

# Our Global Community

REPORT TO THE COMMUNITY 2013/14



MESSAGE FROM

## Foundation Chair and President & CEO

Diversity is a hallmark of Scarborough. The theme of this report is “Our Global Community”. In many ways, this vibrant makeup is having a positive impact on health care.

We know that people’s backgrounds and experiences shape many requirements and preferences around health. It’s vital to respond to those expectations.

Throughout The Scarborough Hospital, being sensitive to every patient and their family is about more than respecting diversity; it’s simply excellent caregiving.

The influence of our global community isn’t just seen in how we provide care. Scarborough is a community on the move, where we celebrate our differences and also what unites us. Both make us stronger.

As a community, we understand what serves our mutual well-being. We are bound by common values, common interests and, it’s clear, a common cause – this hospital.

We are a community that recognizes the power of joining forces, of demanding the best in health care. The stories in this report relate to our global community in several ways.

Some highlight the sources of grassroots donations and volunteer support – an incredible range of cultures, ages and events.

Scarborough’s people, businesses and organizations have a dynamic mix of interests and ideas. We continue to build our community, and hospital, when we can tap into that energy and broaden our perspectives.

Other stories describe programs that address the needs of our communities, in recognizing beliefs, or having staff and volunteers help people navigate the hospital.

Some stories touch on our workplace, a healthy environment largely because of our diverse and inclusive nature. Still other stories showcase leading initiatives, all made more possible by the commitment of our global community.

The health care environment is changing, yet our hospital’s fundamental requirements remain. We’re fortunate to count on our community, through The Scarborough Hospital Foundation, to invest in state-of-the-art equipment, programs and building projects. That enables us to expand patient-centred care, and positions us well for the future.

Thank you for your generous and ongoing support. Together, we will continue to build a hospital that delivers the best possible care for each patient.

**Michael Mazza**  
President and Chief Executive Officer  
The Scarborough Hospital Foundation

**Paul Torrie**  
Chair, Board of Directors  
The Scarborough Hospital Foundation

# “Strong Communities Build Strong Hospitals”



MICHAEL MAZZA

PAUL TORRIE

STEPHEN SMITH

ROBERT BIRON

MESSAGE FROM

## Hospital Board Chair and President & CEO

Our vision is to be Canada’s leader in providing the best health care for a global community. In this report, we share the wonderful stories that highlight how The Scarborough Hospital is living this vision every day.

To be truly patient-centred, we must provide sensitive care to a diverse population. In doing so, we can be more responsive to the unique needs of each patient and more accessible to the diverse community we serve, with the ultimate goal of improving quality and safety of patient care. This helps us to be creative in our thinking, innovative in our approaches and responsive in our programs and services.

The successes featured in this report – whether leading-edge programs, milestone achievements or relationships between the hospital and its supporters – signify that we’re on the right path.

Diversity is part of our identity. It’s embedded in our clinical services and our workplace culture. This reflects the tremendous commitment from our staff, physicians and volunteers to create an inclusive, respectful and welcoming environment.

While the stories in this report are validating, there’s more we can do to improve the patient experience and respond to our global community. Our journey to better understand and learn from the people we serve will continue. Planning is well underway. We’re excited about connecting with patients and caregivers to hear their ideas about what matters to them.

The health care system is under enormous strain, and requires new strategies to ensure long-term sustainability. Over the past few years, our hospital has had the courage to embark on comprehensive initiatives to transform our local health system. Most recently, we explored the possibility of merging with Rouge Valley Health System (RVHS). While our Board chose not to proceed due to less than ideal financial conditions and potential risks to patient services, we continue to explore integration options with RVHS at the service level.

Over the next number of years, working closely with our partners, we will remain focused on transforming health care in Scarborough. Patients, caregivers and the community provide us with a wealth of resources, knowledge and experience to draw upon. Together, we can build a world-class health care system that serves our global community.

We look forward to connecting with you as we move forward on this exciting journey!

**Robert Biron**  
President and Chief Executive Officer  
The Scarborough Hospital

**Stephen Smith**  
Chair, Board of Directors  
The Scarborough Hospital

## Philanthropy

Dr. Harold & Anne Stein Patient Reg



DR. HAROLD & ANNE STEIN PATIENT REGISTRATION CELEBRATION

# 60

years ago (1954)  
construction began on  
the Scarborough  
General Hospital

### Doctor's Gift Shows Vision

Can The Scarborough Hospital maintain its focus and achieve its vision? Those words, and the hospital, have special meaning for world-renowned ophthalmologist Dr. Harold Stein.

Working out of Scarborough General Hospital (as it was known then), Dr. Stein launched his practice in 1958. He later became the hospital's Chief of Ophthalmology, a position he held for 35 years.

Dr. Stein developed a reputation for excellence in cataract surgery, corneal transplants, contact lenses and refractive surgery. He was also a professor in the University of Toronto's Faculty of Medicine, and joined the Bochner Eye Institute, which his father-in-law founded in 1929.

Though he's retired now at 84, Dr. Stein remains deeply committed to the hospital. There's a personal connection; his son, Dr. Raymond Stein, is the hospital's current Division Head of Ophthalmology. Beyond these links that have transcended his own family's generations, Dr. Stein wants to ensure the hospital can deliver leading services for generations to come.

That's why he and his wife Anne have made a legacy gift in their estate plans to The Scarborough Hospital Foundation. A legacy gift is a way for anyone to make a planned and lasting impact on the hospital. To recognize this future gift, the hospital has named the patient registration area the Dr. Harold & Anne Stein Patient Registration.

"I've had a good career," says Dr. Stein, "and I've always felt it important to give back."



DR. HAROLD STEIN

## In memory



MADDIE CLARKE WITH A PHOTO OF HER GRANDPARENTS

# 791

donors who have given for 10 or more consecutive years

### Maddie's Ties That Bind

What would you buy at age 11 with a few hundred dollars in your pocket? Maddie Clarke didn't make a purchase, but an investment.

Last summer, 11-year-old Maddie decided to make cord bracelets and sell them for five dollars each. Soon enough, through family and friends, Maddie had \$220. She and her mother Lisa visited The Scarborough Hospital Foundation offices and donated it all.

In our community, support takes all shapes. Like Maddie's bracelets, her family's ties to The Scarborough Hospital loop all around, through life cycles. Lisa was born at the General campus (when it was Scarborough General Hospital) as were Maddie and her 12-year-old brother. And, both of Lisa's parents received palliative care from The Scarborough Hospital.

It was her maternal grandmother's death in late 2012 that inspired Maddie to make the bracelets for charity, in honour of what would have been her grandmother's birthday. This wasn't Maddie's first donation. Last year, she cut 11 inches of her hair and gave it to "Locks of Love" to help children who've lost their hair due to cancer treatments.

Why donate to the hospital? "I wanted to raise money," Maddie explains, "so that no one had to feel how I felt when my Grandma passed away from cancer."



MADDIE CLARKE

## Compassion



BARBARA WALLACE, BREAST CANCER SURVIVOR, AND KAREN CRAIG

## Top 10

among Ontario hospitals  
for the highest  
volume of breast  
reconstruction cases

### Nurse Navigator Guides the Way for Breast Cancer Patients

When people are diagnosed with breast cancer, the road ahead can seem daunting. How do you coordinate care, make informed decisions, link to community resources and find the right support? Now, The Scarborough Hospital has a guide for that journey – Karen Craig, a Breast Nurse Navigator.

“The diagnostic process can be very frightening; it’s the fear of the unknown,” says Karen. “My job is to pull the pieces together to ensure patients and families can receive timely access to medical care, emotional support and education – all in a formalized, individualized process.”

According to Cancer Care Ontario, the incidence of breast cancer in women has risen significantly since mammography screening has become common.

Interprofessional teams already provide excellent support to these women, and to the thousands of patients who receive treatment through The Scarborough Hospital’s Cancer Care program. The hospital continues to work towards a fully-integrated, state-of-the-art Cancer Care Centre.

The Breast Nurse Navigator position highlights the potential to create a more seamless continuum of care for patients. “The education piece can be particularly important,” says Karen. “Patients come from all places of knowledge, and all manners of beliefs and worries.”

“Understanding your diagnosis, and what it can mean for you and your family, goes a long way in helping people cope with how their lives are impacted by breast cancer.”



KAREN CRAIG



# Excellence

YOUNG PATIENT IN THE NEONATAL INTENSIVE CARE UNIT

**5,000**  
babies delivered  
each year at  
The Scarborough Hospital

## Special Delivery

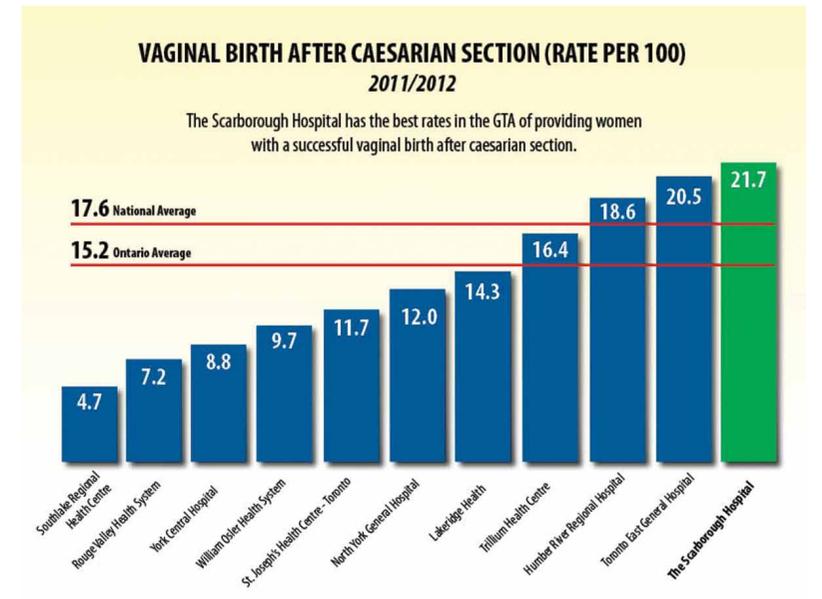
When it comes to obstetrics, The Scarborough Hospital delivers some outstanding results compared to our peer hospitals and, in many cases, the entire province.

The Better Outcomes Registry and Network (BORN) collects and shares data about each child born in Ontario. Our hospital receives regular updates on performance indicators, including episiotomy, induction, caesarean section (c-section), breastfeeding rates and pre-natal and newborn screening. Consider some outcomes during the three-month period from November 1, 2013 to January 31, 2014:

- Only 8.9% of women at the General campus and 7.8% at the Birchmount campus who delivered vaginally had an episiotomy, (an incision that is made during childbirth to make delivery easier for the mother). This was far better than the benchmark target of 13%.
- The number of women with low-risk pregnancies who had a repeat c-section (at 37-39 weeks) was 2.4% at the General campus and 6.3% at Birchmount, well below the 35.5% provincial rate.
- No women, at either campus, had to be induced for non-medical reasons before 41 weeks gestation.

In addition, for the last two years, the hospital has also had the best rates in the GTA for successful vaginal birth after a c-section, as measured by the Canadian Institute of Health Information.

“Our performance in these key quality metrics is a result of a collaborative effort to deliver safe, evidence-based care to our patients,” says Barb Scott, Patient Care Director of the Maternal Newborn and Child Care program.



## Celebration



DUCHESS OF YORK, SARAH FERGUSON VISITS WITH PATIENT, SELVAMANY GABRIELPILLAI

# 24,000

visits annually  
to the hospital's  
oncology program

### Gala Raises close to \$2 Million for Cancer Care

The goal of creating a fully-integrated, state-of-the-art Cancer Care program is closer to reality thanks to the second Scarborough World Gala held on May 10th. The event, hosted by The Scarborough Hospital Foundation, raised \$1.75 million in support of the program.

The Gala included a Lifetime Achievement Award for Dr. Dhun Noria, the hospital's Chief of Laboratory Medicine and Medical Director of Laboratories, and a two-time breast cancer survivor herself.

The evening included a keynote address from Duchess of York, Sarah Ferguson, who earlier in the day, toured the hospital's Emergency, Palliative Care and Maternal Newborn areas. There were also performances by renowned Scarborough-raised musician Lawrence Gowan, whose wife Janice received chemotherapy at the hospital following breast cancer surgery.

The Scarborough Hospital's Cancer Care program provides holistic care for patients throughout the entire journey – diagnosis, surgery, treatment, and onto supportive care and recovery. The program has expertise in most common cancers, including breast, colorectal, lung, prostate and lymphoma.

"As both a physician and patient of The Scarborough Hospital, I know too well the horror of this disease," says Dr. Noria. "But, I also know the excellent care provided by our hospital. I am committed to ensuring that members of our Scarborough community who are fighting this disease receive the same outstanding care close to home."



JANICE GOWAN  
WITH DR. DHUN NORIA

ts the unique  
ds of each and  
y patient.

# VISION

## Caring



LUDIE CASTRO, CARING CIRCLE PROGRAM COORDINATOR, WITH LILOUTI AND DAVID PETERS

**36**  
new monthly donors  
between January  
and May 2014

### Donor Shows Support Monthly

Since emigrating from Guyana 40 years ago, David Peters has lived all but six years in Scarborough. He and his wife Lilouti were once neighbours to the hospital's General campus. Lilouti had three procedures there, and he was treated for blocked arteries. David's cardiologist works at the hospital, and he goes there every six months for stress tests.

It's natural that the couple feels strong ties to their community - and their community hospital. To show their support, they've become monthly donors through The Scarborough Hospital Foundation. The couple realizes that government funding only goes so far, and it's up to the community to fund much of the needed equipment and programs.

"These are very expensive, so we know the donations help the hospital to be more efficient and do a great job," says David, a pipe fitter.

Making monthly contributions is easy. People can sign up by calling 416-431-8130 or going to [www.tsh.to](http://www.tsh.to) and clicking the "Donate" button for further information. David loves the convenience: "I don't have to send a cheque, and 12 equal payments are easier to manage than one lump sum."

The couple's support has even paid personal dividends. Three years ago, they won a car in a Foundation raffle. This March, through a monthly donor campaign incentive, they won an iPad.

"We have three kids and seven grandkids, and every one of them wants the iPad," laughs David.

**To join our Caring Circle, please call Ludie at 416-438-2911, ext 6789 or sign up online at [www.tsh.to](http://www.tsh.to).**

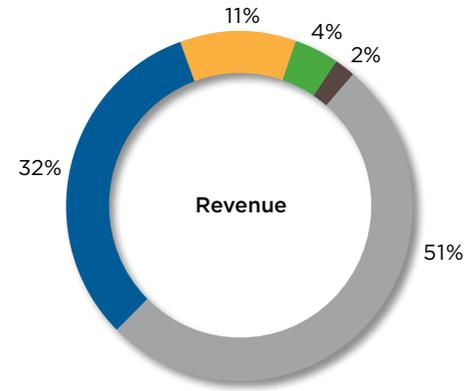


STATEMENTS OF REVENUE AND EXPENSES

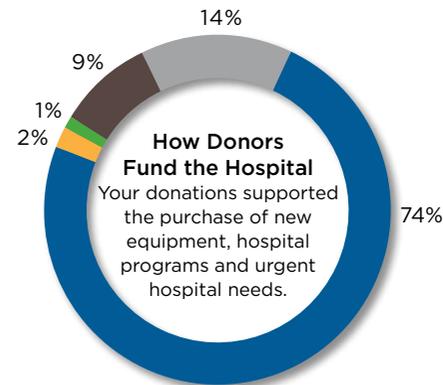
# The Scarborough Hospital Foundation

Years ended March 31, 2014 and March 31, 2013

	March 31, 2014	March 31, 2013
	\$	\$
<b>REVENUE</b>		
Donations	4,204,972	6,059,243
Investment Income (net)	268,909	126,283
<b>Total Foundation Revenue</b>	<b>4,473,881</b>	<b>6,185,525</b>
<b>EXPENSES</b>		
Parking Operations	4,593,099	1,966,944
<b>Total Revenue</b>	<b>9,066,980</b>	<b>8,152,469</b>
<b>EXPENSES</b>		
Fundraising Programs	668,484	893,798
Salaries and Benefits	1,348,477	1,225,614
Administration	395,480	290,998
<b>Total Foundation Expenses</b>	<b>2,412,411</b>	<b>2,410,410</b>
Parking Operations	1,190,103	688,834
<b>Total Expenses</b>	<b>3,602,514</b>	<b>3,099,244</b>
Net Revenue Before Grants	5,464,466	5,053,225
<b>GRANTS &amp; BURSARIES</b>		
Capital Grant to Scarborough Hospital	(5,993,381)	(2,813,852)
<b>Total Grants &amp; Bursaries</b>	<b>(5,993,381)</b>	<b>(2,813,852)</b>
<b>NET SURPLUS/(DEFICIT)</b>	<b>(528,915)</b>	<b>2,239,373</b>



- Major Gifts
- Annual Development
- Community Development
- Investment Income
- Parking Operations



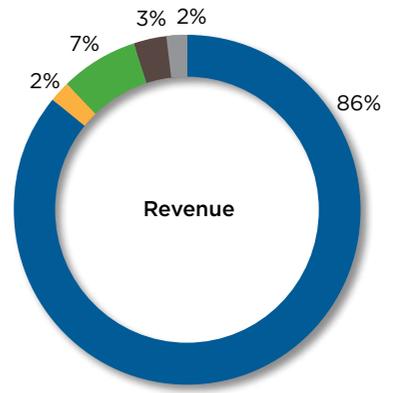
- Highest Priority
- Restricted - General Campus
- Restricted - Birchmount Campus
- Restricted - Either Campus
- Campaign Related Donations

STATEMENTS OF REVENUE AND EXPENSES

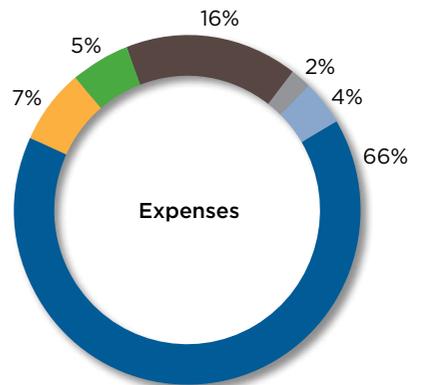
# The Scarborough Hospital

Years ended March 31, 2014 and March 31, 2013 (in thousands of dollars)

	March 31, 2014		March 31, 2013	
	\$	%	\$	%
<b>REVENUE</b>				
Ministry of Health & Long-Term Care and Cancer Care Ontario	338,145	85.9%	328,359	86.1%
Other Ministry Community Programs	7,090	1.8%	6,712	1.8%
Patient revenues	27,796	7.1%	28,416	7.5%
Recoveries and other income	13,880	3.5%	10,847	2.8%
Deferred capital contributions - amortization	6,760	1.7%	6,898	1.8%
	<b>393,671</b>	<b>100.0%</b>	<b>381,232</b>	<b>100.0%</b>
<b>EXPENSES</b>				
Salaries, wages and benefits	257,390	65.6%	251,177	66.0%
Medical and surgical supplies	27,179	6.9%	28,976	7.6%
Drugs	21,834	5.6%	21,723	5.7%
Other Supplies and expenses	63,072	16.1%	56,365	14.8%
Other Ministry Community Programs	7,170	1.8%	6,732	1.8%
Amortization	15,643	4.0%	15,375	4.0%
	<b>392,288</b>	<b>100.0%</b>	<b>380,348</b>	<b>100.0%</b>
<b>Excess of revenue over expenses (expenses over revenue)</b>	<b>1,383</b>		<b>884</b>	



- Ministry of Health & Long-Term Care and Cancer Care Ontario
- Other Ministry Community Programs
- Patient revenues
- Recoveries and other income
- Deferred capital contributions - amortization



- Salaries, wages and benefits
- Medical and surgical supplies
- Drugs
- Other supplies and expenses
- Other Ministry Community Programs
- Amortization

## Respect



MOURNING ROOM AT TSH'S GENERAL CAMPUS

# 1,231

donors who have  
given a gift of  
\$5,000 or more

### Making Room for Mourning

Everybody wants to be treated in a way that respects their background and beliefs. That's true when it comes to care, and also when families are grieving the loss of a loved one.

In January, The Scarborough Hospital opened a Mourning Room at each campus. The rooms are available immediately after a family member has passed away in hospital.

The Mourning Rooms are meant to provide families with a private space to spend an extended period with their loved one after death, and perform any religious rites and rituals (in accordance with hospital safety guidelines).

"These new rooms are an important way we are responding to the spiritual and cultural needs of our diverse community during a most difficult time," says Deris Fillier, Director of the Spiritual and Religious Care department at The Scarborough Hospital.

Beautifully furnished with chairs, couches and tables, donated by Klaus Nienkämper of Nienkämper Furniture in Scarborough, the Mourning Rooms are The Scarborough Hospital's way of reaching out to its families to provide them with a space for comfort and solace.



KLAUS NIENKÄMPER

## Award-winning



TSH LAB STAFF: BOB MCARA, PETRA SHELDRAKE, DR. DHUN NORIA AND DR. JAMES SAMSOONDAR

# 100%

score in a 2013 audit  
by the Ontario  
Workplace Safety and  
Insurance Board

### Award-Winning Performances

How do we know we're achieving our goals? One measure is the recognition the hospital and its people have received. Here are some that The Scarborough Hospital received in 2013.



**Quality first:** Thanks to our commitment to ongoing quality improvement, The Scarborough Hospital achieved exemplary status from Accreditation Canada, which establishes national standards for quality, safety and efficiency. Against Accreditation Canada's rigorous benchmarks, we had a 98.8% compliance rate.



**Labs go under the microscope:** Our Laboratory Services scored 95% in the most recent review by the Ontario Laboratory Accreditation (OLA). OLA takes an intense look at up to 500 requirements, from point-of-care testing to accuracy.



**Human touch:** Terri Bradshaw, a volunteer with our Regional Renal Centre, earned a Human Touch Award from Cancer Care Ontario. As a patient, she understands the needs of people with kidney and renal disease. Terri offers creative ideas for workshops, and is an active fundraiser. "Volunteering provides needed support, but when you give your time and talents, it's the volunteer who benefits most," says Terri.



**Good as gold:** A Gold Quality Healthcare Workplace Award (from the Ontario Hospital Association and Ministry of Health and Long-Term Care) acknowledges our sustained focus on a healthy workplace, and on patient safety and quality of care.



**Master mind:** Dr. Janet Roscoe, Director of the Home Hemodialysis Unit, was awarded a Mastership from the American College of Physicians (ACP). The honour goes to ACP members who've made significant contributions to the field of medicine, which Dr. Roscoe has in nephrology care, education and research.

## Generosity



# 19%

of the population  
of Scarborough  
are Chinese

### Chinese New Year Appeal Shows Scope of Generosity

When the hospital needed to purchase some key pieces of new equipment, called flexible cystoscopes, members of our Chinese community came through when we needed them.

The cystoscopes are used in a procedure to examine the inside of the bladder. After each cystoscopy, the equipment goes for cleaning, a two and a half hour process before it's ready for the next patient. Having more cystoscopes will allow more procedures to continue throughout the day.

Each cystoscope costs \$20,000, and the hospital needs at least 20. In a 2014 Chinese New Year appeal, the goal was to raise the money for one. Thanks to the community's generosity, the hospital raised more than \$40,000, enough to buy two of the scopes.

Chinese New Year is a traditional time to exchange gifts and celebrate with family and friends. We're grateful for the support from such a large and important part of our community. Those gifts to The Scarborough Hospital family are making a real difference in our ability to ensure efficiency and better patient care.



## Diversity



THE SCARBOROUGH HOSPITAL FOUNDATION CHINESE PHILANTHROPIC COUNCIL

# 51,432

hours of  
volunteer service  
for 2013-2014

### Philanthropic Councils Channel Passion of Community Donors

If Toronto is among the most diverse communities in the world, then The Scarborough Hospital is situated in one of the most diverse parts of the city.

To tap into the energy and commitment of all segments of the population, The Scarborough Hospital Foundation has developed a series of philanthropic councils. These bodies make it easier to hear from pockets of the community about what they want in their hospital, and help the hospital benefit from their fundraising spirit.

There are councils for Chinese, South Asian, Caribbean and Greek groups, and for categories like women and young professionals. Another council - the Community Council - is open to anyone who may not have a primary interest in one of the other councils, and is also diverse in its makeup.

Michael Mazza, President & CEO of The Scarborough Hospital Foundation says, "The goal is to get grassroots support and identify the funding priorities of each group. Strong communities build strong hospitals."

The philanthropic councils promise to encourage and empower more community involvement and contributions.

"We want to figure out where people feel the most comfortable, and have the greatest ability to reach their capacity," says Michael.

Anyone interested in participating on one of the philanthropic councils can contact Michele Varela, Vice President of Philanthropy, The Scarborough Hospital Foundation, at 416-431-8130 or via email at [mvarela@tsh.to](mailto:mvarela@tsh.to).

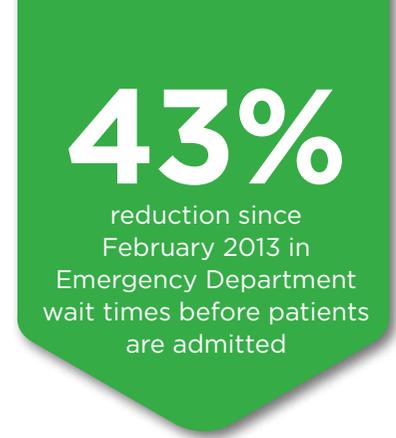


ALISHA PUNJANI, CHAIR, SCARBOROUGH  
WOMEN OF PHILANTHROPY COUNCIL



# Innovation

FAIZA KHALID-KHAN, TSH PATIENT CARE MANAGER, INPATIENT AND OUTPATIENT MENTAL HEALTH, AND PSYCHOLOGY ASSOCIATE, DAVID KOSINAC



## Online Psychotherapy Adds to Client Reach

Can psychotherapy work online? Mental Health Services at The Scarborough Hospital has launched an innovative research project that uses the Internet to reach certain outpatient clients.

Cognitive Behavioural Therapy (CBT) is popular in treating anxiety and depression but many people resist group sessions. A high demand, shortage of therapists, and lack of access to therapists beyond business hours also means many people are left waiting. Part of effective care, overall, is looking for ways to connect with our many patient communities, and employ newer methods.

Dr. David Gratzer, a hospital psychiatrist, encountered research about the growing use of Internet-assisted CBT. The hospital decided to adapt the modules used in traditional CBT. Each week, a hospital team e-mails one module to outpatient clients. Clients complete the modules on their time, and e-mail them back. The therapist then reviews the work and provides feedback, encouragement and coping skills, just as in a session.

"It's one way of getting help to those who might otherwise fall through the cracks," says Faiza Khalid-Khan, Patient Care Manager, Inpatient and Outpatient Mental Health.

Dr. Gratzer notes that some people do better with online CBT than with face-to-face psychotherapy. This therapy mode might also work for people dealing with chronic pain, for instance, or with the mood and anxiety symptoms that come with fighting cancer.

"We can now offer evidence-based therapy that goes beyond the traditional 'bricks and mortar' approach," says Dr. Gratzer.



DR. DAVID GRATZER

## Gratitude



TSH NEPHROLOGIST, DR. TABO SIKANETA

6,000

chronic kidney disease  
patients and  
700 dialysis patients

### Donation Pays Tribute to Special Doctor

As a retired teacher, Mary Marchut knows the power of praise and acknowledgement. She used to practice that with her students: "People glow when you tell them something positive." That same idea applies when it comes to making donations in somebody's honour. "It's a way of showing appreciation, and makes that person's day," she says.

For years, Mary and her husband Richard, who has an industrial cleaners business, have made donations to The Scarborough Hospital. This past Christmas, they happily made a donation in honour of Dr. Tabo Sikaneta, a kidney specialist who has treated Richard for five years.

Richard has granulomatosis, a rare disorder that causes inflammation of the blood vessels and restricts blood flow to various organs. Without proper treatment, it can lead to kidney failure. The Marchuts see Dr. Sikaneta every three months. "I always go along to take notes; I listen better than my husband," laughs Mary.

Tribute donations in someone's honour or memory are a way to recognize or thank a special person, whether friends, family or, in the case of the Marchuts, a caregiver at the hospital.

"Dr. Sikaneta is kind, approachable, knowledgeable and thorough, and keeps us well informed," says Mary. "He really is an exceptional doctor, and with the donation, we felt good letting him know what he's doing for us."

**To make a Tribute gift, please call Ludie at 416-438-2911, ext 6789 or donate online at [www.tsh.to](http://www.tsh.to).**



MARY AND RICHARD MARCHUT

## Commitment



ATTA MOHAMMED, TSH VOLUNTEER, WITH PATIENT BILL PFAFF

# 175

new volunteers joined  
The Scarborough Hospital  
in 2013-2014

### Volunteers at Your Service

Whenever 90-year-old Bill Pfaff arrived at The Scarborough Hospital each Friday for his cancer treatments, he knew he could count on Atta Mohammed to ease the visit.

Atta, a volunteer, was ready and waiting with a wheelchair as soon as Bill got there. He took Bill everywhere he needed to go, often kept him company during chemotherapy, and on the way out, even stood in line at Tim Hortons to order Bill's weekly double-double and Timbits.

Atta is part of the Call Ahead for Volunteer Assistance (CAVA) program, developed by the hospital's Volunteer Services Program. Being welcoming and accessible to all is part of the hospital's culture, and the diverse volunteer corps help to make that happen. CAVA is designed for patients who might have difficulty navigating the hospital, especially those living with accessibility challenges.

Though Bill died recently, the service meant the world to him. "Dad always looked so forward to his visits to the hospital and felt he was treated as if he was a king," says his son Bob.

Through CAVA, patients or their loved ones can contact the hospital 24 hours prior to a scheduled appointment to reserve a volunteer (416-438-2911, ext. 6846 or [cava@tsh.to](mailto:cava@tsh.to)). Like Atta, these volunteers will meet the patient at the most convenient entrance, and help them make their way through the hospital.

"The response has been overwhelmingly positive," says Debbie Vandenberg, Manager, Volunteer Services. "It's amazing what a little guidance and a friendly smile can do to enhance a patient's experience."



ATTA MOHAMMED

# Community

## Community Support Puts the Fun in Fundraising

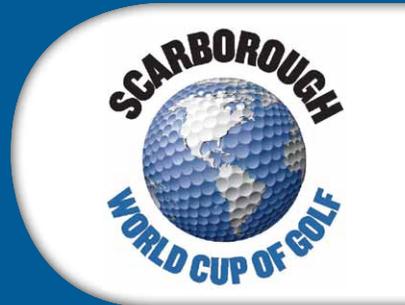
They can be complex operations, involving dedicated teams and dramatic results. No, not procedures performed at The Scarborough Hospital, but fundraisers that draw on broad community support.

Each year, the hospital and its Foundation benefit from the generosity of countless community members through events hosted by the Foundation. These events are as diverse as the makeup of our community.

For instance, the community is going to bat for the hospital through the Scarborough World Cup of Cricket. The 2014 tournament, at Ashtonbee Park June 20-22, features 10-12 corporate and local business teams. Keeping with sports, the sixth annual Scarborough World Cup of Golf, set for August 26, 2014 at Angus Glen Golf Club, looks to raise \$150,000 for our Cancer Care program, up from \$100,000 in 2013.

Other events also bring together wide segments of the community. A prime example is Scarborough Strides, which challenges businesses, schools, community organizations and individuals to embrace an active lifestyle, and give back.

Together, annual and special events show a healthy support of the hospital – towards better health care for all.



## The Scarborough World Cup of Golf

### Greens Sponsor

Shaw

### Toronto Maple Leafs Legend Sponsor

Krylov & Company Barristers

### Golf Clinic Sponsor

Mill St. Brewery

### Awards Ceremony Sponsor

Toron Investment Management

### Refreshment Cart & Locker Sponsor

Rexall

### On-Course Activities Sponsor

Healthway Medical Management

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## The Scarborough World Cup of Cricket

### Team Sponsors

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### Presenting Sponsor

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### Community Sponsor

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## Community Events

- 1- McHappy Day 2013
- 2- Scarborough World Cup of Cricket 2013
- 3- CTCC Walk-a-thon 2013
- 4- Duchess of York, Sarah Ferguson tours the hospital, May 2014
- 5- Breast Reconstruction Day (BRA) Day 2013
- 6- Scarborough World Cup of Golf 2013
- 7- Jaffna Hindu College Association Walk-a-thon 2013
- 8- Scarborough Strides 2013



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# Mission

To provide an outstanding care experience that meets the unique needs of each and every patient.

# Vision

To be recognized as Canada's leader in providing the best healthcare

# Values

for a global community.

I CARE:

Integrity • Compassion • Accountability • Respect • Excellence

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