



# Exceptional CARING

## The RMHF Gratitude Report

### Our Mission:

"Partnering with our donors and the community to support exceptional care."

### Our Vision:

Inspired donors advancing care close to home.

## Fall/Winter 2020

### What's Inside:

- Read an RMH patient's story of care, determination and gratitude.
- See the impact: Your donor dollars at work
- Community Heroes at Heart support COVID response at RMH
- Do you have a Thankful Heart? Join the Cardiac Rehab team for a Virtual Walk!



Caring crafters do their part with donations of homemade masks



Linda Brasier, Dianne Ireland and Kelley Reynolds support RMH from Lindsay



Lin Piesanen, Carolyn Easton and Judy Kishbaugh make masks in Bobcaygeon



Not for decades has the household sewing machine been so closely connected with our daily routines, and more — our health and safety. From the moment the pandemic reached our region in March, local crafters recognized a need for homemade masks and began knitting together a community of caregivers whose work takes place not at the bedside — but at the sewing machine.

This large network of crafters have donated thousands of homemade masks to the Ross Memorial Hospital for use by patients and visitors as they enter the hospital.

"The work these women and men have put into this effort, from gathering and sharing materials, to cutting and assembling the masks, sewing the final product, and travelling throughout the City of Kawartha Lakes to gather the donations for delivery to the hospital — it's remarkable," said Erin Coons, RMH Foundation CEO.

"By putting their hobbies into high gear, these crafters are showing their value as the fabric of the community. Thanks to all involved in this vast effort. With your help, we'll see brighter tomorrows."

## Because of you...the RMH Team has the tools it needs



**Members of the RMH COVID Assessment Centre must wear several pieces of personal protective equipment (PPE) to prevent transmission of the virus while providing testing for patients.**

more commonly known as ECGs. When patients come to the Emergency Department with heart troubles, one of the first things the patient requires is an ECG. An ECG test provides critical information. A patient needing an ECG has 12 electrodes – or leads – attached to their chest, arm and leg using little suction cups or adhesives. These leads work like cameras at a sporting event. Each lead works like a different camera angle, giving a different view of what's going on in your heart. During an eight second recording, the team learns how your heart is functioning by measuring the electrical activity that causes the muscle to pump blood.

**With your support for the spring appeal, the Ross has replaced and upgraded its fleet of ECGs. Thank you!**

The new technology is not only vitally important to our patients; it makes it possible to eliminate manual paper reporting that starts when a physician orders an ECG test for a patient and ends when the ECG results are read by a specialist and recorded in the patient's chart. This automation is a key component of electronic health records and the Ross Memorial's future Clinical Information System (CIS).

Seven hospital organizations in our region are partnering to deliver a **single, integrated health record for every patient**. The implementation of the CIS will transform the delivery of care in the years ahead. Stay tuned for exciting updates in the months ahead...

As soon as the Ross Memorial Hospital Foundation reached out to donors and asked for support for COVID-related needs at the Ross, the team has been touched by the response. Support for the Heroes at Heart fund and the Spring Appeal — from individuals, organizations and businesses — has helped to ensure the Ross Team can provide care safely with the proper personal protective equipment (PPE) including masks, gowns, gloves and hand sanitizer.

In addition to the need for PPE, the Ross had to address urgent technology needs including electrocardiography machines,



**RMH Lab Technicians Jody Graham, Nadine Aubertin and Sharon Jones are grateful for donors whose gifts enhanced the hospital's fleet of ECG machines.**

**Did you know ... one of the oldest areas of the hospital is currently being refurbished — thanks to you!** The Ross Memorial’s kitchen space, located in the basement of the east wing, was built in the 1960s. This is where the Nutrition Services team prepares approximately 400 inpatient meals every day. Healthy meals are integral to patients’ care. That’s why the RMH Foundation is helping to fund this important project. Work involves the replacement of the exhaust hood, modernization of the hot cooking area, and installation of new flooring and ceiling materials. To date, the RMH Foundation has provided \$285,460 toward the \$1.8 million cost of the project. Work is expected to be complete early in 2021.



## Dragon Flies bring hope and support to patients at RMH

When dragon flies gather together, it’s a magical sight. Such was the case on August 19 when several members of the Dragon Flies Breast Cancer Survivor Group met to present a special gift — a \$10,000 donation — to the RMH Foundation. “The Dragon Flies’ commitment to advancing local patients’ diagnosis and treatment of breast cancer has helped the Ross Memorial Hospital to acquire the best diagnostic technology, giving local patients their best chance to beat breast cancer” said Erin Coons, RMH Foundation CEO. “Thanks to their efforts, the Ross Memorial is an Accredited Breast Assessment Centre with a High Risk Breast Screening program, affiliated with Cancer Care Ontario.”

Since the Dragon Flies’ first gift in 2004, the team has contributed \$390,328.72 to the Ross Memorial Hospital Foundation. Thanks to donors’ support, the Ross Memorial Hospital’s breast health services now include Tomosynthesis (3D imaging that helps to pinpoint the exact size and location of breast lesions) and stereotactic biopsies.



**Maria Bennett, Carol Wilson, Kelly Solotarow, Erin Coons, Janet Mackey, Jane Graham and Cecile Parker celebrate the Dragon Flies’ generous support for Ross Memorial Hospital**

## Protecting the public and supporting the Ross: Queen's Square Pharmacy hosts a mask fundraiser



**Hetal Kansara, Beejal Kansara, Shreyash Kansara, Alpesh Kansara and Vidhi Patel celebrate the Heroes at Heart effort at Queen's Square Pharmacy in Lindsay**

The team at Queen's Square Pharmacy combined a key community need with frontline philanthropy when it launched a face mask fundraiser in the spring. With every sale of disposable face masks, the pharmacy collected the funds to donate to the RMH Foundation Heroes at Heart fund. After three months, Queen's Square Pharmacy made a contribution of \$1,860 to support COVID-related equipment and technology needs at the Ross. "Since this pandemic started, we all know that RMH was working hard towards flattening the curve," said Beejal Kansara, owner of Queen's Square Pharmacy. "As we are also front-liners, we thought we should do something that supports both our community and our hospital, and came up with a fundraiser idea involving the sale of masks. Our main intention was to raise awareness in the community of the importance of this protective measure."

"Knowing how quickly businesses had to adapt to new safety measures and the work involved in keeping up, it's heart-warming to see businesses such as the Queen's Square Pharmacy also think about how they can do more for the community and for the hospital," said Erin Coons, RMH Foundation CEO. "We want to thank everyone who purchased disposable face masks there, knowing that their purchase would help them prevent the spread of COVID-19, and help the hospital team keep the community safe."

## Kawartha Charity Riders host virtual Poker Run to support COVID response at RMH



*Members adapt ride, combining good fun and good cause*

As a community-based riding club assisting families and organizations, the Kawartha Charity Riders encourage members to 'add meaning to your ride.' With COVID-19 complicating events, they had to add some creative thinking, too. The KCR's 2020 Poker Run on June 26, 27 and 28 was a virtual event. Members travelled to identifiable checkpoints, taking pictures and posting them to the KCR Facebook page. The participants did more than raise funds through their ride. With winners donating their prize money back to the event, KCR was able to donate \$500 to the Heroes at Heart appeal. "Members of the KCR set a great example, showing us how we can do what we love — and do some good at the same time," said Erin Coons, RMH Foundation CEO.

## Patrons and team at Reid's Valu-mart are Heroes at Heart

At Reid's Valu-mart in Lindsay, being involved in the community is a priority. Every year, the store supports various local causes that benefit local residents and make the City of Kawartha Lakes a healthy place to live. That focus on community wellness was heightened with the arrival of COVID-19 in March. With the need for safety precautions impacting every aspect of the grocery business, the Valu-mart team worked long hours to ensure a safe experience for its patrons. And while their attention is riveted on the processes in place in the store, they continue to care about the welfare of others.

Valu-mart owner Mark Reid made a donation of \$1,282 to the Heroes at Heart appeal, supporting COVID-related needs and ECGs at Ross Memorial Hospital. Contributions were made by customers at the till. "During difficult times such as these it's even more heart-warming to see the generosity of people for their local hospital," said Erin Coons. "Reid's Valu-mart is an exceptional local business leader, showing the high standards that can be met when a team is committed, and the impact that team can have on the community around it. We're grateful to all who supported this collection at Valu-mart. You are all heroes at heart."



**Mark Reid thanks patrons for supporting the store's Heroes at Heart fundraiser**

## Fundraiser for online orders supports RMH COVID-19 response

When Fenelon Falls Brewing Co. launched last fall, no one expected COVID-19 and its impact on the world and the Kawartha Lakes community. One of the founding principles of Fenelon Falls Brewing Co. is to give back to the community and the people that need support most. In response, Fenelon Falls Brewing Co. created an online fundraiser, with \$2.00 from the sale of every case of 24 to be donated to the RMH Foundation's Heroes at Heart fund, supporting COVID-related equipment and technology needs at RMH.

On August 18, the Fenelon Falls Brewing Co. donated \$1,500 to the RMH Foundation. "There are so many ways businesses and organizations can play a role in patient care at the Ross," said Erin Coons. "The team at the Fenelon Falls Brewing Co. show that business owners are also community leaders."



"The response was extremely positive," said Russell Gibson, Head Brewer. "The community really embraced it. And they were so grateful when we delivered their orders. It gave them something to look forward to."

"As we pivoted the business, one of our tenets was to help our community along. We're happy we were able to do that," says Mathew Renda, General Manager.

## A grateful patient's story



**Neil Pearson poses with several members of his RMH care team in the rehabilitation gym.**

In February 2020, the pandemic had not yet hit close to home, and Neil Pearson and his wife, Ellen, took their annual trip to France to visit their daughter. During their holiday, Neil developed a bad cough. As their return date approached, Neil became weak and couldn't grip objects with his hand. On the morning of their return flight to Canada, March 15, Neil awoke in his hotel room, but was unable to get out of bed. "I had no balance, no coordination," Neil recalled, "I was immediately taken to the hospital by paramedics, and that's the last thing I remember before waking up in Canada two months later."

Admitted to an ICU in a French hospital, Neil was placed in a medically induced coma. He was diagnosed with Guillain-Barré syndrome (GBS), a rare condition in which a person's

immune system attacks the peripheral nerves. "I'm the 1 in 100,000 that got this after a viral infection. My body's immune system went rogue, and mistakenly attacked my nerves," says Neil. "It's something I wouldn't wish on my worst enemy."

Ellen was unable to visit Neil in the hospital due to the pandemic, but she stayed in touch with his care team. Her first glimpse of her husband was in May, when they were able to secure a repatriation flight to Toronto. "I woke up in the ICU in Peterborough," Neil recalled, "and all I could hear was 'He's going down. Keep breathing. Keep breathing. He's going down.'" Ellen says her husband was a shell of his former self.

Most people recover from GBS and while Neil had a particularly devastating case, he did slowly start to recover. He was transferred to Ross Memorial Hospital on May 13. He could only move his toes. Eventually, movement returned throughout his body. Neil says that the most frustrating part of his journey was his inability to communicate. "I couldn't speak, I couldn't even swallow. When I tried to ask someone to get me a drink, or to scratch my nose, it was impossible."

**Neil credits his dedicated care team at RMH for supporting his recovery, both physically and emotionally, and is profoundly grateful to his therapy team.** Neil is continuing his recovery at home and says that no matter how low some of his moments were, he always knew there was a light at the end of the tunnel. "I would say that 50% of my recovery has been having a positive attitude. The other 50% is certainly credited to the doctors, nurses and rehab specialists," Neil shared.

When asked about his experience at Ross Memorial Hospital, Neil reflected,

***"The specialists I need are here. The equipment I needed to recover is here. Everything I needed to get back to myself is here. It's just wonderful."***

Neil's story is an inspiration — and even more so when you consider Neil's service as an RMH volunteer. As a member of the RMH Auxiliary Board and as an Auxiliary Lottery Cart volunteer, Neil supports the hospital in many ways. The funds raised by the Auxiliary are vitally important as they help to purchase the medical equipment and technology that are used to diagnose and care for patients. *Patients just like him.*

**Given with compassion. Accepted with thanks. Used with care.**

When we lose someone dear to us, it can be comforting to share stories of happy times, and to remember the things that made them so special.

Often we want to do something special in their memory.

**The RMH Foundation is grateful for the generous donations made in memory of these special people:**



\* These gifts were made between July and September 2020

**Raymond Buckley  
Paul V. Collins  
Wayne Downes  
Fiore Fattore  
Shari J. Foster  
Gordon R. Gilliatt  
Keith E. Gummo  
Dianne Heron  
Kenneth Hooper  
Teena Kuypers**

**Shirley M. Kyle  
Henry T. Lafferty  
Lloyd Leadbeater  
Orma J. Lillico  
Ellynn-Jane Martin  
Cindy Lou McCaughey  
James E. McLean  
Irene Norris  
Anne Pankiw  
John Perrin**

**Frederick A. Pinfield  
Noreen A. Prouse  
Dana M. Purdy  
Troy Scanga  
Dolores J. Sibley  
Jackie Sweetnam  
Merle E. Therien  
Howard Tremaine  
Donna M. Verleysen  
Enid O. Wetheral**

**Donations made in honour of someone special or in celebration of a milestone event have a ripple effect**

A celebration gift to the RMH Foundation expresses to others how much you care. With a celebration gift, you can recognize a loved one's special day or big event, or show gratitude to someone who provided you with exceptional care at RMH. You can mark the occasion and benefit the community through enhanced care at the Ross!



**The Foundation appreciates the donations that were made in honour of the following people:**

**Mary Elizabeth Lindsay  
Dr. Charles Noronha  
Dr. Eric Ready**

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.

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**Do you have a Thankful Heart?**

# Thankful Hearts



The RMH Cardiac Rehab Team has missed seeing patients since the outpatient program was paused due to COVID-19. They're excited that classes are now being offered virtually this fall. To celebrate their thankful hearts and to highlight the importance of exercise in heart health, the team hosted a virtual **Thankful Hearts Walk** through the month of October!



People were invited to walk, hike, bike (just get active!) to stay healthy and to raise funds for the Cardiovascular and Pulmonary Rehabilitation program at the Ross. Funds raised will help transition the outpatient clinics to virtual classes so the team can continue to help patients maintain good health through safe exercise.

**Do you have a thankful heart?**

It's not too late to take part! Please give online at [www.rmh.org/foundation](http://www.rmh.org/foundation) or by calling the RMH Foundation at 705-328-6146.

**Donors make the difference!**



**ROSS MEMORIAL  
HOSPITAL**  
Foundation

*"Yes, I want to help the heroes on the  
frontline with support for RMH."*

Here is my donation of  \$25  \$50  \$100  Other \_\_\_\_\_ Oct20

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  Heroes at Heart

Equipment  Technology  Education Fund  Specific Program

\_\_\_\_\_

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

I'd like to make monthly gifts. Please have the Foundation contact me.