

Dear Friend,

I don't remember a time that I didn't want to be a nurse. My dad jokes that 'nurse' was my first word.

The credit doesn't go to my toy stethoscope. My calling came from my older sister, Sara.

She started going blind in Kindergarten. Unfortunately, that was the first symptom of an evolving genetic disorder called Batten disease.

I was in Grade 4 when Sara had her first grand mal seizure. We were in the car, driving to Lindsay. My mother rushed us to the Ross.

I can still picture her carrying my sister into the Emergency Department as I ran behind, holding the hands of my little brothers, who were five and three.

While my mom and the doctors and nurses helped Sara, I vividly remember a volunteer watching over my brothers and me in the waiting room, bringing us popsicles and making sure we felt safe.

That experience made a big impression on me.

The care providers at the hospital got to know my sister well over the years, we were there so often. So much that when she passed away in 2019, her Celebration of Life included a whole section of people from the hospital and the school board who had cared for her. We called them *Sara's Heroes*.

My family's experience and my early exposure to healthcare is why I am passionate about doing the best we can for people we are entrusted to care for.

I've been nursing at the Ross for 16 years now. I began in the Emergency Department, working with the same team that provided such great care for Sara. I became the manager during the pandemic. Today, I am the critical care director, and my responsibilities include the Emergency Department, the Intensive Care Unit, the Medical Unit and Seniors Care.

When I learned that the Ross received Ministry of Health approval to expand our community's Emergency Department, I was thrilled! With our local population growing so fast, the need for emergency services is expected to increase by 30% over the next 20 years!

The plans include the creation of a **Mental Health Emergency Services Unit (MHESU)**. The MHESU will help us to provide a safe space within the Emergency Department with private rooms for patients' crisis care, as well as a private waiting room. This unit will include a dedicated team of care providers, available 24/7 to ensure the



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safest treatment for patients waiting to be admitted to hospital, transferred to another facility, or discharged back home.

The expansion also includes the addition of a **new, contemporary trauma room with airborne isolation capacity** to prevent the spread of airborne germs and provide space for multiple care providers to respond to a trauma patient whose condition requires extra precautions.

It's a challenge that was exacerbated during the pandemic, when added infection prevention protocols were necessary to protect patients and staff. It was incredibly difficult for patients, families and our team.

As a director, a nurse, a mother and wife, *and a sister* – **I know how important it is for people to access timely care, in the right environment, close to home.**

This exciting expansion is one of several significant investments underway at the Ross – improvements that are not covered by government funding. *People like you make it possible.*

Will you make a donation to support the transformation underway at the Ross? Your gift will ensure our hospital has the best equipment and facilities to meet our growing community's needs. It will take all of us to make it happen.

Your support will grow our critical care capacity in the Emergency Department and the Intensive Care Unit, where modernization plans include larger patient care spaces and more airborne isolation capacity.

Your giving ensures our highest priority projects are realized: access to the best diagnostic imaging technology and leading-edge bedside equipment enabling life-saving care... and all of this vital clinical information connected in real time, available to every care provider – and to you – when and where it's needed.

I've grown up in this community and I've seen how the Ross has been there for my family. I want to help other families get the best care, in the safest environment, during those moments that matter.

Just as Sara's care made a lasting impression on me, you can touch a life with your giving. **You can be somebody's hero.**

Thank you for your generous support for our community hospital.

Wishing you well,

Jennifer Chipp-Smith, RN

Director of Emergency, Critical Care, Medicine, Seniors Care, Stroke, and Patient Flow
Ross Memorial Hospital

P.S. By making monthly donations, you can maximize the impact of your giving. Recurring donations help you make affordable gifts that add up to significant contributions over time. With you, **WE ARE THE ROSS!**

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