



# Exceptional CARING

The RMHF Gratitude Report – Special Edition

**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.

**Spring  
2020**

**What's Inside:**

- Donors impact care throughout Ross Memorial
- Access to 3D mammography made possible through gifts
- Community sends messages of thanks
- Local service groups support Holiday Appeal for IV pumps
- Volunteers support urgent needs

**Please take note:**

*Frontline caregivers are local heroes.*

*So are those who support their difficult work.*

*Donors are...*



**Heroes at Heart**

**Community support for urgent needs at RMH greatly appreciated**

Since the arrival of the novel coronavirus (COVID-19) in Canada, the Ross Memorial Hospital and Foundation teams have been touched to receive phone calls and emails offering support through donations and messages of thanks for those working tirelessly to keep our patients and community safe and healthy. **Thank you.**

"Like most people in the community, we at the RMH Foundation are following the quickly changing situation caused by the COVID-19 pandemic," said Erin Coons, RMH Foundation CEO. "And like so many of you, we want to help the Ross Team care for patients during these unprecedented times."

**The RMH Foundation has established a special fund, called Heroes at Heart, to support urgent equipment and technology needs as the Ross responds to the pandemic.**

To support the COVID-19 response at RMH, please give to our Heroes at Heart fund:

- by phone at 705-328-6146
- by email at [foundation@rmh.org](mailto:foundation@rmh.org)
- or online at [www.rmh.org/foundation](http://www.rmh.org/foundation).

On behalf of the Ross Memorial Hospital Foundation, thank you to all of our Heroes at Heart!

Most of the pictures in this report were taken before social/physical distancing precautions were put in place.

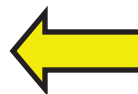
## Putting your gifts to work: Impacting care at the Ross

Throughout the Ross Memorial, so much of the medical equipment being used to diagnose, treat and serve patients is **100% donor funded**. This includes the equipment purchased thanks to support for the 'Here to Help' appeal last spring.

Thanks to your donations, frontline staff at the Ross are thrilled to have access to new advanced patient care equipment, including...

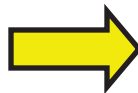


... a new transport monitor for the Medical Unit. This is used by nurses like Kelly, who travel in ambulances with patients to ensure their safety while en route to other hospitals.



... new vital signs monitors for patient rooms on the Medical and Surgical Units to help physicians and nurses track patients' heart beat, blood pressure, oxygen levels and more.

... a new carbon dioxide monitor for use in the ICU and an oxygen delivery machine to help patients breathe easier using positive air pressure.



**When you choose to make a donation to the RMH Foundation, your gifts have a direct impact on patient care. The Hospital does not receive government funding for medical equipment and technology. You make these vital acquisitions possible. Thank you!**



## Rotary Club of Fenelon Falls provides Comfort and Care

For 75 years, the Rotary Club of Fenelon Falls has proudly put service above self through its members' support for causes both local and around the globe.

In a generous show of support for patient care at Ross Memorial Hospital, members presented a \$10,000 donation to Erin Coons, RMH Foundation CEO at the club's meeting on November 28th. The gift will support the Comfort and Care Holiday Appeal for new bedside intravenous (IV) pumps.

"The IV pumps come with special safety software and cost, on average, \$5,000 each. This gift from the Fenelon Rotarians will help us to buy two IV pumps and impact the care of countless patients in the years ahead. We're so grateful to the Rotary Club of Fenelon Falls for choosing to support the Ross during its diamond anniversary," said Erin Coons.



Joan Whyte-Elliott, past president, presents the Club's gift to Erin Coons

Did you know ... almost every admitted patient at Ross Memorial Hospital relies on bedside IV pumps to safely receive medication, fluids and nutrition 24/7/365. The hospital must replace its fleet of 170 IV pumps, which cost, on average \$5,000 each.

## Lindsay Lions achieve Founder giving level at RMH

For 66 years, the Lindsay Lions Club has been improving the health and wellness of people both local and abroad through their tireless philanthropic efforts. On January 31, members of the Club made a special visit to RMH to present a donation for the Comfort and Care Holiday Appeal. The Club presented a cheque for \$3,300 to help purchase new intravenous (IV) pumps.

This gift brings the Lindsay Lions' cumulative giving to the RMH Foundation to \$100,000 and earns the Club 'Founder' status on the Donor Recognition Wall in the main hallway.

"The Lindsay Lions have lent their support to so many improvements at the Ross," said Coons. "With this gift for new IV pumps, the Lindsay Lions mark a milestone in their service organization's proud history of giving. The impact of their generosity will be felt for years to come."



(Back row) Kelly Tamlin, Tom Loveland, Merylynne Golden, Rick Roddy, Faye McQuade, Mary Fryer, Linda Craig (Front row) Chris Miles (Lindsay Lions President), Erin Coons

Did you know? You can stay up to date on the latest Foundation news on Facebook, Twitter and Instagram!



## Volunteers' fundraising support helps RMH meet immediate needs

Volunteers at Ross Memorial Hospital share a special bond. It is born from a hospital experience that inspires them to help by joining the RMH Auxiliary and supporting patient care through volunteer service and fundraising.

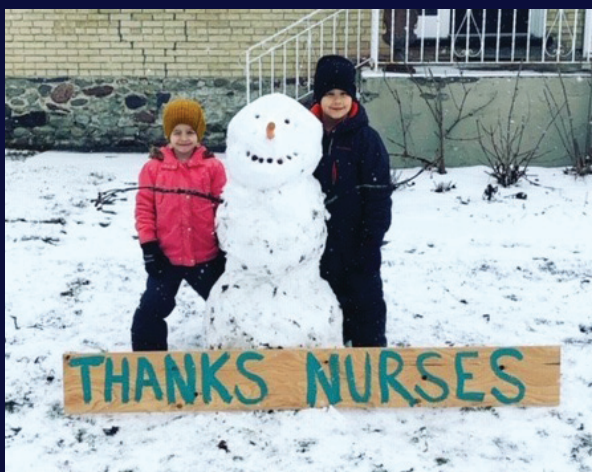
**Though their reasons to join the Auxiliary differ as much as the ways they choose to give their time, the volunteers' efforts add up to better patient experiences.**

On December 17, members of the Auxiliary reached out with another show of exceptional support for exceptional care. Volunteers Mary Griffin, Walter Jones, Yvonne Szubert, Francis Curren, Evelyn Morrow and Gloria St. Pierre presented a cheque for \$50,000 to Erin Coons, RMH Foundation CEO and Veronica Nelson, Interim RMH President and CEO.

"The Auxiliary's support will help elevate our care delivery by funding urgent needs at the Hospital. Every dollar given ultimately supports the patient experience – helping us be there for patients and families when they need us most," said Veronica Nelson. "We are so fortunate to have the Auxiliary as our partners."

"Every day of the year, the volunteers show their commitment to our patients. We're so grateful for their generous fundraising support, and for their incredible dedication. Every volunteer brings a gift to the Ross," said Erin Coons.

## Thank you for sharing ... and caring!



*"Thank you... Lindsay has a hospital full of CHAMPIONS!! Be Lucky."*

**"Thank you to (those who) took exceptional care of me during my stay for a heart attack. A fabulous team of professionals to include the cleaning staff working endless hours to keep us all safe during this pandemic. Thank you one and all. Stay safe and bless you all."**

*"Best wishes ... Keep up the good work!"*

**"Thank you for being there when needed."**

## Dunsford & District Lions Club helps RMH to help others

Members of Lions Clubs know that whenever a Lions Club gets together, problems get smaller — and communities get better. Since 1982, the Dunsford & District Lions Club has been supporting neighbourhood needs through its members service and fundraising initiatives that benefit community causes.

In 2019, the Lions embraced the opportunity to support breast cancer care at Ross Memorial Hospital by hosting a fundraising raffle at various Kawartha Lakes events between May and October. On Nov. 12, Dunsford Lions Michael Jancsik, Simon Bates, Therese Scheer and Doug Kennedy visited RMH to present a donation of \$2,352.62 to Erin Coons.



## Kawartha Credit Union cares

Access to the best breast cancer care is a priority for the KCU team. KCU has provided generous support for enhancements to the Ross Memorial's Breast Assessment Centre, including the recent acquisition of 3D mammography with biopsy capability. During the month of October, which is Breast Cancer Awareness Month, employees host fundraising events including a silent auction, book sale and charity spin class, to encourage support for breast cancer care at RMH. On Nov. 14, Michelle Finley, Kawartha Credit Union's Lindsay Branch Manager visited the RMH Mammography Department to present a cheque for \$1,136.20 to Erin Coons, RMH Foundation CEO and Dianne Robia, RMH Interim Breast Health Navigator.



## Lindsay Cycle Studio supports breast cancer care at RMH



Josette Deuchars believes in giving back to her community. Each month, she supports a different cause with special spin events at the Lindsay Cycle Studio. In October, Josette hosted four such classes, each supporting breast cancer imaging at Ross Memorial Hospital. "We had the Muskie Monday plus the other Wednesdays were a mix of new and regular riders who wanted to participate. Kawartha Credit Union did a ride as well. All together, we raised \$415 to help patients at the Ross," said Josette.

On November 8, Josette presented the donation to Erin Coons, RMH Foundation CEO and Dianne Robia, Interim Breast Health Navigator in the RMH Mammography Department. Joining Josette were her son and student nurse at RMH, Sebatién Deuchars, and Patsy McCabe, RMH Environmental Services employee and Lindsay Cycle Studio rider.

## Paying it forward: Family thanks Palliative Care team with donation to pantry used by patients' families

As the family of Douglas Fierheller gathered at his bedside in the Ross Memorial's Palliative Care Unit last summer, they were touched by the care both he and the family received. That tender attention encouraged them to say thank you with a gift that will benefit patients and families going through similar difficult times. On Jan. 10, members of the Fierheller family presented a collection of individually-wrapped snacks and beverages, toiletries and blankets to Erin Bruce, RMH Continuing Care Program Manager, and Erin Coons, RMH Foundation CEO. The items will help stock the pantry in the Palliative Care Unit and support the families and friends of palliative patients.

"On behalf of the Fierheller family, we would like to make this donation to the Palliative Care Unit in memory of Douglas Fierheller," said Greg Fierheller. "This donation was made possible thanks to Josette Deuchars at the Lindsay Cycle Studio who facilitated the fundraising through indoor cycling rides."

"I cannot say enough about the wonderful care that my father-in-law received during his final days, as well as the support the family received," said Theresa Fierheller. "We wanted to give something back to the Unit and knowing that a lot of things are by donation — coffee, cookies, etc. — we have been able to purchase many items for use by family members who are there staying with their loved ones."



Erin Bruce, Theresa Fierheller, Dyane Fierheller, Greg Fierheller, Kim Appleton (Fierheller), and Erin Coons in the main lobby at RMH

### A message of thanks to the Ross Team

Recently, I had a very scary health scare. I wanted to acknowledge the wonderful care I received from beginning to end. My husband and I recently moved to Dunsford from the Toronto area. We had experiences with the large Toronto hospitals personally and with family members. Never did we have a feeling that it was a good experience.

In the early hours of Jan. 5, the Kawartha Lakes Paramedic Services came to our home after we called 911. They were calm, professional and caring. In the emergency area, I was seen right away by doctors, nurses and even an x-ray tech. After a couple of ours, I was admitted to ICU where the nurses there treated me like gold.

On Monday, I was driven by ambulance to Peterborough for an angiogram. One of the nurses rode with me and put me into the capable and caring hands of a nurse in the cath lab. A doctor performed the procedure, walking me very patiently through the test. I returned very late to Ross Memorial and found the nurses had held my dinner tray for me. Lucky for me as I hadn't eaten all day. They quickly warmed things up and made me comfortable.

I imagine these front-line health care workers are overlooked most of the time. I wanted to bring attention to them as I feel extremely lucky to have had their care at a very difficult time. ~ W.M.

## 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.

John Algar	Kenneth J. Grills	Helen McGrisken	Gwendolene Sleep
Raymond Andrews	Johannes M. Groenendyk	James E. McLean	Evan Smith Romeril
Bonnie L. Arquette	Niesje Groenendyk	Winifred M. McNabb	Barbara L. Stewart
Sharon E. Baker	Edna C. Hawkins	Vera McNamara	Dorothy Y. Stokes
Thomas Barbour	Vera Holden	David W. McNamara	Clela V. Swanton
James Bell	Allan D. Irvine	Charles W. Mitchell	June Tarala
Cheryl Bloom	Robert E. Jamieson	Sherman Moore	Samuel Van Hulstyn
Aileen M. Bown	Barbara I. Jardine	Jean Moore	Katherine Van Hulstyn
Dave Brasier	Jean Jeffrey	Jean M. Morgan	Loc Van Nguyen
Barb A. Brasier	Ike Jeffrey	Vivian M. Moynes	Stacie D. Vokins
Kathleen Brasier	George A. Jones	Roma I. Moynes	Horst Von Sichertshofen
Robert Brown	Grace A. Junkin	Andrew Murray	Joyce Wallace
David Carr	Sandra P. Lachapelle	Stanley J. Norris	James J. Wallace
Ward R. Clarke	Margaret M. Lang	Patricia A. Parliament	Margaret A. Warrilow
John Corner	Willy S. Larsen	Donald W. Powell	Vincent Warrilow
Gordon J. Currins	Florence H. Laurinavicius	Debbie Raymer	Brian L. Williams
Floyd H. Dow	Kenneth J. Laver	Margaret Sawyer	Marilyn N. Woodhouse
Julia M. Dudman	Darlene Lipnicki	Alberta E. Schneider	
Edith E. Ehlebracht	John C. Little	Evelyn Scrivens	
Fiore Fattore	Michael Lompart	Wilfred Scrivens	
Douglas E. Fierheller	Clifford J. Long	William J. Shields	
Jacqueline Francis	Nancy L. Low-Turner	Myrna L. Sinclair	
Mary J. Graham	Angela McAllister	Enid L. Skuce	

\* These gifts were  
donated between  
November 2019  
and February 2020

### In honour of ...

Dr. David Lane  
Jackie Reid

Dr. Jamie McNabb  
Erwin & Angelique Stroobach

**Donors are Heroes at Heart**

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.

**Our local businesses believe in giving back.**

Thank you for your interest in helping the Ross Memorial team support the community during the COVID-19 pandemic.

**Members of our business community are Heroes at Heart.**



**The Ross Memorial Hospital Foundation is here to help.**

If you are planning a fundraiser or business promotion to support Ross Memorial, let's get you registered! First, contact the RMH Foundation at 705-328-6146 or [foundation@rmh.org](mailto:foundation@rmh.org) to submit your idea. We then work with you to ensure your plan to support the hospital is successful. Once your plan is approved, we will help promote your fundraiser on our social media channels.

***Thank you!***

**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](mailto:foundation@rmh.org)

[www.rmh.org/foundation](http://www.rmh.org/foundation)

Charitable Registration  
Number

11912 4121 RR0001



**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 \_\_\_\_\_ Spr20

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 Fund

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.