

INTOUCH

OUT OF THE ICU & ON THE ROAD TO RECOVERY:

LINDA'S COVID-19 SURVIVAL STORY





A MESSAGE FROM KRISTA FINLAY PRESIDENT & CEO, MACKENZIE HEALTH FOUNDATION

After a year of unprecedented change, we are heading into a holiday season unlike any other. As I reflect on the year that has passed, I am proud to share in the pages that follow the many triumphs Mackenzie Health achieved with your support.

Now more than ever, our community understands the importance of bringing the ultimate in health care close to home. Our COVID-19 Response Fund has raised over \$1 million to ensure Mackenzie Health remains prepared so that patients like Linda can return home healthy and safe to their families.

In June, we celebrated the Cortellucci family's historic gift with the ultimate recognition – the naming of Cortellucci Vaughan Hospital!

But there are still milestones to reach. To date, we have achieved just over 70% of our \$250-million Ultimate campaign goal. We need our community to get us to the finish line so we can bring our smart vision to life and get the ultimate in care we all deserve. I hope you will consider Mackenzie Health as a recipient of your end-of-year giving.

On behalf of the entire Mackenzie Health family to yours, I wish you and your loved ones a healthy, safe and happy holiday season.

Warmest wishes,

INTOUCH

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

To find out more about the Foundation's fundraising priorities and upcoming events, call 905-883-2032 or visit mackenziehealthfoundation.ca



THE ULTIMATE SUITS YOU

10 Trench Street
Richmond Hill, ON L4C 4Z3

STAY IN TOUCH

foundation@mackenziehealth.ca

@MackenzieHealth

facebook.com/MackenzieHealth

@mackenziehealth

Mackenzie Health

Charitable Business Number: 11930 6215 RR0001

CONTENTS

3

FEATURE STORY

With the Mackenzie Health team by her side, Linda beat the odds and COVID-19.

5

INTRODUCING CORTELLUCCI VAUGHAN HOSPITAL

The ultimate gift deserves the ultimate recognition.

7

MH HEROES

Retired Mackenzie Health physician, Dr. Bill Butler, shares his story of generosity.

8

HOSPITAL NEWS

A closer look at new technologies and program spaces in our two hospitals.



Watch the emotional moment
Linda left the ICU:
[YouTube.com/MackenzieHealth](https://www.youtube.com/MackenzieHealth)



Linda at her home in August 2020 with her son, Kevin.

SURVIVING COVID-19:

LINDA'S STORY OF HOPE AND DETERMINATION

In early 2020, 70-year-old Linda embarked on an exhilarating two-week cruise along the Nile River in Egypt. Linda never imagined this voyage would leave her fighting for her life in the ICU at Mackenzie Health.

When Linda returned to Richmond Hill from Egypt, she felt unusually tired. An avid traveller, Linda thought perhaps she was getting too old to be travelling. When she couldn't shake her jet lag and she developed a persistent cough, Linda called her son, Kevin.

Kevin took his mom to Mackenzie Richmond Hill Hospital where she was tested for COVID-19. Linda was sent home to self-isolate and a few short days later was notified of her positive result. When she started experiencing shortness of breath, Kevin did not waste any time.

"I felt very scared," explains Kevin. "My mom has underlying health conditions and her age immediately put her at a greater risk. I knew I had to take her back to Mackenzie Health and hope for the best."

After arriving at Mackenzie Richmond Hill Hospital, Linda was promptly admitted to

the ICU as her health was declining rapidly. Linda became one of the first COVID-19 patients in Ontario to be intubated and connected to a ventilator. At Mackenzie Health, Linda received exceptional care from nurses and physicians – including Dr. Danny Chen, an Infectious Disease Specialist at Mackenzie Health.

As Kevin recounts, "Every call from the hospital seemed to bring bad news. Once my mom was put into a medically induced coma, we started preparing for the worst. As a last resort, Dr. Chen said there was a chance the experimental drug remdesivir could help save our mom's life. We knew we had to say yes."

Dr. Chen's expertise and decision making along with the extraordinary measures taken by Linda's care team in the ICU ultimately saved her life. A few days after her first dose of remdesivir, Linda began to show signs of improvement and, after

seven long weeks in the ICU, Linda woke up. She soon began breathing on her own again and had two consecutive negative COVID-19 tests. Linda was then transferred out of the ICU to a medical unit – a moment she and the entire Mackenzie Health team won't forget any time soon.

"It was the best day ever," says Samantha McLachlan, patient care manager for the ICU. "Our whole team was clapping and cheering, and she was clapping along with us and smiling up at us. It was such a beautiful moment."

Linda's family is happy to report that she has now embarked on her next great journey: the long road to recovery.

"My mom survived COVID-19 because of the amazing team of health care workers at Mackenzie Health," says Kevin. "We will always be grateful."



OUR WALL OF THANKS

Through the COVID-19 pandemic, our community has been eager to show their great appreciation and respect for front-line workers at Mackenzie Health. We created a virtual Wall of Thanks where community members have been leaving messages which are relayed to the Mackenzie Health team on a regular basis. Add your own at theultimatesuitsyou.ca/wall-of-thanks

FLORINA

I would like to thank you and to let you know how grateful I am to you for being here for us, for fighting to keep us All safe. Also I would like to thank your families for their support and sacrifices during these times.

DARCY (GRADE 7), RICHMOND HILL

Dear Front-line workers,
Thank you for keeping everyone safe and helping all the people that are catching COVID-19. We really appreciate what you have all done ♥ :)

Hugs and kisses,
Darcy 🙌

ARIANA, WOODBRIDGE

I visited Mackenzie Health's COVID-19 Assessment Center for testing a few days ago and I cannot thank the staff enough! The entire experience was fantastic. I was obviously very nervous and had worries about exposure (negative result thankfully), but the staff was so kind, patient and humorous! They were thorough in explaining the process and sterilization methods. They were all so patient and gentle. The process was well-organized and efficient! I am so impressed! Huge heartfelt THANK YOU!



COVID-19 CONFIRMS STRENGTH OF OUR COMMUNITY

Through the COVID-19 pandemic, Mackenzie Health has witnessed an outpouring of generosity from new and long-standing donors alike: from children creating art for front-line workers to senior's groups sewing handmade face masks to families and businesses making financial contributions or gift-in-kind donations. Now more than ever, our community understands the importance of ensuring Mackenzie Health remains prepared for whatever the pandemic brings our way.

We're so grateful to everyone who has supported the COVID-19 Response Fund to date in many ways, including the following leaders:

- 407 ETR
- Greenpark Group of Companies
- Heidi & Mary Kreiner and Family
- FDC Foundation
- Longo's
- The Gulshan & Pyarali G. Nanji Family Foundation
- Popular Music School – Paul Tsang
- Richmond Hill Chinese Christian Community Church
- Twelve Oaks Floors
- Friends of Dr. Zhenhai Yao

3,900+
donors

\$1,006,810
raised and counting

HELP US STAY PREPARED. DONATE TO OUR COVID-19 RESPONSE FUND

mackenziehealthfoundation.ca/covid19-response



MACKENZIE HEALTH NAMES NEW VAUGHAN HOSPITAL IN HONOUR OF \$40-MILLION DONATION FROM THE CORTELLUCCI FAMILY

Last year, we shared news of the largest single donation in Mackenzie Health’s history with the Cortellucci family’s \$40-million donation to build and equip our new hospital in Vaughan. On June 16, we recognized this historic contribution by naming the hospital in their honour.

We are excited to introduce Cortellucci Vaughan Hospital!

This momentous announcement underlines the dedication and commitment of the Cortellucci family to the health care of the community and ensuring the ultimate patient experience. In early 2021, Mackenzie Health will welcome the community into Cortellucci Vaughan Hospital, Canada’s first smart hospital.

“Today’s announcement marks a historic moment in Mackenzie Health’s history and an unprecedented investment in our community,” said Mackenzie Health President and CEO, Altaf Stationwala. “Never before has there been a more important time to ensure we have the ability to safeguard the health and well-being of our communities and provide the ultimate in health care to the residents of southwest York Region and beyond. The Cortellucci family has demonstrated an incredible commitment to shaping the health care of the future and we’re so proud to honour them in this way.”

The Cortellucci family has a history of supporting worthy causes in York Region, especially as it relates to health care, and has been a long-standing supporter of Mackenzie Health. In fact, the Emergency Department at Mackenzie Richmond Hill Hospital is named in honour of a \$2-million donation from Nick and Rosanne Cortellucci made in 2006. In recent years, the Cortellucci family has also supported Hospice Vaughan and Niagara University Vaughan.

“Having called Vaughan home for the last 25 years, our family feels profoundly grateful to be in a position to give back to our community,” said Mario Cortellucci. “We’re humbled to play a small part in contributing to the creation of a first-of-its-kind smart hospital in Canada, which we hope will benefit Vaughan citizens for many years to come. We also hope this gift embodies the giving spirit of our community and inspires others to join us to transform health care in Canada.”



From left: Simon Serruya and Michael Serruya, the Serruya family; Fred Darvish, President, Liberty Development; Latif Fazel, Chief Executive Officer, Liberty Development; Michael Uster, Senior Vice President, Liberty Development; Brendan Murphy, Vice President, Liberty Development; Marco Filice, Senior Vice President, Liberty Development.

PROMENADE PARTNERS SPLURGE WITH \$5M GIFT

Promenade Shopping Centre partners Liberty Development Corporation and the Serruya family know that no community is complete without a main street. Earlier this year, Liberty Development and the Serruya family announced a \$5-million gift to help build and equip Cortellucci Vaughan Hospital. Promenade Main Street will act as the main corridor for patients and visitors travelling across the hospital, with a patient registration area, retail and food services, spiritual care, a public library, “green” walls and courtyard views, Promenade Main Street will be an integral part of the ultimate patient experience at Cortellucci Vaughan Hospital.



From left: Krista Finlay, President & CEO, Mackenzie Health Foundation; The Hon. Maurizio Bevilacqua, Mayor, City of Vaughan; Christopher Pfaff, President & CEO, Pfaff Automotive Partners; Luci Anderson, Vice President, Philanthropy, Mackenzie Health Foundation; and Michael Talmage, Executive Vice President, Pfaff Automotive Partners.

PFUFF DRIVES THE ULTIMATE CAMPAIGN FORWARD WITH A \$2M GIFT

Earlier this year, Mackenzie Health Foundation announced a \$2-million gift from Pfaff Automotive Partners. This transformational gift will be directed towards the ultrasound zone in the medical imaging unit on Level 1 of Cortellucci Vaughan Hospital. Pfaff’s transformational gift will help Mackenzie Health complete 24,000 more medical imaging exams each year.



Mario and Silvana Paura

THE GIFT OF GIVING: MARIO PAURA’S STORY

Charity is second nature to Mario and his wife Silvana. Despite his humble beginnings, Mario’s parents instilled in him the importance of giving back where he could — no matter how big or small.

Mario recently joined the Mackenzie Health Foundation Board of Directors after being involved with the Community Gifts Division of the Ultimate campaign and Ride for Health, an annual fundraising event. As a long-time resident of Vaughan, Mario was inspired to prioritize supporting the Ultimate campaign to ensure his family, friends and neighbours have access to the best physicians and smart health care technology.

“We chose to fund an Isolation Room in the Surgical Unit at the new hospital after my father-in-law was diagnosed with stomach cancer. Like ours, countless families’ lives will be forever changed because of the amazing care provided in a room like that. The best and brightest physicians will perform life-changing procedures everyday at Cortellucci Vaughan Hospital. It feels good to give back in a way that will touch so many lives.”

Mario’s message to the community is clear: “no amount is too little.” Mario believes being able to give back — no matter the size of gift — is a gift. “Incredible health care doesn’t happen by chance — we need the community to rally together to make sure the new hospital is fully equipped and ready to go on opening day.”



“

It's as close as family to me.

”

DR. BILL BUTLER PROMOTES CULTURE OF GENEROSITY IN RETIREMENT

For almost 40 years, Dr. Bill Butler called Mackenzie Richmond Hill Hospital home. In the summer of 1981 Dr. Butler joined the Mackenzie Health Department of Anesthesia and earlier this year, he made the difficult decision to retire his scrubs. While

settling into his retirement in the midst of a pandemic, Dr. Butler had time to think about how he could continue to contribute to the hospital and community he has called home for so many years.

The decision was an obvious one to Dr. Butler and it was something he had been planning to do for a long time. Just two months after retiring, Dr. Butler made a generous \$10,000 gift to the Ultimate campaign. “It’s as close as family to me,” says Dr. Butler about the community at Mackenzie Richmond Hill Hospital. “I am now in a position to make this gift at a time

when financial support is needed more than ever. With the COVID-19 pandemic and a new hospital opening next year, every dollar makes a difference.”

Dr. Butler is proud to be supporting the future of Mackenzie Health even though he is no longer a practicing physician. Contributing to the Culture of Generosity at Mackenzie Health is Dr. Butler’s way of continuing his legacy of care. “Now is the time to get involved. I hope many others will join me in bringing the very best in health care to the patients of today and tomorrow.”

Each year we award deserving health care workers from across Mackenzie Health with bursaries that allow them to pursue educational opportunities. These bursaries result in enhanced patient care at Mackenzie Health.

We’re grateful for our generous donors who fund these bursaries through endowments, some of which have been established to honour and memorialize loved ones. This year we awarded bursaries to 19 health care workers. Congratulations to this year’s winners!

Celebrating

our 2020 bursary winners

ALLISON ZEPPIERI ENDOWMENT FUND

Ashley Andrew, RSW, Domestic Abuse and Sexual Assault

Bren Hutchison, OT, Rehabilitation

Takashi Seki, RPN, Mental Health

CIBC BURSARY

Juan Paulo Lim, RPN, Continuing Care Program

JEAN DOIG NURSING EDUCATION BURSARY

Justine Bueno, RPN, Medicine

KATHLEEN HESLIN INTERPROFESSIONAL BURSARY

Samantha Brierley, RPN, Day Surgery

KATHY ANNE WARNER, RN MEMORIAL BURSARY

Farheen Shamji, RN, Emergency Department
Nejane Athithan, RN, Emergency Department

MAHYAR MORIDI BURSARY

Brandon Babiarz, RRT, Respiratory Services
Ilham Suleman, RPN, Emergency Department

PEDRAM YAHYAVI BURSARY

Anna Marie Martin-Lalor, RPN, Medicine
Hemadri Shah, Physiotherapist

STRIDES FOR STROKE BURSARY

Mariamamma Cheriyan, RN, CCU/ICU

WILLIAM F. BELL BURSARY

Anna Di Luciano, RN, Hemodialysis

YAU FAMILY BURSARY

Hoorieh Esterham, RN, Oncology
Aida Maria Oliveira, RN, Oncology
Alyyah Thawer, RN, Oncology
Jessica Ritchi, RN, Oncology
Anna Reffo, RPH, Pharmacy



THE FUTURE OF CARE AT MACKENZIE HEALTH

In just a few short months, Cortellucci Vaughan Hospital will open to the community. This 1.2-million square foot hospital will help create health care capacity for southwest York Region, which has never been more important. We continue to introduce smart technologies at Mackenzie Richmond Hill Hospital which enhance the way we deliver care to all patients and will soon have two full-service hospitals – along with a network of community-based care centres linked by an electronic medical record system – to provide our growing community with increased capacity and access to the latest technology, specialty services and leading health care experts.



The Carlo and Angela Baldassarra Family Inpatient Dialysis Unit at Cortellucci Vaughan Hospital is nearing completion.

WORLD-CLASS KIDNEY CARE CLOSE TO HOME

When the Carlo and Angela Baldassarra Family Inpatient Dialysis Unit opens at Cortellucci Vaughan Hospital early next year, it will be the latest addition to one of the top performing kidney care programs in the province.

Up to eight patients at a time will receive care in the Carlo and Angela Baldassarra Family Inpatient Dialysis Unit, but countless others will be able to receive dialysis treatment at their bedside if they aren't able to leave their patient room. Cortellucci Vaughan Hospital will have state-of-the-art equipment, medical-grade water for hemodialysis and the capability to offer dialysis treatment in 80 locations across the hospital, including inside airborne isolation rooms.

Rooms in Magna Emergency will include breakaway glass doors, space for loved ones and an entertainment system.

MAGNA EMERGENCY PROVIDES A TANGIBLE SOLUTION TO HALLWAY MEDICINE

For 179 of the first 181 days in 2019, the Nick and Rosanne Cortellucci Emergency Department at Mackenzie Richmond Hill Hospital operated at over 100% capacity, making it one of the busiest emergency departments in Ontario. Once the Magna Emergency at Cortellucci Vaughan Hospital opens, it will alleviate our capacity pressures and help put an end to hallway medicine in our community. The 37,000 square foot, state-of-the-art space will support approximately 100,000 patient visits per year, doubling access to emergency care for southwest York Region. With two full-service emergency departments – one at Mackenzie Richmond Hill Hospital and one at Cortellucci Vaughan Hospital – we'll be able to deliver the urgent and emergent care our growing and aging community deserves.

Unlike most emergency departments that triage non-critical patients back to the waiting area, the Magna Emergency will triage patients directly to the care area best equipped to address their health needs. All but the most critical patients will be assessed by a nurse at one of five rapid triage stations, where they will be referred to one of seven care. Our unique, patient-centred model means emergency care will be streamlined and wait times won't be impacted by more urgent cases.



A look inside the Activities of Daily Living Suite in the Sorbara Integrated Stroke Unit.



The new automated chemistry and hematology track at Mackenzie Richmond Hill Hospital.

AWARD-WINNING STROKE CARE WHEN IT COUNTS

In recognition of our commitment to providing the ultimate in stroke care at the Sorbara District Stroke Centre for York Region, Mackenzie Health recently received two prestigious awards.

Mackenzie Health is the only hospital in York Region to provide the clot-busting drug called tissue plasminogen activator (tPA) which breaks apart the clot to help restore blood flow to the brain. In 2016, Mackenzie Health's median time from when the patient arrived at the hospital to when tPA was administered was 53.5 minutes. As of 2019, it was just 27 minutes – three minutes faster than the provincial target of 30 minutes. This remarkable achievement is one of the reasons why Mackenzie Health was named a 2019 recipient of the Healthcare Information and Management Systems Society (HIMSS) Nicholas E. Davies Award of Excellence.

In early June, the Canadian College of Health Leaders and 3M Canada Company awarded Mackenzie Health with a 2020 3M Health Care Quality Team Award for our "Improving Stroke Outcomes Utilizing Data and Technology" project. Our Integrated Stroke Team leveraged a multidisciplinary approach by utilizing Electronic Medical Record (EMR) technology and data-driven process improvements to achieve better outcomes for stroke patients.

Meet the Sorbara District Stroke Centre team:
[YouTube.com/MackenzieHealth](https://www.youtube.com/MackenzieHealth)

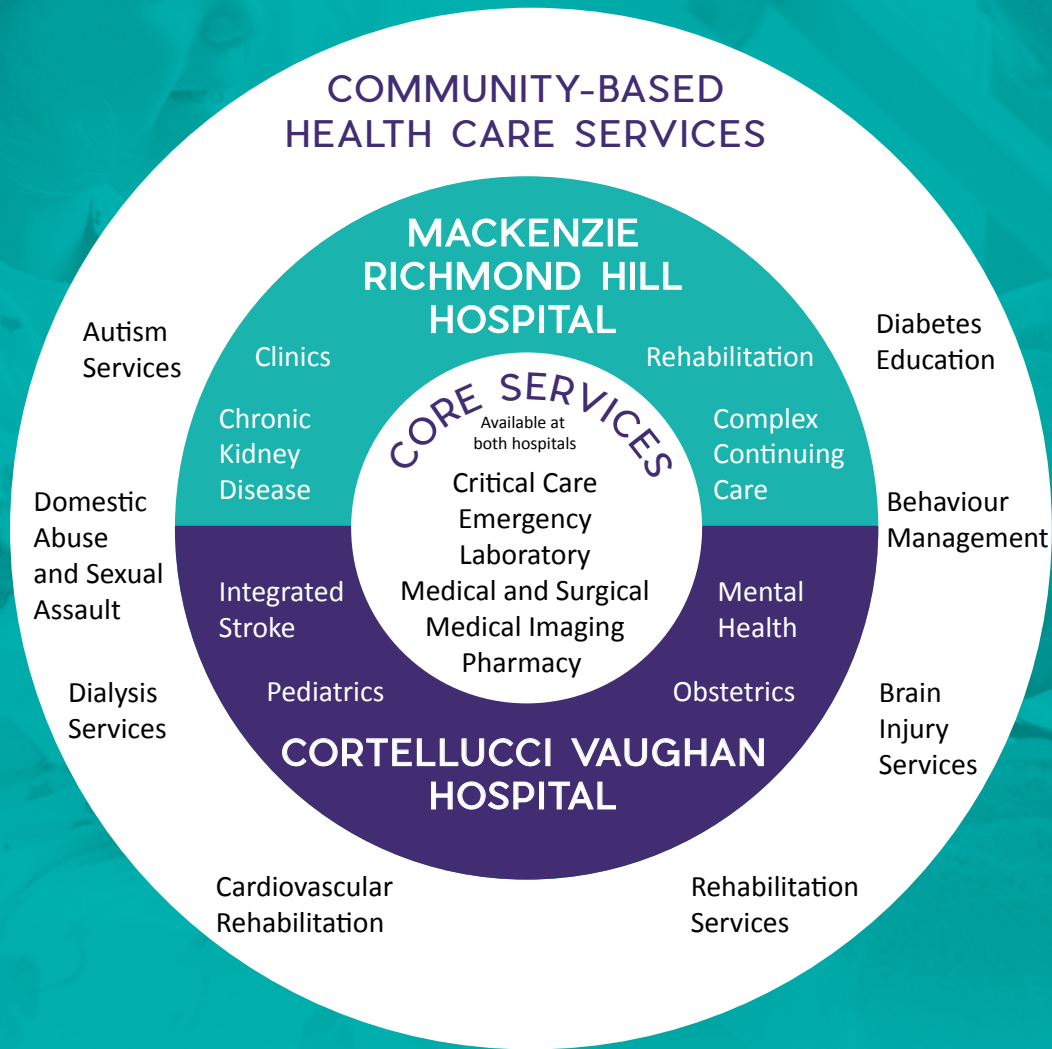
INNOVATIVE LABORATORY AUTOMATION TECHNOLOGIES IMPROVE PATIENT EXPERIENCE

With the completion of renovations on our diagnostic laboratory at Mackenzie Richmond Hill Hospital, our lab professionals now have new, high-tech automated hematology and chemistry systems. This technology – the first of its kind in Canada – will improve efficiency and turnaround times, introduce standardization to the process, minimize errors and improve the accuracy of results all with the end goal of enhancing the quality of care that patients receive.

For our health care teams, these updates will mean they can spend less time performing manual tasks and more time at the patient's bedside. For patients, receiving accurate test results faster means their physicians can make a diagnosis and provide the right treatment sooner.

TWO HOSPITALS TO SERVE YOU

Over the coming months, you'll be hearing more about the ways you and your family can access care from Mackenzie Health once the new Cortellucci Vaughan Hospital opens in early 2021. In the meantime, here is an at-a-glance look at the many health care services offered across the community by Mackenzie Health.



MAKE YOUR ULTIMATE MARK – IT'S NOT TOO LATE!

The hospital might look complete but there is still some time left for you to help us reach our \$250-million campaign goal. With recognition opportunities starting at \$10,000, you can make a mark and leave a legacy in this community – for yourself and your family. The ultimate is within reach and we would love to let our community know the important role you played in making it possible at Mackenzie Health when the new hospital opens in early 2021. If you would like to learn more about the attractive recognition opportunities available within Cortellucci Vaughan Hospital, please contact foundation@mackenziehealth.ca or call 905-883-1212.

EMERGENCY

HELP IS HERE. HELP IS HERE.

WE'RE DOUBLING YOUR
ACCESS TO EMERGENCY CARE
WITH A SECOND HOSPITAL.
DONATE TO MAKE IT HAPPEN.



Mackenzie
Health

THE ULTIMATE SUITS YOU

theultimateuitsyou.ca

THANKS FOR A GREAT EVENT SEASON!

THANK YOU TO ALL OUR PARTICIPANTS, SPONSORS, DONORS
AND COMMITTEE MEMBERS FOR MAKING OUR 2020 FALL EVENTS
AN INCREDIBLE SUCCESS AND SHOWING OUR COMMUNITY THAT
NOT EVEN A PANDEMIC CAN SLOW US DOWN!

UNIVERSALCARE
STRIDES FOR
STROKE
to benefit  Mackenzie Health

LEAD PARTNER



MORE THAN
\$204,000 RAISED

STRIDESFORSTROKE.CA

RIDE
FOR HEALTH
to benefit  Mackenzie Health

LEAD PARTNER



MORE THAN
\$328,000 RAISED

MHFRIDE.CA

TEE OFF
FOR HEALTH
to benefit  Mackenzie Health

LEAD PARTNER



MORE THAN
\$117,000 RAISED

MHFGOLF.CA

WE HOPE YOU'LL JOIN
US FOR OUR ULTIMATE
EVENTS IN 2021!

STAY TUNED FOR
MORE DETAILS.



THE ULTIMATE SUITS YOU