

FALL 2015

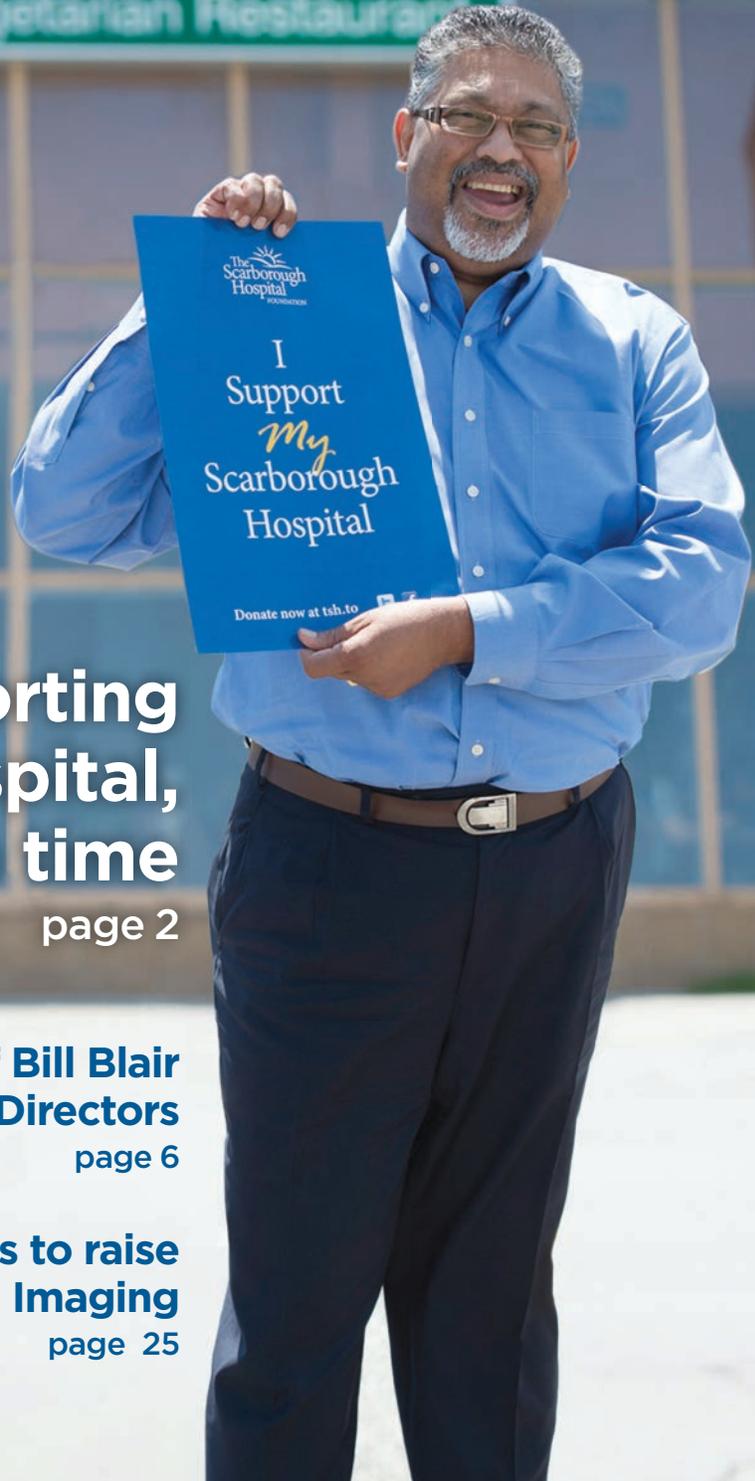
THE Faces

OF HEALTH CARE



SARAVANAA BHAVAN

South Indian Vegetarian Restaurant



Supporting The Scarborough Hospital, one customer at a time

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“The health care system is wonderful in this country – but we have to support it.”

Entrepreneur Supports The Scarborough Hospital, One Customer at a Time

From left to right: Ganesan Sugumar, Amandeep Kaur, and Supreet Kaur at the Scarborough Saravanaa Bhavan restaurant.

At Ganesan Sugumar’s Scarborough restaurant, everyone who pays their bill gets the same question: Would you like to support your Scarborough hospital? One day, the cashier asked a customer to spare something for the cause, not realizing he was speaking to the President and CEO of The Scarborough Hospital.

“He donated,” laughs Ganesan. “We won’t let anybody get away!”

When he moved to Scarborough from Sri Lanka in 1992, Ganesan had two priorities: “My security and my health,” explains the entrepreneur.

He was looking for a country where he could settle and start a business, and where he could fit in. “This is one of the most accommodating, multicultural places in the world,” he says.

Ganesan quickly became involved in supporting The Scarborough Hospital. “The health care system is wonderful in this country – but we have to support it.”

As Ganesan has prospered, he has repeatedly given back to the community, personally and through his businesses. He heads the Sugshe Group of Companies. Among other businesses, it operates the Kanagaambikai Gold House (a jewelry store that caters to the South

Asian community), and local outlets of the Saravanaa Bhavan restaurant (authentic South Indian vegetarian cuisine).

As a member of The Scarborough Hospital Foundation’s South Asian Philanthropic Council, Ganesan lends his voice and fundraising efforts to advocate for and help shape the hospital’s future.

The Foundation’s various Philanthropic Councils help cultural groups in the community engage in grassroots fundraising to benefit The Scarborough Hospital. These efforts are part of the Foundation’s *I Support My Scarborough Hospital* campaign, which uses a variety of innovative fundraising approaches.

Ganesan has placed donation boxes in his restaurants and jewelry stores, with the proceeds supporting the hospital’s Maternal Newborn and Child Care program.

Previously, Ganesan raised funds for a new MRI machine for the hospital. In October 2014, he gave \$12,000 to the hospital, and by July 2015, he had collected another \$50,000. The funds raised are a combination of customer donations and contributions from Ganesan, his staff, and company management.

Ganesan not only supports The Scarborough Hospital, he has had personal experience with its life-changing service, as his mother received dialysis there. “The doctors, nurses, and staff were great,” he says.

As Ganesan knows, improvements like better spaces for care and the benefits of technology don’t just happen. With generous support from the community, the hospital can continue to provide world-class care close to home.

“If you use the facilities of the hospital,” he says, “you realize that whatever you contribute is going to a very worthy cause.”

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For Seniors, Partnership Reduces Risk of Hospital Admission



Shweta Sharma (left), Occupational Therapy Assistant at Carefirst, assists Shirley Martin in exercises during therapy.

patients who might be going home alone, or who require support to stay on top of their care.

The social workers reach out to these patients for up to six weeks following hospital discharge. They ensure that the seniors fill prescriptions, attend follow-up appointments with their family doctor or specialist, and receive ongoing health education.

Michelle Jones says the Virtual Ward has been a lifesaver for her family. Her grandmother broke a hip in a fall, and was beoming increasingly forgetful. With the loss of independence after her fall, on top of her grandmother's worsening dementia, "everything changed," says Michelle. "I did not know how to cope."

The Virtual Ward social workers "were there checking up, following up, giving me information, and advocating for me and my grandmother to get help brought in," says Michelle. "It was imperative to her care. I really didn't feel like I had anyone until the Virtual Ward stepped in."

These two programs with Carefirst exemplify how The Scarborough Hospital is working with health system partners to improve access to services, and make the process easier when patients move from one care provider to another. The result is better service coordination, improved health management, and fewer hospital visits.

Since they were launched in 2013, the Assess and Restore and Virtual Ward programs have reduced hospital readmissions by 50 per cent for participating seniors.

The partnership with Carefirst emerged after The Scarborough Hospital started engaging patients and their families to identify care needs. Patients and staff realized that gaps in service made it difficult to carry out a care plan after a patient left the hospital.

"We heard there were some key elements that these patients required for making better connections with the health care services available in their community," says Nancy Veloso, Patient Care Director, Specialized Geriatrics at The Scarborough Hospital. "We're tremendously proud of the success of these programs and we're working on broadening the service options to reach even more patients."

After falling twice at home last October, Shirley Martin, 88, was admitted to The Scarborough Hospital. At the time, she wasn't steady on her feet, had little strength and energy, and was unable to do much exercise.

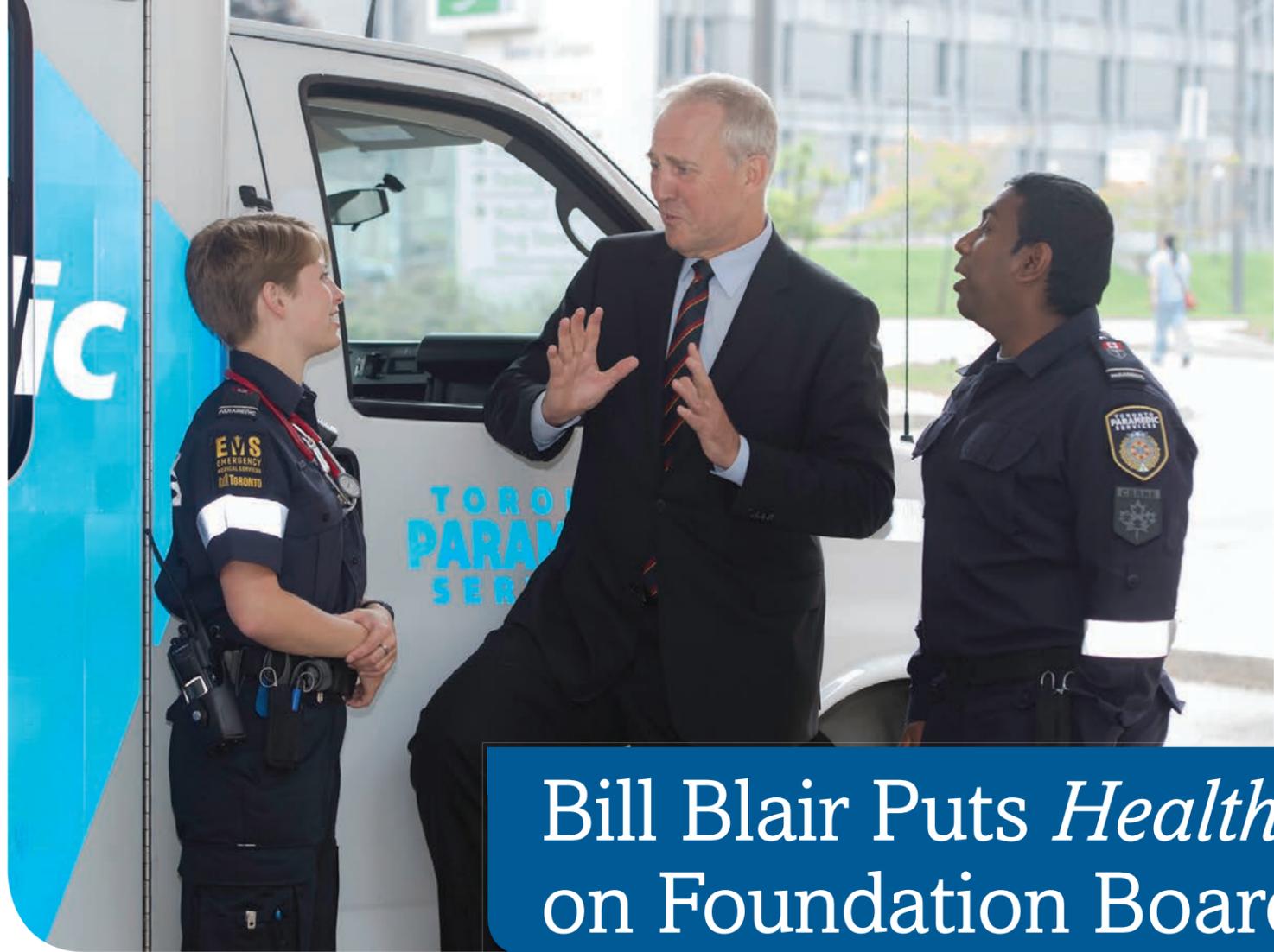
Today, Shirley's balance is much better. She is getting stronger every week and there is noticeable improvement in her balance and outlook. She is among the many seniors who are part of the Assess and Restore program, a partnership between The Scarborough Hospital and Carefirst Seniors and Community Services Association.

The Assess and Restore program provides physical and occupational therapy for seniors after they leave the hospital. Patients are identified as candidates for the program while in the hospital, and services are then integrated into their program plan. Patients can also access the program in other ways. In Shirley's case, she went from The Scarborough Hospital to a rehab facility and was referred to Assess and Restore through the Community Care Access Centre.

"I don't think I would have had anything like this anywhere else," says Shirley. "The staff are super."

Shirley and her husband George have lived in Scarborough since 1955, all that time in the same home. George, 90, says that since Shirley started with Assess and Restore last winter, "She has regained some of her confidence in exercising and walking."

Along with Assess and Restore, The Scarborough Hospital and Carefirst have also collaborated on a Virtual Ward program. Social workers from both the hospital and Carefirst act as "navigators" for patients who would otherwise be at high-risk for hospital readmission. These are



Bill Blair Puts *Health and Safety First* on Foundation Board

Bill Blair knows what it takes to make a positive impact on community health and safety. That was his focus during his 35-plus years at Toronto Police Services. Now, as the newest member of The Scarborough Hospital Foundation's Board of Directors, he hopes to advance that agenda in another way.

"With the individuals I've worked with for the past four decades, the goal was to improve the quality of people's lives," Bill says. "I am very pleased to have the opportunity to help the hospital continue to grow and serve the people of my community."

He is excited about the chance to play a leadership role with the Foundation, whether in raising funds or raising awareness about the need to create and support the best quality care close to home.

Bill spent the last 10 years of his career as Chief of the Toronto Police Services, retiring in April 2015. Why did he choose to get involved that same month with the Foundation? "I am from Scarborough and raised my children

here," he says. "For years, for every broken bone and bump on the head, this was where we went to be healed." Bill calls The Scarborough Hospital "a place of compassion and care" and is emphatic that "Scarborough deserves our best efforts."

As a champion of those efforts, he notes how policing and health care are both concerned with the community's well-being. In his former role, he saw the links between those services. "Police officers are in and out of hospitals all day. There's an enormous connection between health and safety in our communities," he says.

"When I went into communities, one place I would go to was the hospital, to look at the availability and accessibility of quality health care," Bill continues. "Hospitals are incredible resources for the community."

He foresees tremendous potential for economic development in Scarborough, in a way that serves the people and businesses here. "We have to make sure our institutions support that growth. If you want to prosper here, you have to have a healthy community. The future is going to be bright,

"The hospital has been there for us and we have to be there for it. If you want quality health care in your community, you have to make the effort to support it."

Bill Blair speaks with Paramedics Amy Winter and Alvin Yuhalogarasan at The Scarborough Hospital's General campus.

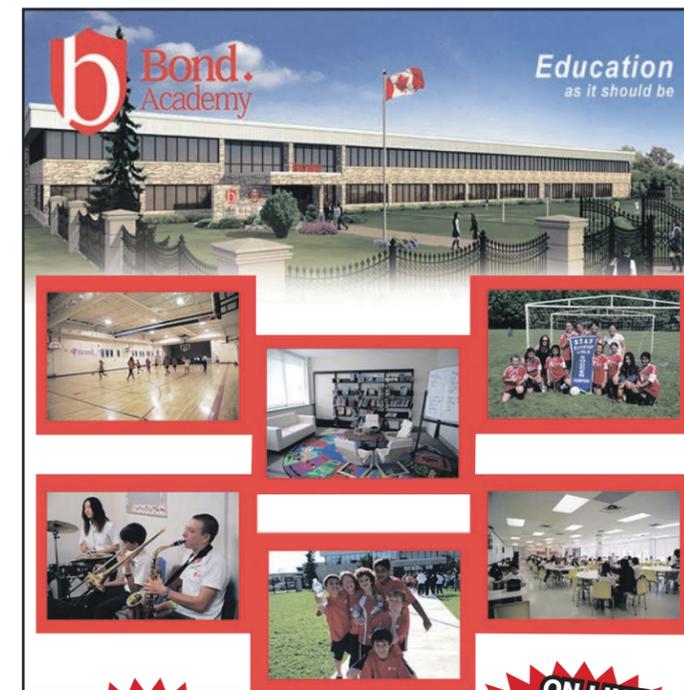
and The Scarborough Hospital will be at the centre of it."

How can the Scarborough community ensure the health of the hospital? Bill wants to promote the idea that it is a shared responsibility. Everyone, he says, can support their hospital in some way, within their means.

"The government doesn't pay for everything. Sometimes, you have to roll up your sleeves. The hospital has been there for us and we have to be there for it. If you want quality health care in your community, you have to make the effort to support it."

He finds people in Scarborough and the rest of the city to be pragmatic. They are willing to contribute their time or money to all sorts of causes if they see a real value. To Bill, the programs and services of The Scarborough Hospital offer clear evidence of value.

"People want to see a return on their investment," he says. "With the hospital, you're not making a charitable gift but a charitable investment, and it will make a real difference in the community."



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A Doctor Turned Patient Looks at *His Legacy in a New Way*

Imma Romano (left) with Dr. Coomasamy Kirupanathan in a labour, delivery, and recovery room at The Scarborough Hospital's General campus.



Every day he works in The Scarborough Hospital, Dr. Coomasamy Kirupanathan gets to see the miracle of life. As an obstetrician-gynaecologist, he has brought thousands of babies into the world. One evening, while about to deliver another, he got a stark reminder of the fragility of life – his own.

Dr. Kirupanathan was on a typical shift when he started to feel strange. A patient was in labour, and Dr. Kirupanathan was talking to the nurses when he suddenly found it difficult to swallow. He asked for water, but said he was okay. Just in case, one nurse took his blood pressure: all normal.

He was ready to continue when nurse Imma Romano brought over a wheelchair and, to his surprise, pushed him into it. As Dr. Kirupanathan recalls, “She said, ‘You’re not a doctor now, you’re a patient.’”

As fast as she could, Imma wheeled him to Emergency. “He just didn’t look right,” she says. Imma didn’t know what was happening to her colleague, but her training told her something was wrong. “It was instinct.”

Her instinct was correct. In the Emergency Department, the doctors examined Dr. Kirupanathan and quickly determined the problem. “One of them came to me and said, ‘Don’t panic, but you’re having a heart attack.’ In my mind, a calm came over me,” he says.

Dr. Kirupanathan knew that, of anywhere to have a heart attack, nowhere was better than a hospital – his hospital. He received immediate care, and he had total trust in the team.

The heart attack came without chest pains. His symptoms were mild. If he had experienced them anywhere else, he says he likely would not have called 911, a decision that could have been fatal. As it turned out, his right main coronary artery was 100 per cent blocked.

The life-threatening experience led Dr. Kirupanathan to arrange a legacy gift for the hospital – a bequest in his Will. He already knew, and was always happy to talk about, the hospital’s impact on the well-being of the community. His experience as a patient gave him a newfound gratitude. “I just wanted to give something back,” he says.

As for his patient in labour? Another physician stepped in to deliver her baby. What did the new mother think about all of the tumult? “She thought maybe she caused the heart attack with her screaming,” laughs Dr. Kirupanathan.

Dr. Kirupanathan has been a physician at The Scarborough Hospital since 1995. Being both a physician and a patient has only served to strengthen his ties to the hospital. His work provides care, and his legacy gift shows care.

When he had his heart attack, he remembers thinking, “I am in the right place.” For many people, The Scarborough Hospital is the right place to make legacy gifts, such as amounts in Wills, a percentage of an estate, and life insurance. Legacy gifts from generous donors like Dr. Kirupanathan help The Scarborough Hospital provide excellent care for all the babies he delivers, and for future generations.

For more information about how to make a legacy gift to The Scarborough Hospital Foundation, contact Verna Chen at 416-438-2911, extension 6040, or vchen@tsh.to.

“His experience as a patient gave him a newfound gratitude.”

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Family Restaurant Puts Loyalty on the Menu

“I make my bread and butter right here in Scarborough, so it’s very important for me to help the local community.”

Chris Benzezos with his wife Nicoletta at Sammy's Family Restaurant.

Restaurant owner Chris Benzezos is big on loyalty. He has been in the business for 35 years, with restaurants in different parts of the city, but gets particularly passionate when discussing one location, one set of customers, and one certain neighbour.

When we interviewed Chris, here is what he had to say about location, his restaurant, and The Scarborough Hospital.

His favourite place for a restaurant? That’s easy. Chris has a soft spot for Scarborough: “I always found this to be a very friendly place.”

His restaurant? Sammy’s Family Restaurant, on the southeast side of McCowan in the Hub Plaza.

His regulars? “I have loyal customers and like to show my appreciation.”

And, The Scarborough Hospital, across the street from Sammy’s? “I have a special place in my heart for this hospital; both of my kids were born there!”

With all those feelings, Chris naturally jumped at the chance to be part of The Scarborough Hospital Foundation’s Community Loyalty Program.

“I make my bread and butter right here in Scarborough, so it’s very important for me to help the local community,” says Chris, who immigrated to Canada from Greece when he was 13.

The Community Loyalty Program is part of the *I Support My Scarborough Hospital* campaign. Local businesses can purchase sponsorships to benefit the hospital, and in the process, they gain new customers in the community.

Sponsors get a listing on the *I Support My Scarborough Hospital* web page, receive a poster for their business, and are featured in mailings to donors. Participating Community Loyalty Program businesses can also offer deals to customers who also support the hospital. Individual donors use an *I Support My Scarborough Hospital* keychain tag or download the program’s app to show to participating merchants.

At Sammy’s, hospital supporters receive a 10 per cent discount. Customers love the break on their bill, and appreciate how Chris supports something that matters to them too. “It makes them happy that it’s going to a good cause,” he says.

Sammy’s (Chris’ father and son share that name) features a breakfast special every day, and family-style home cooking. That means dishes like veal, chicken platters, roast beef dip, prime rib, shish kebob, fish and chips, chicken pot pie, shepherd’s pie, and lasagna. It’s a traditional menu, from someone who believes in traditional values like helping your neighbour.

“My neighbourhood relies on this local hospital. If I’m successful, I want to contribute. This is one way I can give back. We have to help each other, so everybody benefits.”

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A Matter of Faith

In health care, what does a good outcome mean? It's more than treatment and physical healing. The best care takes a holistic approach. "These are great measures of satisfaction," says Ajith Varghese, Manager of Spiritual and Religious Care at The Scarborough Hospital.

The department provides almost 30,000 visits annually. To deliver spiritual support, the hospital has a team of four full-time staff chaplains, Clinical Pastoral Education students, visiting faith leaders, and volunteers. Between them, they represent more than 30 faiths.

Spiritual and Religious Care at The Scarborough Hospital offers patients and their families ecumenical/multi-faith reflection services, grief and bereavement support programs, mourning rooms, bi-annual memorial services, celebrations of religious festivals, and courses for university students and volunteers.

Anyone at the hospital can seek spiritual and religious support at any time. Ajith, a certified Spiritual Care Professional and Pastoral Counsellor, recognizes that these services are often needed most when people are coping with a difficult diagnosis or prognosis.

In these times, people seek a sense of comfort and understanding. What kind of feedback does Ajith get? "Thank you for being present when I was alone." "Thank you for providing emotional support when I was in crisis." "Thank you for letting me cry."

Ajith is a catalyst for how Spiritual and Religious Care can add an important dimension to overall care. Every day, he sees how it can help people find answers and confront tough times.

There was a man whose 39-year-old wife was diagnosed with end-stage cancer. He didn't want to hear it. "He believed God would perform a miracle," recalls Ajith. "I said to him, 'God may perform a miracle, and maybe it's not the one you want, but the one you need. And that would be God giving you the strength to cope with the loss of your wife.' He

Ajith Varghese (third from left) with the hospital's Clinical Pastoral Education students.

hugged me and cried for 20 minutes. After that, he was able to listen."

Sebastian Lobo knows the power of such messages well. Sebastian has dealt with cancer and a related infection that brought him back to The Scarborough Hospital. Throughout his treatment, Sebastian, who is Catholic, relied on his faith to stay positive.

"It's what keeps me alive," says Sebastian. He praises the hospital's Spiritual and Religious Care department for being there for him. "Spiritual care helps you cope with the challenges. Having someone to talk to was a good thing."

There are all sorts of ways to define positive outcomes for patients and families, says Ajith. One way is seeing how Spiritual and Religious Care services can help people move from a place of fear or worry to a place of meaning and peace. "We are here for people of all faiths and no faiths, providing support unconditionally," he says.

Hospital's CPE Program Receives National Accreditation

At The Scarborough Hospital, Spiritual and Religious Care benefits from the services and diversity of Clinical Pastoral Education (CPE) students. The CPE program enables university students and clergy to gain training around pastoral care and counselling. The program combines classroom learning with on-site practical experience. CPE is affiliated with the Toronto School of Theology through the University of Toronto.

Ajith Varghese, Manager of Spiritual and Religious Care at The Scarborough Hospital, is also a CPE Teaching Supervisor. He says the hospital is an ideal site for CPE because of its multicultural and multi-faith patient population. The CPE program was recently granted accreditation by the Canadian Association for Spiritual Care (CASC). In its accreditation decision, the CASC stated that the well-respected initiative could be used as a model in Canada.

You can make a difference: Help The Scarborough Hospital Foundation 13 in its goal to fund new equipment. Donate online at www.tsh.to.



*First-of-its-kind program in Canada
advances mental health therapy
options for patients*

Ashley King, 28, has dealt with mental health issues for half of her life. Finally, she found therapy that made a difference, thanks to a first-in-Canada program at The Scarborough Hospital.

The answer for Ashley, and many patients like her, is called iCBT – Internet-Assisted Cognitive Behavioural Therapy.

Traditional cognitive behavioural therapy (CBT) is a form of psychotherapy that has proven successful in treating anxiety and depression, both of which Ashley has experienced. However, not everyone who could benefit from CBT can easily access it.

There are often long wait lists for CBT. For some people, work or family obligations can make it hard to fit these in with therapy schedules. Physical or mobility issues can make it difficult for others to keep appointments. Still other patients find that their very symptoms prevent them from taking part in group psychotherapy, or even leaving their homes. Ashley admits she was becoming a “hermit”.

“I needed to get back into society. This really helped me,” she says.

Using technology, the Mental Health department at The Scarborough Hospital has helped patients overcome these obstacles. The iCBT program is a novel online method of delivering effective therapy beyond the bricks and mortar of the hospital.

The Mental Health team e-mails weekly modules to outpatients using the iCBT system. The modules mirror face-to-face CBT. Patients work through the modules on their own time, and e-mail the completed work back to a therapist. The

Above: Dr. David Gratzter and Faiza Khalid-Khan consult over a patient's iCBT module. Right: Ashley King completes one of the iCBT modules.

therapist then reviews the work and offers written feedback and coping skills.

“It helped me understand why I was experiencing certain symptoms, and taught me strategies about managing my anxiety,” says Ashley. “There’s a weekly activity sheet, which is useful in encouraging me to try things out of my comfort zone.”

Although similar programs exist in Australia and Sweden, The Scarborough Hospital has the only iCBT program for adult outpatients in a Canadian hospital.

Dr. David Gratzter, a psychiatrist at The Scarborough Hospital, says, “It’s vital to extend the reach of the Mental Health department through programs like iCBT.” One in five Canadians will experience mental health issues. Dr. Gratzter says another statistic should grab even more attention – only an estimated one in three Canadians who could benefit from mental health support actually get it.

“This shows that there is an advantage of offering a non-traditional approach,” he says.

The Scarborough Hospital partnered with Queen’s University on the iCBT project in January 2014, and then redeveloped the platform after the first version was tested. Mental Health staff beefed up content, added more interactive elements and videos, and shortened the program from eight weeks to six. About 90 per cent of people who join iCBT now complete the program. That’s a huge improvement over the initial 10 per cent completion rate, and is even

higher than the completion rate for traditional CBT.

To spur more widespread understanding and use of technology in mental health, The Scarborough Hospital has been sharing the results of iCBT. The

hospital’s work in this area has been presented at two major psychiatric conferences. Dr. Gratzter and Faiza Khalid-Khan, Director, Mental Health at The Scarborough Hospital, also co-authored a chapter for a new book on anxiety.

The Mental Health department at The Scarborough Hospital continues to seek innovative ways to use technology and be a go-to resource for patients. The Adult Outpatient Program team is preparing to launch a Mental Health App Library on the hospital’s website, which is another first in Canada.

Faiza says many patients were asking therapists at the hospital about the value of one app or another. “So we went through some systematically, and came up with a list we could recommend,” she says.

There are 20 apps approved by the Mental Health department’s physicians and therapists (for Android and Apple systems), under the categories of anxiety, relaxation, depression, sleep hygiene, crisis, and post-traumatic stress.

The apps are meant to complement prescribed treatment plans. “For example, a patient could use a relaxation app while taking transit to a mental health appointment,” says Faiza.

“The app walks the patient through relaxation exercises, and the patient arrives at their appointment already prepared with thoughts and questions, helping them to get the most out of their therapy session.”

This app library is another way that The Scarborough Hospital strives to support mental health patients and make their therapy as convenient – and effective – as possible.



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Putting the Spotlight on Best Practice

The Scarborough Hospital has moved into select company, as a candidate to be a BPSO – Best Practice Spotlight Organization.

BPSOs are organizations that the Registered Nurses' Association of Ontario carefully chooses to implement and evaluate its best practice guidelines. These are sets of internationally-acclaimed standards and protocols that reflect leading evidence around patient outcomes.

“People always want to know that they or their family members are receiving safe and quality care. One way to do this is to ensure hospital staff and physicians are using the best information to provide the best care,” says Rhonda Seidman-Carlson, Vice President, Interprofessional Practice and Chief Nursing Executive at The Scarborough Hospital.

While the best practice guidelines come from a nursing organization, they cut across health care disciplines, and touch on a wide range of areas that will positively affect the health and well-being of patients. Over the three years of its BPSO candidacy, The Scarborough Hospital will implement eight guidelines, focusing on:

1. Person- and family-centred care.
2. Assessment and management of pain.
3. Developing and sustaining interprofessional health care.
4. Caregiving strategies for older adults with delirium, dementia, and depression.
5. Preventing and managing violence in the workplace.
6. Strategies to support self-management in chronic conditions.
7. Breastfeeding.
8. Assessing and caring for adults at risk for suicidal ideation and behaviour.

“By formally implementing these guidelines, we are committing to the highest standard of excellence in care to all of our patients,” says Kim Brophy, a Clinical Resource Leader and Improvement Facilitator who is leading the BPSO project at The Scarborough Hospital.

A BPSO Corporate Steering Committee has identified hospital champions who will influence the uptake of the best practice guidelines. Kim and her team are looking forward to working with patients and family members as advisors on implementing the guidelines.

“We are committing to the highest standard of excellence in care to all of our patients.”

Rhonda Seidman-Carlson (second from left in top row) and Kim Brophy (second from left in bottom row) with staff from the Maternal Newborn and Child Care program who are working on implementing the breastfeeding best practice guideline.

The BPSO designation recognizes hospitals that achieve excellence in patient care. Around the world, 400 organizations have completed or are in the process of their BPSO candidacy. The Scarborough Hospital is the first hospital in the Central East Local Health Integration Network to acquire BPSO candidacy status. Robert Biron, President and CEO at The Scarborough Hospital, says that's a testament to the strengths and best practices already in place at the hospital.

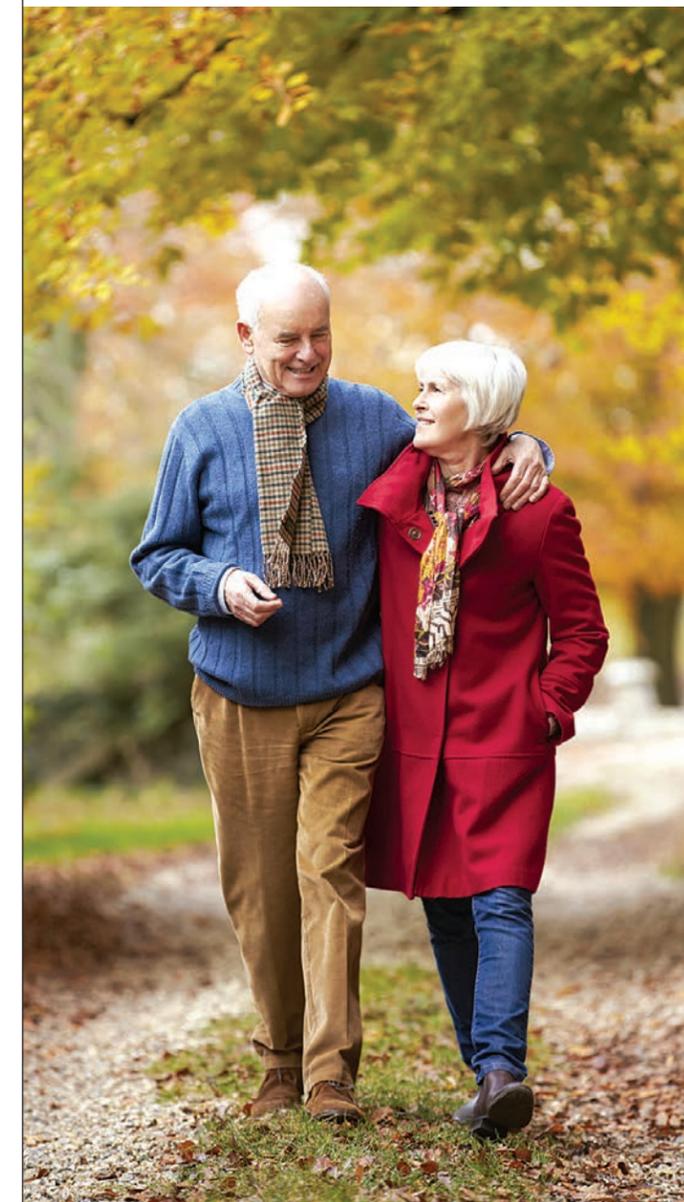
Kim agrees that existing practices should give people a high degree of trust in the hospital. Adopting the new guidelines will add to that confidence.

In the first two years of its BPSO candidacy, the hospital will focus on refining and executing the eight guidelines. In year three, the hospital will focus on evaluating the changes and making the best practices sustainable. As part of the evaluation process, The Scarborough Hospital will use a first-of-its-kind international quality improvement tool. This will allow the hospital to compare itself to similar organizations around the world, and to see how these best practice guidelines are improving patient outcomes and hospital performance for evidence-based decision making.

However, BPSO isn't a time-limited project, but an ongoing change in how the hospital works. To patients, many of the changes will be invisible, as they occur behind the scenes. But the results will be clear: improved outcomes for patients. After three years as a BPSO candidate, The Scarborough Hospital will be poised to be officially designated as a BPSO in 2018.

“The Scarborough Hospital is transforming and ready for the spotlight. We're standing up and saying we provide excellent care, and provide it in partnership with patients, families, and our clinical teams,” says Rhonda.

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Volunteers accept donations during the Radiothon.

電話籌款：加拿大中文電台直播募捐，社區響應得善款 **\$107,000**

6月18日，電台聽眾回應士嘉堡醫院（The Scarborough Hospital）的需要，為士嘉堡醫院基金會（The Scarborough Hospital Foundation）的第二屆直播籌款慷慨解囊。

全科分院的大堂連續第二年成為播音室，讓加拿大中文電台（Fairchild Radio）（AM 1430/FM 88.9）從早上七點至黃昏六點從醫院直播。加拿大中文電台是一個多元文化的網絡，以國語和廣東話直播電話籌款。

加拿大中文電台的節目主持人整天訪問醫院的職員和醫生，讓他們有機會講述其故事，並講解為重要醫療設備籌款的需要。這些設備包括更多精神健康科的病床、母嬰及幼童護理科的全新心臟監察儀、心電圖機、額外的透析機，以及手術用的靈活膀胱鏡。

捐款的聽眾撥打特別電話專線、親臨直播站或使用臨時的駕車通道投放捐款。

社區整天不斷支持募捐行動。在直播的首數小時內，聽眾捐款已達 \$10,000；至下午 5 點 15 分，善款總數已達 \$77,000。在活力充沛的節目主持人潘宗明和莎菲寶的大力鼓動下，黃昏時段的籌款總數已超過 \$100,000。最後，籌款總額達 \$107,000。

士嘉堡醫院基金會總裁兼首席執行官 Michael Mazza 表示，捐款人、電話線的義工、直播節目主持人，以及加拿大中文電台的技术人員和職員都傾盡愛心，同心支持醫院及其願景，使其成為在加拿大為環球社區提供最佳醫療護理的領導者。

Michael 表示：「強健的社區有助建立穩健的醫院，而我們所得到的支持則有助繼續建立社區精神、信心，以及對醫院的認識和關注。我們衷心感謝所有在時間、金錢和支援方面作出貢獻的各界人士。」

Dialed In: Community Rallies to Raise over \$107,000 in Fairchild Radiothon

“Our sincerest thanks to all those who donated their time, money, and support.”

Radio listeners were tuned in to the needs of The Scarborough Hospital on June 18. All day, they dug deep to support The Scarborough Hospital Foundation's second Fairchild Radiothon.

For the second straight year, the lobby of the General campus was transformed into a studio with Fairchild Radio (AM 1430/FM 88.9) broadcasting live from the hospital between 7 a.m. and 6 p.m. Fairchild is a multicultural radio network, and broadcast the Radiothon in Mandarin and Cantonese.

Throughout the day, Fairchild hosts interviewed hospital staff and physicians, who had the chance to tell their stories and paint a picture of the need to fundraise for vital equipment, which included more beds for Mental Health, a new cardiac monitor for the Maternal Newborn and Child Care program, an electrocardiogram machine, an additional dialysis machine, and flexible cystoscopes for Surgery.

Listeners donated by calling a special telephone number, visiting the Radiothon booth, or dropping off their donation through a temporary drive-thru.

All day long, the community rallied behind the cause. By 8 a.m., supporters had donated \$10,000. By 5:15 p.m., the total was up to \$77,000. With the help of energetic hosts Poon and Denise, the tally passed \$100,000 during the evening commute. The final total: over \$107,000.



Fairchild Radio host River Lee updates the donation total during the Radiothon.

Michael Mazza, President and CEO of The Scarborough Hospital Foundation, says the outpouring of support – from donors, volunteers on the phone lines, on-air hosts, and Fairchild technicians and staff – showed the high regard for the hospital and its vision to be Canada's leader in providing the best health care for a global community.

“Strong communities build strong hospitals, and the support we receive continues to build community spirit, confidence, and awareness for our hospital,” says Michael. “Our sincerest thanks to all those who donated their time, money, and support.”



Grand Patron Happy to Lend His Support and Voice

Arthur Heinmaa with the MRI machine at the Birchmount campus. Arthur donated to the MRI campaign.

As he sat at the boardroom table earlier this year, Arthur Heinmaa didn't expect to be the focus of a specific agenda item. But when the Board of Directors of The Scarborough Hospital Foundation discussed how to recognize the Grand Patron circle of donors – supporters who have given \$100,000 to \$249,999 to the Foundation – Arthur's name was at the top of the list. As a longtime member of the Foundation Board of Directors, Arthur contributes his time and ideas to help raise funds for state-of-the-art medical equipment and building projects for the hospital. For years, he has also contributed financially. Altogether, his donations now top \$200,000, which puts Arthur into the Grand Patron level of giving.

"The recognition was a surprise," he says. "I've been fortunate; and for me, I feel that I had to give back to the community."

Arthur became involved with the Foundation through a business contact who asked if he could help with the Critical Care Wing campaign. That was about nine years ago. Arthur started off on the Foundation's Finance and Investment Committee, and has served on the Foundation Board ever since.

Arthur, a financial analyst and CEO of the investment management firm Toron AMI, has lived in Scarborough for 15 years. He was drawn to give back to the hospital in part because The Scarborough Hospital doesn't have the same profile as many other hospitals in the city. Arthur works in

the heart of the financial district, and knows that "the downtown hospitals are front and centre, while Scarborough often gets forgotten."

To Arthur, it is vital for any community to rally around their local hospital: "Having a strong community means strong institutions."

He says that for community members just the act of giving can be as important as the size of donations. "When you give, you feel a stronger link to the hospital and a sense of ownership of the issues."

Arthur has recruited many other donors and sponsors for events that benefit the hospital. Often, he brings people from outside Scarborough who are not familiar with The Scarborough Hospital. Arthur relishes the opportunity to show both the hospital's excellent medical care, and the opportunities for supporters to invest in world-class care. He is particularly enthusiastic about raising what the hospital needs – whether money, attention, or awareness – on behalf of so many others in the community.

"In Scarborough, so many people are newcomers and don't have a voice. The rest of us are their voice," says Arthur. "If they can't advocate for themselves, we have to ensure that they have the health care they need and deserve."



Outreach Makes May Ye Lee a *Champion*

May Ye Lee in her Scarborough law office.

Ask May Ye Lee to describe herself, and she says simply, "I speak for those without a voice."

Over the past two decades, The Scarborough Hospital has benefitted hugely from the energy, ideas, and fundraising of the local Chinese community. Throughout, May Ye has been a catalyst.

May Ye was born in Hong Kong, and came to Canada in 1967. A lawyer, she first served on the Board of The Scarborough Hospital Foundation, and made great contributions. Then, when she felt the hospital wasn't effectively reaching out to the influx of Chinese-speaking immigrants to Scarborough, she did something about it.

In 1996, May Ye founded the Chinese Outreach Committee (COC) in Scarborough. Its goal, she says, is to "engage the Scarborough Chinese community in their community hospital, and raise awareness of the need of funds for expansion and renewal."

For her efforts, May Ye will be honoured with a Hospital Champion Award by the Chinese Philanthropic Council. This award recognizes the extraordinary commitment of these individuals to promote and support outstanding health care at The Scarborough Hospital and in the Scarborough community.

May Ye and the COC have been instrumental in mobilizing the Chinese community to volunteer its time and money for The Scarborough Hospital. The committee has helped to raise over \$2.5 million.

These efforts have supported critical equipment like dialysis machines, state-of-the-art surgical tables and equipment, and a breast cancer clinic. The COC also

generously supported the capital campaign for the new Critical Care Wing at the General campus, and a fast-track clinic and MRI at the Birchmount campus. In addition, the group has organized and hosted Scarborough Health Fairs for a number of years.

One of the COC's crowning achievements was funding for the first day program for peritoneal home dialysis patients. May Ye was responsible for kick-starting this joint venture between The Scarborough Hospital and Carefirst Seniors and Community Services Association. The program helps many patients to better adjust to dialysis, and also serves as a respite for caregivers.

May Ye, who has also served on the Board of The Scarborough Hospital, admits that she was surprised to learn she had been named a Hospital Champion.

But it's no surprise to those who have seen May Ye's tenacious advocacy for the hospital in action.

"Her commitment to both challenge and support the hospital has made her an invaluable partner," explains Michael Mazza, President and CEO of The Scarborough Hospital Foundation.

With champions like May Ye, the hospital will continue to promote and support the best health care for its global community.

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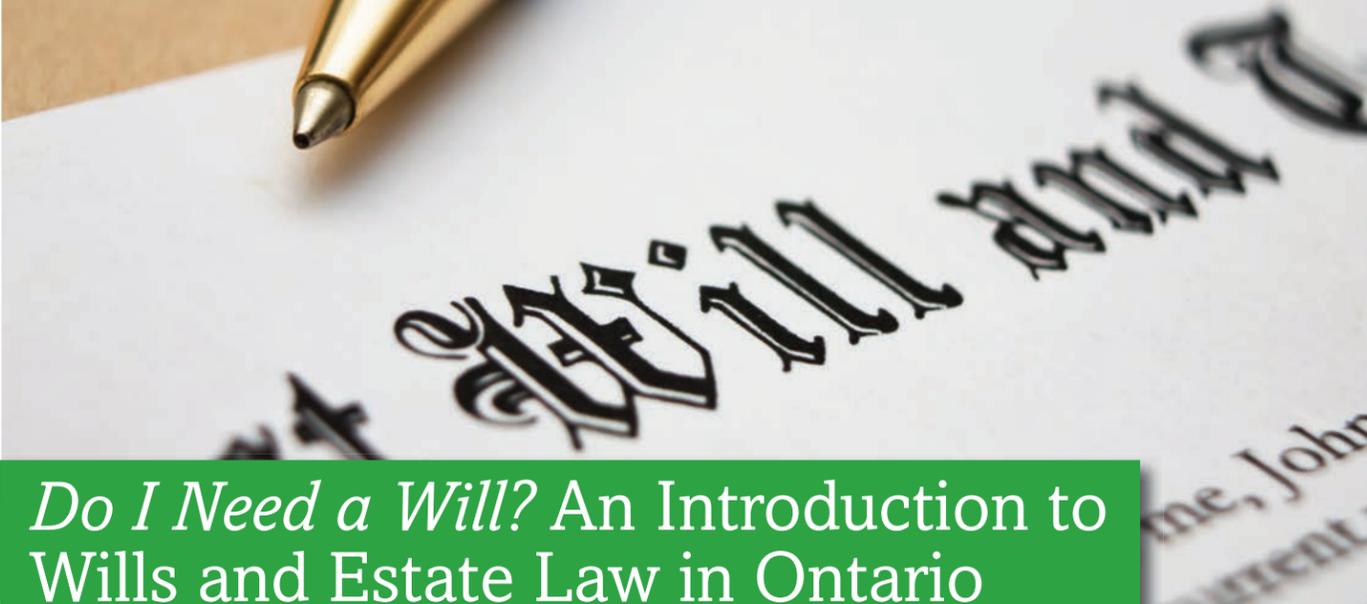
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Do I Need a Will? An Introduction to Wills and Estate Law in Ontario

In today's fast-paced society, many of us tend to get caught up in the everyday routines of life, work, school, and child care. It can be beneficial on occasion to pause and reflect about what we want for our futures and that of our loved ones. Estate planning is an important part of this reflection.

The most important document in estate planning is a Will (also called a "Last Testament"). A Will sets out the wishes of the Testator (the person who is making and signing the Will). When a person dies with a valid Will, they are said to have died "Testate." A Will typically addresses the following matters:

- Who will administer the estate upon death.
- Disposition of the Testator's property and possessions.

With regard to the disposition of property and possessions, the Testator has a large degree of latitude in deciding who will receive what, provided that a reasonable provision is made for any surviving spouse or children.

Formalities

In order for a Will to be valid, Ontario law requires that certain formalities be met. If the formalities are not met, a Will may be challenged and ultimately found to be invalid.

The required formalities are set out in the Succession Law Reform Act, and include the following:

- Writing: a Will is only valid when it is in writing.
- Signature: a Will must be signed by the Testator, or another person in his or her presence under his or her direction.
- Witnesses: a Testator must sign or acknowledge the signature in the presence of two or more witnesses present at the same time (the witnesses may not be beneficiaries under the Will, or related in certain ways to the Testator).
- Signature of Witnesses: the witnesses must also sign the Will in the presence of the Testator.

What Does my Estate Include?

A person's estate includes solely-owned property and all other property interests that do not pass directly to someone else by operation of the law (i.e., a jointly-owned house with a right of survivorship would not form part of a Testator's estate, but would pass directly to the surviving co-owner). An individual estate usually includes money, real estate, personal property, including vehicles, jewellery, electronics, stocks and bonds, as well as the contents of any safety deposit boxes.

What Happens if I Die Without a Will?

In Ontario and other provinces and territories, the law specifies who will share in your estate when you die without a valid Will. The laws that govern how your estate is distributed are called the "laws of intestacy." When a person dies without a Will, they are said to have died "Intestate." Generally speaking, your nearest relatives are the people who will share in your estate if you die without making a Will.

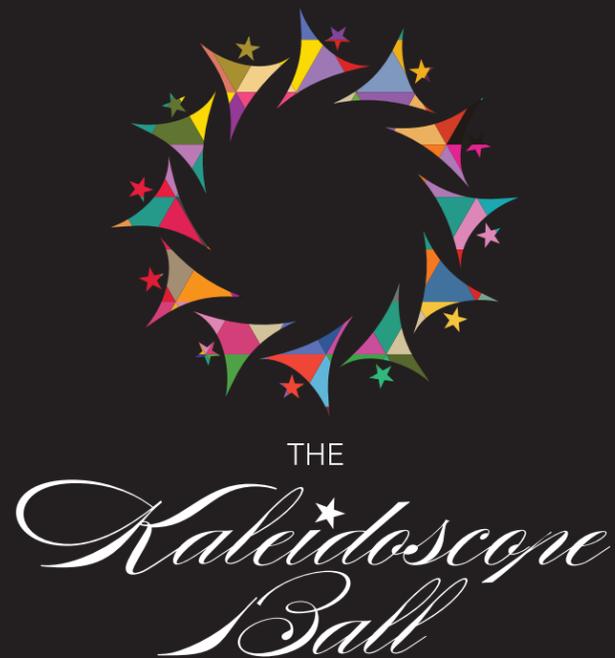
Depending how complicated your estate is, your relatives may need to hire a lawyer and go to court to deal with your estate. Sometimes, a government agency (in Ontario, the Office of the Public Guardian and Trustee) will get involved to make sure that your estate is dealt with properly.

A person's estate can incur greater costs if he or she dies without a Will and have not planned their affairs accordingly. It may be helpful to speak with a lawyer or financial planner to review your options when planning for your estate disposition.

This article was contributed by Sharon Rohoman of Rohoman & Mohammed LLP, Barristers and Solicitors. Sharon can be contacted at 647-406-9886.

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Kaleidoscope Ball Aims to Raise \$1 Million for Diagnostic Imaging

This October, Scarborough will celebrate some of its stars – five accomplished individuals who have all made the community proud.

The occasion is the inaugural Kaleidoscope Ball, an exclusive gala presented by The Scarborough Hospital Foundation and the Scarborough Walk of Fame. The event will support the hospital's Diagnostic Imaging department, with a goal of raising \$1 million.

"The Kaleidoscope Ball is a true example of the best of the best in Scarborough coming together to support excellence in our community," says Michael Mazza, President and CEO of The Scarborough Hospital Foundation.

The ball will be held on Saturday, October 17, 2015 at the Scarborough Convention Centre. The theme of this star-studded gala is Diversity Shines Bright, celebrating the range of nationalities that make up the global community of Scarborough.

Honoured guests and hospital and Foundation staff at The Scarborough Hospital Foundation's Kaleidoscope Ball launch on May 27, 2015.

Guests to be honoured are the 2015 Walk of Fame inductees, who will be inducted earlier that day at the Scarborough Town Centre: Dr. Sophie Hofstader, a family physician and dermatologist who was on staff at The Scarborough Hospital for over 52 years; TV host, contractor, and philanthropist Mike Holmes; music promoter, artist, manager Farley Flex; newspaper publisher Betty Carr; and Olympic gold medal-winning hockey player Cherie Piper.

The Kaleidoscope Ball is shaping up to be the social event of the year, featuring spectacular live music, a delectable gourmet meal, and other world-class entertainment. It's a reminder of the amazing things that can happen when we – as people from all walks of life and as an institution serving the community – reach for excellence.

You can make a difference: Join us at the Kaleidoscope Ball!
To purchase tickets, visit www.diversityshinesbright.com.

After 55 Years, Shirley has no plans to stop volunteering



Shirley McDonald (centre) accepts her wheelchairs from Debbie Vandenberg, Manager of Volunteer Services, and Robert Biron, President and CEO of The Scarborough Hospital, at a special appreciation dinner during National Volunteer Week.

When Shirley McDonald began volunteering for The Scarborough Hospital, her son was four and she was eager to get out and do something for the community. Shirley had done a bit of volunteering in high school, and figured she would give the hospital a year of her time. That was 55 years ago.

“It doesn’t seem that long at all,” laughs Shirley. “The hospital has just been a part of my life.”

Her first volunteer role was in Paediatrics. “I had no idea what I was getting into,” she says.

She’ll never forget one little boy with burns all over his body. Shirley got to know him well, and saw how he cried as he was undergoing his recovery. She even remembers his name: Freddie. “One day I came in, and he was feeling better and he ran to me, smiling,” says Shirley. “That moment has always stood out. It was a wonderful feeling.”

Shirley moved to Scarborough five years after she married, and still lives in the same house. She has seen both the hospital and Scarborough grow and evolve tremendously. “The hospital has always prided itself in keeping up with the times and with the needs of the surrounding community,” she says.

Over the past five decades, Shirley has performed countless volunteer duties, and at one point was President of the Auxiliary – now called Volunteer Services. Currently, she works in the Volunteer Services office every Tuesday. She also serves on an archives committee, and helps out with other activities like selling raffle tickets.

One of Shirley’s favourite parts of volunteering is interviewing new volunteers. “I talk about coming for the right reasons,” she says. “Some people think it looks good on their résumé, or that volunteering might get them a job at the hospital. We look for people who want to be here because they really care about the hospital and the patients.”

That’s certainly true for Shirley, who has no plans to stop. When asked if she thinks about retiring as a volunteer,

she laughs and says, “I haven’t even retired from work yet!” When Shirley was hired to work in sales at Sears, she told her boss she couldn’t work Tuesdays as that was her volunteer day. They’ve stuck to that arrangement for 35 years.

All of the hospital’s 750 volunteers play a vital role. As a team, they form the backbone of many activities that operate and fund the hospital, and they are essential ambassadors for The Scarborough Hospital in the community.

When Shirley talks to new volunteers, she encourages them to learn more broadly about the hospital, for example by taking part in a fundraising event or doing something other than their volunteer shift. “That way, you get to meet more people, and get a sense of the importance of what you do for the hospital,” she says.

Her own importance was acknowledged in April, at a special appreciation dinner held during National Volunteer Week. Debbie Vandenberg, Manager of Volunteer Services, surprised Shirley with a donation of two wheelchairs in her name, one each for the Birchmount and General campuses. The backs of the wheelchairs feature Shirley’s name and the length of her service to the hospital.

“It was awesome,” says Shirley. “I never expected anything like that.”

Shirley is humble about her volunteer service. “You do get much more out of it than you give, a sense that you’re giving back,” she says. “I’ve learned so much and it has changed me for the better.”


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Jennifer Cawthorne,
a long-time Scarborough resident
who lives just minutes away from
The Scarborough Hospital's
Birchmount campus, expresses her
passion for the hospital by naming
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