Coons. “These funds support our cardiac and pulmonary services at the Ross, including our Cardiac Rehabilitation program, which supports people who have had a heart attack, heart surgery, symptoms of heart disease, and those who are at high risk of developing heart disease. What a wonderful example of our generous community playing a role in patient care.”

## Royal Canadian Legion grant supports safe patient care

Steadfast in their support of veterans, their families, and the communities they live in — the 400 branches of the Royal Canadian Legion contribute to impactful causes through grants provided through the Ontario Provincial Command Branches and Ladies’ Auxiliaries Charitable Foundation. The Ontario Command recognizes that through its collective strength, it can fund projects which are beyond the means of individual branches, and make an even bigger difference in the communities they serve.

The impact this organization has had on Ross Memorial reaches throughout the hospital, with grant support for the purchase of medical equipment including the blood bank microscope, an instrument rinsing system and infrared scope, as well as IV pumps.



**James Cameron, Howie Johnston, Erin Coons and Bill Neville at the Royal Canadian Legion Branch 67**

The RMH Foundation is profoundly thankful for Ontario Command grant support of a patient lift for the Rehabilitation Gym in the Continuing Care wing. The lift will safely support patients from the ceiling as they perform mobility exercises at the parallel bars, and help frail patients to recover their strength and independence.

Howie Johnston (Branch 67 President), James Cameron (Branch 67 First Vice President) and Bill Neville (Branch 67 Second Vice President) presented the \$5,000 grant to Erin Coons on November 5th at the Royal Canadian Legion in Lindsay.

## Gifts to Palliative Care Pantry benefit Patients and Families

In recent years, Marlene Dwight and her daughter, Shannon Smith, have lost two loved ones who lived their final days in the RMH Palliative Care Unit. They know from experience that when you don't know how much time a loved one has remaining, you don't want to leave their side.

It is those experiences, and their profound thanks for the food and beverages stocked in the Palliative Care Unit pantry, that inspired them to give back — with groceries.

On September 26, Marlene and Shannon brought a range of individually packed snacks and drinks to help stock the pantry that is available to the families and friends of patients. For three years, the ladies have made this gift to the Ross Memorial Hospital part of the tribute they plan for their loved ones, William Dwight and Darryl Smith.

The gift was received by Erin Bruce, Manager of the Continuing Care Program and Dialysis Unit, and Erin Coons, Foundation CEO.



Erin Bruce, Shannon Smith, Marlene Dwight and Erin Coons prepare to take groceries to the pantry.

“How kind of this family to make giving an ongoing part of the way they honour their loved ones’ memory,” said Erin Coons. “The thought that they put into their selections shows how much they care about families’ experiences during difficult times. That’s greatly appreciated by the patients and families, and also by the staff in the Palliative Care Unit.”

## Thanks, donors! You are ... **HERE TO HELP**



Dr. Jyoti Katakhar, Dr. Mark Chandra, Dr. Michael Francis and Dr. Sara-Lynn Francis are grateful to donors for showing they, too, are here to help.

Thanks to the exceptional support of our donors, physicians at RMH will have access to the tools and technology that gives them the clinical information they need to diagnose and treat their patients—**even faster**.

The **Here to Help** Spring Appeal was launched to raise funds for the purchase of a new blood gas analyzer for the Lab, a carbon dioxide monitor and oxygen deliver machine for the ICU, portable vital signs monitors for the Medical and Surgical Units, and a transport monitor.

Hospitalists Dr. Jyoti Katakhar, Dr. Mark Chandra, Dr. Michael Francis and Dr. Sara-Lynn Francis were touched by the response to the Spring Appeal and send their heartfelt thanks to all who made a donation to help us reach our \$107,650 fundraising goal.

## The RMH Foundation is grateful for the generous donations made in memory of donors' loved ones.



When we lose someone dear to us, it can be comforting to share stories of happy times, and to remember the things that made our loved ones so special. Often we want to do something special in their memory. With the kind cooperation of local funeral homes, the RMH Foundation's memorial giving program allows family and friends to commemorate the lives that have touched them. The Foundation hopes that this program assists families, knowing that their kindness will help RMH continue to respond to local health care needs.

Dr. Ali Al-Beer  
Bill Ballam  
Doug Banks  
Thomas Barbour  
Shannon Beal  
Catherine Braniff  
Albert Bullen  
Jack Burnett  
David Carr  
Jethro Chalmers  
James Clifton  
Ron Colby  
Raymond Cooksman  
John Corner  
Janet Dean  
Dale Debnam  
John Ellis  
Fiore Fattore  
Stewart Ferguson  
Douglas Fierheller  
Gaile Fleming  
Bruce Fleury  
Ron Foss  
Dominic Fox  
June Goard

Pat Godding  
Ronald Goodhand  
Lance Hackett  
Keith Halliday  
Diane Hancock  
William Henderson  
Jack Horton  
George Hughes  
Stella Kennedy  
Michael Lompart  
Clifford Long  
Marion Louch  
Rose MacIntrye  
Harold MacKay  
Mary Madill  
Charlie McGill  
Joan Middleton  
Lorne Moore  
Archie Muir  
Aileen Murray  
Annie Owens  
Leigh Parliament  
Linda Pfoh  
Joyce Pinder  
Vivian Quibell

David Rogers  
Roy Saunders  
Lonnie Sheridan  
John Sinclair  
Myrna Sinclair  
Colleen Smith  
Bylthe Smith  
Garry Smith  
Hugh Stewart  
Clela Swanton  
June Tarala  
Dick Tatters  
Terry Teal  
Sheila Teft  
Helen Thompson  
Sabrina Thomson  
Ross Tysick  
Gerard Villeneuve  
Joyce Wallace  
Theressa Williams  
Wayne Wilson  
Austin Wiltshire  
Terry Woodward  
Ron Wysynksi  
Stanley Zerdin

\* These gifts were  
donated between  
July and October  
2019 .



**In honour of ...**

Dr. Mark Chandra

Dr. Jyoti Katakhar

## We respect your privacy

At the RMH Foundation, we are committed to protecting the privacy of our donors.

We value our donors' trust and recognize that maintaining this trust requires that we be open and accountable in our treatment of the information that you choose to share with us.

We protect your personal information and adhere to all legislative requirements with respect to protecting privacy.

The information you provide will be used to deliver services and to keep you informed and up to date on the activities of RMHF, through periodic contacts.

## How to contact us:

**RMH Foundation**  
10 Angeline St. N.  
Lindsay, ON  
K9V 4M8

T (705) 328-6146  
F (705) 328-6147  
foundation@rmh.org

www.rmh.org/  
foundation

Charitable Registration  
Number

11912 4121 RR0001

## The Ross Family Album

### Congratulations, volunteers!

The Foundation is thrilled for several members of the Auxiliary who were presented with **Provincial Volunteer Service Awards** on Thursday, Oct. 3:

Heather Newman (20 yrs service)  
Marg Keenan (40 yrs service)  
Gwen McFadden (55 yrs service)  
Madison Jezegou (VolunTEEN)  
Vera Wood (40 yrs service)  
Absent from photo: Sheila Gayfer (40 yrs service), Nadine Wright (20 yrs service), Erin Ritchie (VolunTEEN)

We're so grateful for the exceptional efforts of our volunteers — thank you for all you do for our patients and staff!



Heather Newman, Marg Keenan, Gwen McFadden, Madison Jezegou and Vera Wood show their Provincial Volunteer Service awards

### Extraordinary Women at RMH

On October 17th, Women's Resources announced its Extraordinary Women awards. The Foundation congratulates all of the award winners, and sends warm wishes to the Extraordinary Women who are valued members of the RMH family. These include Mary Jones, who is a loyal Auxiliary volunteer in the Reflections Café; Sheila Carron, a Registered Nurse in our Mental Health program who works closely with local police on the Community Response Unit; and Board member Nancy Rooney! We'd also like to congratulate award nominee Therese Scheer – who supports the RMH Foundation through fundraising events around the Kawartha Lakes. We're so fortunate to have such wonderful women working for the betterment of the community in so many ways!



ROSS MEMORIAL  
HOSPITAL  
Foundation

*"Yes, I would like to help RMH keep the best tools in the best hands."*

Here is my donation of  \$25  \$50  \$100  Other \_\_\_\_\_ Nov19

I have enclosed my cheque (payable to RMH Foundation)

I prefer to use my credit card. Please use  my  VISA  Mastercard

Cardholder's name \_\_\_\_\_ Card # \_\_\_\_\_

Signature \_\_\_\_\_ Expiry: \_\_\_\_ / \_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_

Province \_\_\_\_\_ Postal Code \_\_\_\_\_ Phone \_\_\_\_\_

I would like to direct my gift to:  Where it's most needed  Current Appeal

Equipment/  Technology  Education Fund  Specific Program

\_\_\_\_\_

I'd like information about how to include RMH Foundation in my Will.

\* Making a monthly gift can make it convenient and easy for you to lend your support.