



A year in review

2017—2018

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A message from Janice

CEO's Message



Janice Skot, President and CEO

By the numbers 2017-2018

Annual budget - \$338 million
 Patient visits (total) - 490,000
 Individuals treated - 137,000
 Laboratory tests - 2.2 million
 Emergency visits - 86,000
 Surgeries - 15,600
 Imaging procedures - 194,000
 Babies born - 2,080

TEAM RVH

Staff - 2,500
 Physicians - 430
 Volunteers - 750

Every year we compile a list of RVH accomplishments to share with our Board of Directors, elected officials our community and, of course, TEAM RVH. That list is never small, and last year was no different.

To compile our highlights, we look to the past to celebrate our successes and there are always many, regardless of the year. In 2017-'18, RVH continued to expand services, take steps to improve patient and family experiences, and celebrate TEAM RVH – our staff, physicians and volunteers. And we've done all this with our patients and families in mind, striving to ensure they are at the centre of all we do. Every patient. Every time.

We've worked hard to bring new services to our region—including advanced cardiac care with the launch of the Simcoe Muskoka Regional Heart Program and the opening of our Cardiac Intervention Unit.

We've brought mental health care closer to home for some of our youngest patients with the newly opened Simcoe Muskoka Regional Child and Youth Mental Health Program. This important opening will ensure youth in our region are able to get the care they need when they need it.

Your skill, commitment and hard work are the reasons we're able to celebrate so many tremendous achievements. And while this document doesn't capture *all* the successes that occur in our organization, it does give you a sense of just how many great things we are achieving together.

After reviewing this 2017-'18 Annual Highlights document, *A Year in Review*, I think you'll agree with me and feel proud of what we've accomplished.

Respectfully;

Janice M. Skot, MHSc, CHE
 RVH President and CEO

Focus on *MY CARE*



RVH will be unwavering in its commitment to put patients and families first through its **MY CARE** philosophy, involving them in all aspects of their care and providing the most positive patient experience. Every encounter. No exceptions.

- Ensure patients and families are informed and engaged in planning and decision-making, recognizing their diversity and unique needs
- Smooth transitions for quality, timely care in the right setting

Highlights

Patient Family Advisory Council

The RVH Patient Family Advisory Council (PFAC) has provided feedback and input to many departments and initiatives. Most recently PFAC endorsed both the Quality Improvement Plan and the revised Parking Policy. In March, current Patient Advisor, Marty Pigden accepted the role as the new PFAC Co-Chair.

Cardiac Patient Family Advisory Council

The Cardiac Patient and Family Advisory Committee (PFAC) was actively engaged in three key projects: the naming convention of the Cardiac Intervention Unit, the Advanced Cardiac Care website design, and the Cardiovascular Rehabilitation Program redesign.

Connect-the-Dots campaign

Due to the success of the previous Connect-the-Dots campaigns, a third round was launched in March 2018. This campaign features members of TEAM RVH showing how their work brings RVH's strategy to life. The campaign focuses on all four strategic directions and how tasks such as bedside shift handovers, wearing personal protective equipment, or rounding with staff all drive our strategy forward.



Connect-the-Dots campaign

Focus on *MY CARE*

Charge stations in ED

To help improve the patient experience in the Emergency department, phone charging stations have been installed in waiting rooms throughout ED.

New cuddle program for babies in NICU

Volunteer Resources launched a new initiative to enhance the patient and family experience in the Neonatal Intensive Care Unit (NICU) and paediatric program. The “Cuddler” program has trained volunteers who are assigned to infants in need of being held when their family or caregiver can’t be there. A win-win for our smallest patients as well as for our wonderful team of caring volunteers.

RVH plans for the future

RVH has launched a long-range planning exercise which includes utilization of space within the current facility, as well as the development of a state-of-the-art south campus to meet evolving healthcare needs in rapidly-growing south Barrie and Innisfil. Engagement with TEAM RVH, patients, the public and our partners will be critical to success of the project. We will seek inclusive, transparent, respectful, genuine dialogue with those who work within our walls and our communities. That input will ultimately be reflected in the location, design and clinical services provided at the future south campus and in space decisions at our current site. A new website was launched rvhplanourfuture.ca—check it out for how you can help us Plan our future. Together.



RVH Volunteer Janice Williams cuddles little Leighton Duffy, the first baby in the cuddler program

Drive Clinical Excellence



RVH will provide the safest, highest quality care, developing specialized clinical services that take advantage of RVH's expertise and technology so people throughout Simcoe Muskoka can receive the best care close to home.

- Exceed all safety measures
- In partnership, implement the regional clinical plan, including approved specialized regional services: advanced cardiac care, child and youth mental health, kidney care
- Ensure patients have access to timely, high quality care in the Emergency department

Highlights

Simcoe Muskoka Regional Cancer Program (SMRCP)

The cancer program conducted significant process improvement to implement its new clinic schedule to better use all clinic space and allow the program to continue to expand.

To provide a more comprehensive service for our patients, the Skin Clinic was expanded to include Radiation Oncology.

Radiation treatment hours were extended by one hour per day to increase capacity and reduce wait times for patients.

New cancer clinic helps patients transition back to community

To assist cancer patients who are transitioning back into their local communities, RVH began operating the Nurse Practitioner-led Survivorship Clinic. This clinic gives patients the tools they need to succeed after cancer treatment.

Important partnership with YMCA

To assist with the transition back into the community, the YMCA program in Barrie and Innisfil will allow cancer patients to participate at their local YMCA with the fee waived for a support person during the 8-week program.

Drive Clinical Excellence

Working together with our community partners

The Barrie Area Native Advisory Circle's Aboriginal Health Circle and the SMRCP have signed a letter of relationship that represents a unique opportunity to improve and advance cancer care, chronic disease, prevention and health initiatives with and for Indigenous peoples in North Simcoe Muskoka.

Bringing cardiac care closer to home

RVH celebrated the launch of the Simcoe Muskoka Regional Heart Program – an innovative partnership with Southlake Regional Health Centre - including the new Cardiac Intervention Unit (CIU). The bright, 16-bed, 14,300 square-foot CIU includes two procedure rooms featuring first-in-Canada technology to perform cardiac angiograms and angioplasty.

Improving cardiac care for our youngest patients

The Paediatric Echocardiography Demonstration Project is a partnership with SickKids Hospital where RVH cardiac sonographers, with training in paediatric echo procedures, are performing heart exams for RVH neonatal / paediatric patients.

Centralized triage system now live

Centralized triage system is live and in use by both RVH and Southlake Regional Health Centre allowing information to be received into our Cardiovascular Information System; a completely paperless process.

Child and Youth Mental Health

RVH opened an eight-bed child and youth mental health inpatient unit which will care for up to 300 young people a year. A comprehensive day program will provide an additional 3,000 outpatient visits annually. RVH has also partnered with the Simcoe County District School Board and will have a teacher onsite during the 2018-'19 school year to ensure patients don't fall behind in their studies.



Integrated Arts students from Innisdale Secondary School celebrate at the opening of RVH's Child and Youth Mental Health Inpatient Unit



Ribbon cutting at the opening celebration of the Simcoe Muskoka Regional Heart Program

Drive Clinical Excellence

Tracker system improving patient flow

Environmental Services employees now have access to a patient tracker system allowing the team to expedite the cleaning of patient rooms. By speeding up this process, it allows for the Emergency department to improve patient flow.

Transitional Care Unit opens

RVH opened the Transitional Care Unit (TCU). The short-stay TCU is used for patients who have a firm discharge date but face a temporary obstacle (i.e. physiotherapy, home care coordination, community capacity etc.).

Working with our partners in care

RVH is working closely with Georgian Bay General Hospital (GBGH) to see where there are opportunities to partner. In keeping with that commitment Jennifer Kluszczynski, Manager of the Intensive Care Unit (ICU) embarked on a temporary assignment at GBGH where she managed the ICU.

Better Outcomes Registry Network (BORN)

RVH's Maternal Child and Youth Program recently joined the Better Outcomes Registry Network (BORN) of Ontario, an initiative to complete Healthy Babies Healthy Children (HBHC) screening for all newborns using the BORN Information System (BIS). The screening program, under the Ministry of Children and Youth Services, aims to help support women, children and their families from the prenatal period through to a child's transition to school. The HBHC screening is a comprehensive tool that when fully complete provides predictive validity in identifying vulnerable families that may benefit from HBHC services.

New outreach program for youth in Wasaga Beach

Maternal Child and Youth Program's Eating Disorders team launched a new outreach program out of the South Georgian Bay Community Health Centre in Wasaga Beach. The outreach program provides a wide variety of treatment to clients up to the age of 18. This satellite clinic operates weekly and has brought care closer to home for many children, youth, and their families.

Making improvements to kidney care

The Chronic Kidney Disease (CKD) team at the Wellington site successfully trialed a new clinic schedule that streamlined workflow and has reduced the average patient visit time by nine minutes (a 12 per cent improvement).



Ribbon cutting in the new Transitional Care Unit

Drive Clinical Excellence

Adult Mental Health & Addictions Program

The Adult Mental Health Inpatient unit underwent patient-focused renovations, including a new automatic door leading into Mental Health Outpatient Clinic area.

Patient Safety Culture Survey

The Patient Safety Culture Survey (an Accreditation requirement that serves as a tool to capture staff and physician perceptions and opinions on safety culture) provided RVH with the opportunity to identify common themes and data to support safe and quality patient care, and improve the work environment. Results will inform and drive organizational strategies around improving the patient safety culture within RVH.

Fracture Screening and Prevention Program

RVH received Fracture Liaison Service (FLS) national recognition from Osteoporosis Canada. A FLS is a specific model of care where a Fracture Prevention Coordinator proactively identifies fracture patients, on a system-wide basis, and determines their fracture risk with the expressed purpose of facilitating effective osteoporosis treatment for high-risk patients. FLS is the most effective secondary fracture prevention method to ensure fracture patients receive the osteoporosis care they need to prevent additional fractures.

New technology for Imaging Services

Imaging Services has acquired three new patient monitors and upgraded the existing monitors to use the same software allowing nursing staff to assess vital signs of all patients at a glance. Data from the monitoring system becomes part of the patient's electronic health record and is an excellent patient safety initiative.

Imaging Services went live with three new general radiology units. These high-end ceiling mounted digital X-ray machines have automated positioning features to treat patients in an efficient and standardized way.

Medication Reconciliation

Medication reconciliation, both on admission and discharge, has been successfully rolled out across all inpatient units, an important patient safety initiative.

ACLS Instructor Course

Since January 2017, RVH has hosted eight Advanced Cardiovascular Life Support (ACLS) Instructor Courses. RVH has 13 certified instructors, including clinical educators, physicians and registered respiratory therapists, who are able to teach important life-saving skills to others.

Drive Clinical Excellence

Foundation highlights

Crystal Classic Golf Tournament

The Crystal Classic returned to the Barrie Country Club for the first time in several years to a great reception by faithful supporters.

McHappy Day

For the fourth year half of the proceeds from McHappy Day supported Child & Youth Mental Health. The event continues to promote the work of RVH and engage community leaders.

Rotary Fun Run

Team RVH came out again in support of the Barrie Rotary Club. More than 170 runners and walkers demonstrated that RVH supports our community.

Victorian Tea

This 120th anniversary event of the RVH Auxiliary was very successful with over 100 guests in attendance – a great joint effort between our Foundation and Auxiliary teams.

Think Pink

Dr. Sara Rask met and thanked Norma Jean Salmon, an organizer from the Think Pink Golf Tournament, who visited the hospital in September to deliver a donation of \$11,170 to benefit the Breast Cancer Treatment and Screening programs. This tournament held at Orr Lake Golf Club in July, has raised more than \$42,000 since RVH became the beneficiary in 2012.

Hockey Night in Simcoe County

The ninth edition raised a total gross of \$252,000 with proceeds being split between RVH, GBGH, OSMH and the Barrie Colts Foundation. RVH had two community players in the game, David McCullough and Dr. Scott McKenzie. The night was a great success with Zach Hofer dropping the puck and Connor McDavid bringing in the crowd!

Zach Makes Tracks

Zach Hofer started his journey on Sunday August 13th from RVH and arrived in Ottawa on September 10th with Janice Skot, Mayor Jeff Lehman and MP Alex Nuttall joining him in walking the last stage of his journey to the gates of Parliament Hill. A very successful journey for Zach and his family, raising funds and increasing awareness for Child and Youth Mental Health services at RVH. He has raised over \$110,000 for RVH Foundation and continues to attract support and media.



Zach Makes Tracks



McHappy Day

Drive Clinical Excellence

Foundation highlights

Celebration of Angels Golf Tournament

This was the third golf tournament organized by Brenda Stanley in support of Radio for Cardiology, raising a total of over \$75,000 since its inception.

Move it for Young Minds

The Move it for Young Minds event in August attracted close to 200 participants and raised approximately \$8000 for Child and Youth Mental Health thanks to the tremendous dedication of Amber McCauley.

Georgian Bay Township Mayor's Golf Tournament

The event supports R4C and the Simcoe Muskoka Regional Cancer Centre raising approximately \$20,000. Mayor Larry Braid and his team produced a program brochure featuring 6 patient stories that underscored how well integrated system care is working in our region as each of these stories mentioned seamless movement between health centres inside and beyond the region.

The Devine Ride

Rock 95's Brenda Devine hosted the inaugural DEVINE RIDE in support of the future Child and Youth Inpatient Mental Health program at RVH. About 150 motorcycle riders attended the event, for a 200km Muskoka ride. Attendance well beyond initial expectations and the event generated about \$4,000.

M*A*S*H Bash

This event has run for 31 years, which is very unusual for a community-led event. Snow Valley has given \$520,000 via the event and the owners over \$2 million.

Donor Recognition Event

The annual featured Education and Research. Donors were given an inside view of a few of the research projects taking place at RVH. In addition, Dr. Chris Martin introduced our SIM family and explained how education helps the proficiency of our clinical staff.



Devine Ride



*M*A*S*H Bash*

Value People



RVH will foster and invest in a supportive environment, igniting new levels of passion, pride and performance in our skilled and dedicated TEAM RVH. We will make RVH the best place to work, practice, volunteer and learn.

- Engage and support our staff, physicians, volunteers and students in achieving their best through a healthy respectful workplace.
- Maintain a strong commitment to learning and personal development that supports innovation and creativity.
- Pursue and support respectful, effective partnerships while engaging our diverse stakeholders.

Highlights

Valuing TEAM RVH

- RVH celebrated its 750 member 'Blue Brigade' during National Volunteer Week in April.
- National Nursing Week was marked by a wide variety of events to celebrate 980 nurses at RVH.
- Doctors' Day was also held with events to thank its exceptional physicians for their inspiring care.
- TEAM RVH Appreciation Days honoured RVH's more than 3,000 staff, physicians and volunteers.

Power of Team video series

The Power of Team video series is now in its third season. Videos feature one-on-one interviews with Janice Skot, RVH President and CEO and members of TEAM RVH. To date, 16 videos have been filmed.



Power of Team video series

Value People

Diversity and Inclusion

The Diversity & Inclusion Council have been active in preparing and rolling out a number of related initiatives throughout 2017/18.

- In June the hospital celebrated Pride Week (LGBTQ community)
- In August RVH was nominated by Fierté Simcoe Pride for the Positive Community Award
- RVH hosted the NSM LHIN French Language Services Community of Practice meeting
- RVH acknowledged Franco-Ontarian Day in September
- In December, as part of the hospital's leadership development, the Diversity & Inclusion Council will be leading an LEI education session focused on diversity and inclusion

Zero tolerance for workplace violence

RVH's Workplace Violence Prevention program framework is very comprehensive including physical and administrative controls, risk assessments, education, evaluation, and committees. New RVH zero-tolerance signage was installed throughout the facility.

Health information on the radio waves

RVH launched a new radio spot, RVH Health Bytes, on both Fresh Radio 93.1 and BIG 101.1 FM. The 30-second spot and one-minute video features RVH experts speaking about current health issues. Through this partnership with Corus Entertainment, RVH reaches almost 150,000 people in North Simcoe Muskoka with short 'bytes' of information to help them get healthy and stay healthy at no cost to RVH.

Engaging TEAM RVH during the holidays

RVH once again hosted a very successful Holiday Market and Saturday with Santa events for members of TEAM RVH. More than 800 staff, physicians and volunteers shopped 21 local artisans at the Holiday Market in December while nearly 120 children attended the annual children's Christmas party.

Influenza campaign

Over 2,040 staff, physicians and volunteers were immunized. Everyone is encouraged to get the flu shot to help keep our patients, family, and ourselves safe during flu season.



RVH Dietician Tara Thomas Tarcza in studio at Fresh Radio to record RVH Health Bytes

Value People

Training ensures staff and physicians stay safe on the job

The RVH Security team have been very active throughout the spring and summer leading a number of Reduce Abuse training sessions for staff and physicians. The session teach members of TEAM RVH how to de-escalate emotional situations, engage in appropriate crucial conversations, and ensure that all members of the RVH workforce are free from any form of abuse or harassment.

'Walk in My Shoes' gives an appreciation for the work of others

To gain a greater understanding and respect for the work of other team members, 38 staff members participated in the Walk in My Shoes program, shadowing a colleague in another department, in November 2017.

RVH supports lifelong learners

More than \$120,000 was awarded to 94 staff members and 24 teams – a total of 247 people – as part of the latest installment of the Education Trust Fund. These funds, generously provided by donors through the RVH Foundation, ensure our staff and physicians can explore education opportunities and then share that knowledge with their colleagues. We also celebrated the funds awarded in 2016 which totaled \$214,000 impacting 169 individuals and 23 teams – a whopping 408 people!

Red carpet rolled out for RVH Film Festival (The Vickies)

The winners of the fifth annual RVH Film Festival were:

- MY CARE Award – Together we can change the world by Security Services
- Most Creative Award – Top 10 Accreditation Highlights by Quality and Risk
- People's Choice Award – Thank you from the bottom of our hearts and kidneys by the Regional Heart Program

RVH also partnered, for a second year, with area school boards and received an remarkable 17 submissions. The winners were:

- Junior category (K- Grade 6) – Terry Fox Elementary School – Awe-some-tism Titans!
- Senior category (Grade 7+) – Innisdale Secondary School – Polaroid Memories



Security Services celebrates their win with hot dogs

Accelerate Teaching and Research



RVH will advance learning and seek out research opportunities that support organizational performance and enhance patient care.

- Develop RVH's research centre, serving the needs of the region's population
- Build on our unique strengths, expertise and partnerships to provide the highest standards in teaching and training

Highlights

Family Medicine Teaching Unit

Nine new family medicine residents recently joined the Family Medicine Teaching Unit (FMTU) at RVH to complete the final two years on their journey to becoming family physicians. Since the program began in 2009, 54 family medicine residents have trained at RVH, with 31 staying in the area to set up their own practices, provide temporary coverage for area physicians or work in our Emergency and Hospitalist departments.

VforCES, Volunteers for the Conduct of Experimental and Effectiveness Study

The RVH Research Office introduced a new initiative to enable the use of RVH Volunteers and other RVH personnel to facilitate the conduct of locally-led research and quality improvement studies. Known as VforCES, Volunteers for the Conduct of Experimental and Effectiveness Study, the project uses volunteers to explore patients' opinions about medical research.

New physician leaders

Dr. Chris Martin was appointed as RVH's new Medical Director of Education
Dr. Giulio DiDiodato was appointed Chief Research Scientist

Community Lecture Series

RVH hosted its first Community Lecture Series. The lecture took a first-hand look at the opioid crisis in Simcoe County. The event was extremely well received with over 95 community members in attendance.

Awards and Recognition



Fracture Clinic receives national recognition

RVH's Fracture Clinic received national recognition for completing all eight Essential Elements of Fracture Liaison Services (FLS). This honour acknowledges Canadian hospitals that have implemented and demonstrated a commitment to the principles of identification, investigation and initiation of treatment which will ensure fracture patients receive the care they need to help prevent future fractures.

Facilities

RVH has once again been awarded a Proof Not Promises Award by GE Power & Water. RVH received the award for switching to all soft water and changing the water treatment chemistry to a low hardness program. This has resulted in reduced chemical and salt use, reduced water discharged in the sewer by 760,000 gallons and an increase in cycles from three to seven. These changes have resulted in a total savings of \$17,800 so far.

Environmental Services and Operating Room

RVH's Environmental Services and Operating Room teams were awarded the 2017 Green Responsibility Award from HLS Linen Services. The Green Responsibility Award is presented to those who demonstrate a commitment to environmental stewardship and to using reusable textiles in the Operating Room, as opposed to costly and environmentally unfriendly disposable products. RVH's transition from disposable sterilization wrappers to the reusable products from HLS Linen Services has dramatically decreased the amount of waste to landfills from our facility and demonstrated responsible environmental practice.

Trillium Gift of Life Network

RVH was honoured by the Trillium Gift of Life Network with Hospital Achievement Award – Provincial Benchmark for Conversion Rate Award. The award is given to hospitals that met or exceeded the target of a 58% conversion rate for organ transplants. RVH had a 100% conversion rate with seven potential donors and all went ahead as planned.

OHA Green Hospital Award

For the second year in a row, RVH was recognized for its efforts in energy and waste conservation with a silver seal from the Ontario Hospital Association (OHA) for its Green Hospital Scorecard results. The Green Hospital Scorecard measures a variety of factors including energy and water use, waste generation and recycling rates.

Awards and Recognition

Ontario Employer Designation

RVH has been recognized with the 2016 Ontario Employer Designation from the Provincial Partnership Council (PPC) for having a positive impact on the lives and career prospects of students across the region. Currently, RVH coordinates the placement of up to 40 high school co-op students per year. This is the sixth consecutive year RVH has been recognized with this designation. A special thank you to Volunteer Resources for their ongoing dedication to ensuring our students receive invaluable opportunities and insights into careers in healthcare.

Physician Recognition

- Dr. Brian Morris received an Award of Excellence from the Ontario College of Family Physicians (OCFP) for his outstanding contributions to family medicine. Dr. Morris has been in the Department of Family Medicine at RVH for more than 30 years.
- Dr. Matt Orava, RVH Family Physician and Family Medicine Teaching Unit Preceptor, received the 2017 University of Toronto, Department of Family and Community Medicine, Undergraduate Education Program, Teaching Excellent - New Teacher Award.
- On December 8, 2018, RVH hosted a physician leader recognition event and approximately 25 physician leaders attended.

Hospital Auxiliary Association of Ontario (HAAO) awards

Five members of the RVH Auxiliary were honoured at the provincial level with the Hospital Auxiliaries Association of Ontario's (HAAO) Provincial Life Membership (PLM) Award. This is the highest honour bestowed upon hospital volunteers in Ontario. This is the highest honour bestowed upon hospital volunteers in Ontario. Congratulations to Joan Cuff, Lydia Gwilliam, Jean Patchett, DoDee Walsh and Beth Willoughby.

Student Awards

RVH held its first Celebration of Student Excellence, honouring nine student volunteers with Outstanding Service Awards. The winners of a MY CARE Student Award of Excellence - the highest student honour at RVH were: Dryden Chadwick, in the co-operative education category, and Mikaela Vieira, high school volunteer category, both from St. Joan of Arc Catholic High School. In the post-secondary category, Kristen Walker, BScN program student through the Georgian-York University partnership, was the recipient. Each received a trophy. At any given time, RVH has 50 to 60 students on its volunteer roster. In addition, RVH offers 35 to 40 co-operative education placements each year.



Students Kristen Walker, Mikaela Vieira and Dryden Chadwick recognized for student excellence

Awards and Recognition

Oncology Nurse of the Year

Colleen Campbell, a Nurse Practitioner with RVH's cancer program was named the 2017 Boehringer Ingelheim Oncology Nurse of the Year by the Canadian Association of Nurses in Oncology. The award recognizes the unique contributions of an Oncology nurse who consistently demonstrates the highest level of nursing excellence and leadership. Colleen was selected for this award for her leadership in implementing the Toxicity Assessment Clinic for systemic patients experiencing side effects from their treatments. Also nominated for this prestigious award was Donna Head, a radiation nurse

David Blenkarn Spirit Award

At RVH's annual donor appreciation event long-time health centre supporter Scott Elliott was honoured with the David Blenkarn Spirit Award. Named after the charismatic chair of the RVH Foundation's 'I Believe' capital campaign, the award is given annually to people who inspire and motivate others to support RVH.



Colleen Campbell recognized as Oncology Nurse of the Year



Scott Elliott (second from left) receives the David Blenkarn Spirit Award

Board of Directors' Awards of Excellence

The recipients of the Board of Directors' Award of Excellence are nominated by their peers and selected by the RVH Board of Directors for their invaluable contributions to RVH.

These honourees truly embody the RVH values and our *MY CARE* philosophy, and have earned the respect of their colleagues:



Volunteer

Janice Williams

President of the RVH Auxiliary



Staff

Cheryl DesBarres

Team Lead, Surgery Treatment Clinic



Manager / Director

Linda Lepine

Manager, Patient Food Services



Physician

Dr. Renee Hanrahan

Oncological and Reconstructive Breast Surgeon



Team

Volunteer Resources

DoDee Walsh, Tanya Laarakkers, Helen Sarris