



THE ULTIMATE SUITS YOU

BREATHING EASY

ONE FAMILY'S FIGHT AGAINST THE TRIPLE THREAT

STROKE CAN HAPPEN TO ANYONE

FAST-TRACK CARE WHEN SECONDS MATTER

LEAVING A LEGACY

ANNUAL DONOR LEAVES GENEROUS GIFT BEHIND



IN

TOUCH

SPRING 2023

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Strides for the ultimate care



A MESSAGE FROM LUCI ANDERSON

INTERIM PRESIDENT AND CEO
MACKENZIE HEALTH FOUNDATION

As flowers begin to bud, the days grow longer, and the sun shines a little brighter, it is clear spring has arrived. It's a season filled with energy, opportunity and growth — qualities that also symbolize the spirit of our thriving and compassionate community.

Time and time again, we are most grateful to our community champions for answering the call and responding to our hospital's highest-priority needs. Whether it's joining Strides for Mackenzie Health, generously contributing a monthly gift or hosting a community event, we admire the commitment of our donors and we continue to see the benefits of their philanthropic leadership flourish as we deliver the ultimate in care to patients and their families.

From advancing clinical excellence and specialized care to securing the very best equipment and technology, we've come a long way and we have so much to look forward to together as we continue pushing the boundaries of community-based medicine and ensuring exceptional health care is close to home.

I speak on behalf of everyone at Mackenzie Health in sharing our gratitude for your power of generosity. From the donor stories to the patient stories woven into this issue of *InTouch*, we see how our donors, volunteers and those on the front lines share in the vision to build a better and bolder future for the health of everyone.

Thanks to your generosity, we can continue to write Mackenzie Health's story, and it is with great certainty that the best is yet to come.

A handwritten signature in blue ink that reads "Luci Anderson". The signature is fluid and cursive, with a long, sweeping underline.

Pictured on the cover: Jax, a grateful patient

INTOUCH

InTouch is published by Mackenzie Health Foundation in support of the ultimate in health care at Mackenzie Health.

To learn more about the Foundation's fundraising priorities, call 905-883-2032 or visit MackenzieHealthFoundation.ca



THE ULTIMATE SUITS YOU

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Charitable Business Number: 11930 6215 RR0001



WHEN RESPIRATORY ILLNESSES COLLIDE

ONE FAMILY'S FIGHT AGAINST THE TRIPLE THREAT

“She’ll need to stay overnight.”

Jax was on day four of a fever that would not break. Her cough was getting worse, and her energy level had gone down dramatically. She slept all the time. She wasn't interested in watching TV or playing games on her tablet. She had not eaten in days and drank very little.

For Marisa and Jason, Jax's mom and dad, this behaviour was alarming. Their normally boisterous little girl loved playing Roblox or dancing in the living room, and she never met a French Fry she didn't love.

Jax's experience was very concerning, and it was similar to what Mackenzie Health physicians had been seeing in other kids presenting at the Emergency Department: high fevers and breathing difficulties, and young children under five years of age were experiencing the most severe outcomes.

Marisa and Jason rushed Jax to Magna Emergency at Cortellucci Vaughan Hospital. After a series of tests, she was diagnosed with pneumonia and influenza.

Continued on page 4

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They made us feel like they had the situation under control, and they kept us informed every step of the way.



Jax was one of a record number of children were admitted to hospital this past winter. At times, exceeding 250 per cent of the pediatric bed capacity at Cortellucci Vaughan Hospital.

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Jax needed to be admitted. She also needed antibiotics for the infection, an IV for dehydration and a team of health care professionals to monitor her.

Unfortunately, Jax was among many little ones needing to be admitted that day.

Dr. Filippe Scerbo, Chief of Pediatrics at Mackenzie Health, admits it has been a tough season.

“We have seen record numbers of children coming into our Emergency Departments and Urgent Care Clinics with respiratory illnesses, many requiring admission to hospital.”

In fact, the number of children doubled compared to the flu season of 2021. The triple threat of COVID-19, influenza, and respiratory syncytial virus (RSV) was putting added pressure on the inpatient pediatric unit. At times, exceeding 250 per cent of the pediatric bed capacity.

With such demand, the health care teams had to get innovative to create additional capacity. Sometimes that meant the Emergency Department acting as

a surge space for children waiting for a bed. The postpartum unit in the Woman and Child Program was also relocated as a short-term strategy to free up more beds for pediatric patients all in one area.

Over the next couple of days, Jax’s medical team rallied around her to provide her with the best possible care, but also a warm and inviting experience.

At first scared and unsure, Jax was quickly set at ease.

Elaine, Mackenzie Health’s Child Life Specialist, was a friendly and assuring presence. She arrived at Jax’s room within a few hours to explain what all the funny looking buttons were, answered all her questions and brought her colouring books, stickers and stacks of pillowcases to choose from to make her hospital room feel more like home.

It wasn’t long before she was feeling better.

“We are thankful for the excellent care she received from her medical team,” Jason said. “They made us feel like they had the situation under control, and they kept us informed every step of the way.” ■



Child Life Specialist, Elaine Skene, helps kids admitted to hospital feel less scared and confused.

HELPING KIDS OVERCOME FEAR

Elaine Skene loves working with kids. It's something she's always wanted to do.

As a Child Life Specialist with Mackenzie Health at Cortellucci Vaughan Hospital, her main objective is to help kids overcome fear.

“When kids are admitted into hospital they're usually scared and confused,” says Elaine. **“My job is to help them become more comfortable with what's going on, and hopefully make the process more enjoyable.”**

You might find her distracting a child who's getting blood work done, bringing toys and colourful pillowcases to another, or simply showing them how to use the hospital-provided tablets.

Elaine works with children of all ages, from babies to teenagers up to 17 years old.

A big part of her job is working with the Perioperative Program to help kids overcome their fear of surgery.

“What's important for me is finding out what's hard for them and help them through that,” says Elaine. “They might still be nervous but they're a lot less scared and knowing I could help is a great feeling.” ■

A GIFT TO THE COMMUNITY THEY CALL HOME

Beaver Valley Stone Limited and the Pacitto family invest \$1 million to advance world-class emergency care for everyone in York Region.

As long-time residents of York Region and the owners of Beaver Valley Stone Limited, the Pacitto family built their success on the foundations of family values, innovative thinking and a commitment to giving back to the communities where they live and work.

That's why, when the opportunity arose, they knew a transformational gift of \$1 million to Mackenzie Health was just the right fit.

In celebration of their generosity, we are thrilled to announce the naming of Beaver Valley Stone Limited Minor Treatment Unit within the Magna Emergency Department at Cortellucci Vaughan Hospital — ensuring everyone in York Region has access to health care for all of life's emergencies — a gift to the community they call home.

Thank you, Beaver Valley Stone Limited!



Beaver Valley Stone Limited donates a \$1 million transformational gift to the Magna Emergency Department at Cortellucci Vaughan Hospital.



STROKE CAN HAPPEN TO ANYONE, AT ANY AGE

WENDO BACNIS' STORY

Pictured above: Wendo using adaptive utensils for stroke recovery to prepare a meal in the Independent Living Suite.

On a warm spring day, Wendo Bacnis and his wife Rosalie were out celebrating their daughter Ada's 25th birthday. After their meal, the Bacnis family returned home for what they thought would be another regular evening. Rosalie and Ada took their dog for a walk, and Wendo relaxed by the TV before going to water the garden.

“Within a few seconds of holding the hose, I got tired and my right leg became weak,” Wendo explains. “I rushed back inside and called my wife and daughter to ask them to get home as soon as they could.”

Wendo's symptoms were not improving, so they headed to The Nick & Rosanne Cortellucci Family Emergency Department of their long-time community hospital — Mackenzie Richmond Hill Hospital.

A series of tests and assessments confirmed that Wendo was suffering a stroke. He was promptly transferred to Mackenzie Health's second hospital, Cortellucci Vaughan Hospital, home to the York Region District Stroke Centre.

With intensive treatments and close monitoring from the interprofessional stroke team, Wendo started regaining his strength and confidence. Two weeks later, he started rehabilitation with the team from the Sorbara Integrated Stroke Unit.

Today, Wendo is back home and recovering well with his family. His story can help save a life. During a stroke, every minute counts. The faster you can recognize the signs of a stroke — which include facial drooping, arm weakness and speech difficulties — and call 911, the better the chances for recovery. ■

EASING THE TRANSITION HOME AFTER A STROKE

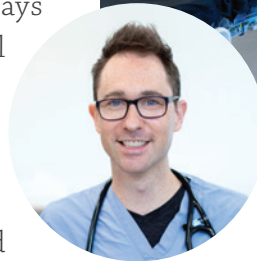
The Independent Living Suite (ILS) in the Sorbara Integrated Stroke Unit at Cortellucci Vaughan Hospital offers a home-like setting where recovering stroke patients can rebuild the strength and function they need to return home safely, independently and with a sense of dignity.

It is used to practice the skills of daily living, including cooking, wheelchair transfers and bathing.

“The Independent Living Suite looks more like an apartment than a hospital room so that we can observe patients practicing day-to-day activities in preparation for their successful return home,” says Dr. Jordan Silverman, a specialist in physical medicine and rehabilitation at Cortellucci Vaughan Hospital.

Mackenzie Health’s rehabilitation team also uses the ILS to introduce the specialized

equipment and technologies that patients recovering from a stroke sometimes need to support independent living and continued recovery at home. The Unit also features 36 beds, a dining/activity room, a gym and an outdoor walking track — a seamless blend of acute and rehabilitation care. ■



Dr. Jordan Silverman and his team support recovering patients to apply day-to-day skills in the Independent Living Suite in preparation for going home.

A CENTRE OF EXCELLENCE FOR STROKE TREATMENT

62,000+
strokes occur
in Canada each year

=

1 person
every **9** minutes

approx. **405,000**
Canadians of all ages are living
with the effects of stroke



Mackenzie Health is one of 18 district stroke centres in Ontario.

Mackenzie Health is home to the York Region District Stroke Centre. The Sorbara Integrated Stroke Unit, located at Cortellucci Vaughan Hospital, is named in honour of the Sorbara and Tanzola families.

Thanks to their transformational \$5-million gift, Mackenzie Health is better positioned to meet the needs of our fast-growing community. And the need has never been greater.

We express our gratitude to the families for their shared vision in leading the way in stroke treatment, rehabilitation and prevention.

THE POWER OF GIVING

We express our heartfelt gratitude to everyone who hosted a community event in support of Mackenzie Health

Vaughan Mills Lunar New Year Celebration¹ | The Wishing Tree Experience raised \$5,000.

Run for Vaughan² | To date, raised \$1.2 million.

9th Annual Smashed Ping Pong Tourney³ | Hosted by Zancor Homes and Lifetime Developments, the tournament donated \$25,000.

Ferrari of Ontario Rally⁴ | The 16th Annual Ferrari of Ontario rally raised \$400,000 for Mackenzie Health Foundation and Sick Kids.

UniversalCare Strides for Seniors⁵ | Hosted their second annual run/walk.

The Illuminating Place Art Show⁶ | Alexander Mackenzie High School students donated \$3,633.50 from their art exhibit.

Grazie Ristorante⁷ | Donated \$15,000 to support the Emerging Leaders Council's \$1-million goal.

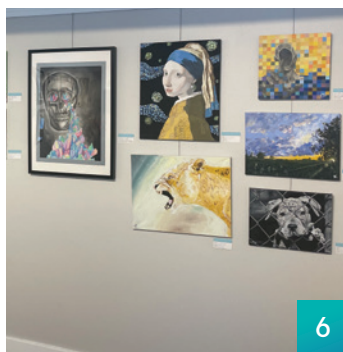
ProAction Cops & Kids⁸ | Hasbro's Monopoly - Toronto Edition is giving back to local charities.

More info: monopolytorontoedition.com

Orangetheory Fitness Elgin Mills⁹ | Participated in Giving Tuesday and donated \$700.

All 4 Mental Health | Hosted their first-ever run/walk to raise funds.

Memphis BBQ | Participated in Giving Tuesday and donated \$370.





Leading-edge technology and resources enable health care professionals to better provide safe and efficient care to patients.

EXCELLENCE STARTS HERE

MACKENZIE HEALTH AWARDED HIGHEST LEVEL OF ACCREDITATION

Mackenzie Health has been awarded the highest level of Accreditation for the third consecutive time — a remarkable testament to our role as a national leader in community-based health care, powered by the possibilities of philanthropy.

Accreditation is a voluntary evaluation that highlights a health care provider's commitment to quality and patient safety. Mackenzie Health's Accreditation process was carried out in November 2022 by a team of five surveyors from Accreditation Canada, who met with staff, physicians, community partners, patients and hospital leadership at Cortellucci Vaughan Hospital and Mackenzie Richmond Hill Hospital.

With 1,505 standards evaluated, Mackenzie Health achieved an incredible 99.5 per cent compliance — pointing to both hospitals' strong focus on patient-centred care, underpinned by the highest standards of quality and safety.

With Mackenzie Health staff at all levels of the organization rallying around the Accreditation theme of “Excellent care starts with me,” the surveyors

commended the team's outstanding commitment to delivering safe and accessible care and demonstrating the competency, authority and credibility needed to meet rigorous Accreditation standards.

Critically, the evaluation underscored Mackenzie Health's deep commitment to putting patients first.

“The surveyors were particularly impressed by our dedication to put patients at the centre of every decision we make,”



says Maya Sinno, Director, Quality, Patient Safety and Patient Experience. “With patients included in the Accreditation process itself, the team noted that the patient perspective is woven into the very fabric of our commitment to excellence.”

The surveyors also applauded Mackenzie Health for making a smooth and successful transition to a two-hospital model with the opening of Cortellucci Vaughan Hospital — a historic milestone made possible thanks to the generosity of our donors. ■

Pictured above: Maya Sinno, Director, Quality, Patient Safety and Patient Experience

ANNUAL DONOR LEAVES GENEROUS LEGACY BEHIND



Dr. Gayle Ellis was a very private person. In fact, she was so private that her friends, and co-executors to her estate, Joan Brink and Sylvia Ohlis, were surprised to learn her valued estate was close to \$1.9 million and was to be donated to Mackenzie Health Foundation.

She led a full life. Dr. Ellis was a clinical psychologist who spent her life helping young offenders, and she was very active within her community.

Once retired, Dr. Ellis travelled often. Going on cruises to Hawaii or the Mediterranean with her best friend, Joan. She also volunteered her time with adult offenders and ran the weekly Bingo game for the local seniors at the club. She was well known in the community and generous with people she felt needed help. Part of that generosity came from the time she donated, but she also gave what she could, financially, as an annual donor with Mackenzie Health Foundation since 1985. So, it came as no surprise when Dr. Ellis took steps to ensure she could continue helping people long after she was gone.

Dr. Gayle Ellis generously left her entire estate to Mackenzie Health.

Sylvia Ohlis, her friend for nearly seven decades, said that’s just how she was. The two met when they were only 18 years old. Their mothers were in the same quilting group at church. They briefly fell out of touch in their mid 20s but later reconnected. Sylvia remembers the day her friend reached out to ask if she would be the co-executor of her estate, with Joan, once she passed.

“It was an honour.” Sylvia said. “She trusted me and I felt very proud that Gayle would think of me to do that.”

Their friend Joan felt the same.

“I loved her dearly and I miss her very much,” Joan said. “I was happy to be there for her and honour this final wish.” ■

STRIDES FOR THE ULTIMATE CARE



Striders beginning their route through Canada's Wonderland.



Jordan Choo places first at Strides for Mackenzie Health in 2022.

Jordan Choo, 33, placed first in the 2022 Strides for Mackenzie Health – a 5K run/walk that draws more than 1,000 community members from across York Region and beyond.

“Hearing about all of the hardships the Mackenzie Health team had to go through during the peak of COVID-19, I wanted to participate and donate as a thank you for all the hard work,” says Jordan.

As a long-time resident of Maple, Ontario, Jordan is no stranger to the important work taking place at Mackenzie Health. And while he enjoyed running the event’s unique route through Canada’s Wonderland, giving back to a cause that directly impacts the community was the greatest part for him.

From the group warm-up to the course and the post-run fun zone, he defines the event as having a strong sense of community. Since the run took place, Jordan has created relationships with other Strides participants and describes the Mackenzie Health community as an awesome group to be surrounded by.

“My wife and I have been to Mackenzie Health a couple of times, for what ended up being minor issues, thankfully. Every time we’ve gone, the staff was extremely helpful, friendly and understanding. It made our visit more manageable and gave us confidence knowing that we’d be properly taken care of,” he says.

For Jordan, knowing that his friends and family have a hospital close to home that can be relied on for consistent, timely and experienced care is crucial.

“If there is any way that I can help make sure that it stays that way, I want to do so,” he says.

To the patients, know that you’re in the care of experts that actually care; to the community, keep on supporting the Mackenzie Health team; to the Mackenzie Health team, you are all amazing, keep up the amazing work that you’re doing, and you are truly appreciated. ■

Strides for Mackenzie Health takes place on May 13, 2023. Register at MHFStrides.ca

UPCOMING EVENTS

Check out our upcoming events and **register today** to help raise funds for Mackenzie Health while having fun and making new connections!



STRIDES
FOR
MACKENZIE HEALTH

PRESENTED BY
LEXUS
LEXUS OF VAUGHAN

SATURDAY, MAY 13, 2023



MHFStrides.ca

Join us for our run/walk at Canada's Wonderland. All participants will receive a FREE day admission to Canada's Wonderland after the event.



RIDE
FOR
MACKENZIE HEALTH

Proud partner
CIBC

SUNDAY, SEPTEMBER 24, 2023



MHFRide.ca

Ride for Mackenzie Health and accelerate leading specialized care in York Region.



ULTIMATE GALA
FOR
MACKENZIE HEALTH

NOVEMBER 2023



MHFGala.ca

Celebrate the power of generosity and leading-edge care at the Ultimate Gala.