

A year in review



2020-2021

RVH's Sperling Drive clinic is one of the busiest COVID-19 testing and vaccine sites in the province.



Royal Victoria
Regional Health Centre

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www.rvh.on.ca

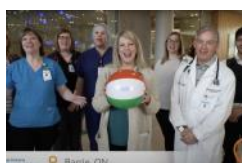
Contents



3 Message from the President and CEO



4 Focus on ***MY CARE***



6 Drive Clinical Excellence



10 Value People



12 Accelerate Teaching & Research



14 Awards and Recognition



15 Foundation Highlights



19 RVH's Pandemic Response

A message from Janice



Janice Skot, President and CEO

By the numbers 2020-2021

Annual budget - \$386 million
 Patient visits - 472,809
 Laboratory tests - 2.5 million
 Emergency visits - 72,410
 Surgeries - 12,986
 Imaging procedures - 180,662
 Babies born - 1,969

TEAM RVH

Staff - 3,342
 Physicians - 471
 Volunteers - 614

COVID-19 posed enormous challenges for hospitals, as we developed new practices, policies and spaces to ensure we could safely care for our region during the pandemic. Despite the uncertainty, TEAM RVH never wavered in its commitment to our patients and their families.

Following an unprecedented year, it is important to reflect on the many accomplishments at RVH.

This 2020-21 annual highlights document, A Year in Review, shows how RVH continues to expand and enhance care to Simcoe Muskoka residents.

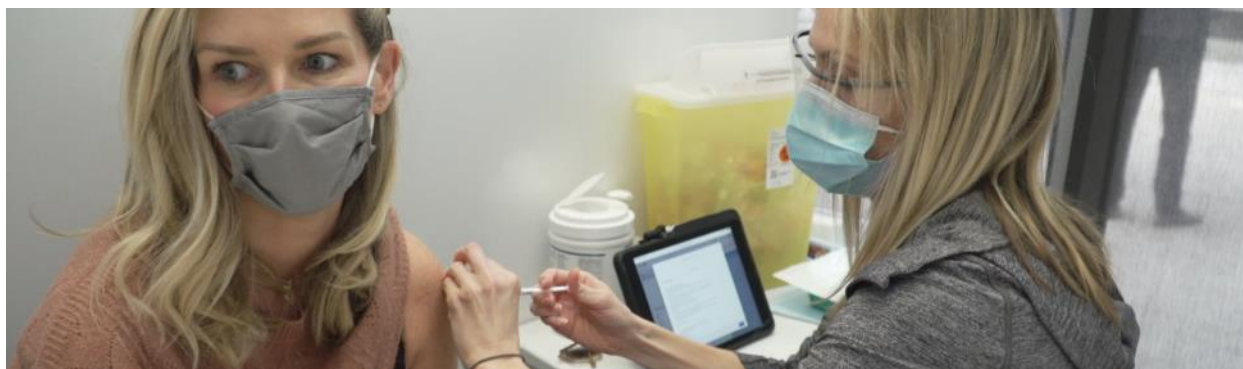
This document doesn't capture all of the successes that occurred in our health centre, but it does capture the scope of accomplishments, thanks to the skill, commitment and hard work of TEAM RVH and the strong support of our community.

I continue to feel a deep sense of pride as the President and CEO of this outstanding organization and I'm privileged to work alongside so many dedicated and caring members of TEAM RVH.

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, involving them in all aspects of their care and providing the most positive patient and family experience. Every encounter. No exceptions.

We do this by working to:

- Provide the best patient care experience.
- Ensure patients receive timely care in the most appropriate setting.
- Build partnerships to improve the health system and create a healthier community.
- Ensuring families have access to their loved ones either in person or virtually.

Highlights

Strategic Plan Refresh

RVH's **MY CARE** strategic plan was refreshed this year following consultation with more than 600 people. While the strategic directions remain the same, they have been updated to reflect RVH's next priorities, while also including the actions we will take to achieve our goals and how we will measure success. Since launching in 2013, RVH's strategic plan, which was refreshed in 2016, 2018 and now 2021, has been informed over time by the feedback of more than 5,000 people.

Patient & Family Advisory Council

The Patient & Family Advisory Council (PFAC) continued to meet virtually, providing the voice of patients and families on key operational activities, including but not limited to, RVH's surgical ramp-up plan, Wayfinding Map App, the Barrie-area Ontario Health Team proposal, the new website, visitor restriction process and the CARE4 project.

Echocardiography Services

RVH and Georgian Bay General Hospital (GBGH) partnered to provide echocardiography services at the Midland hospital. Prior to this partnership, patients from the Midland-area were travelling to Barrie to receive this procedure.

Focus on *MY CARE*

Barrie Health Accord

RVH, along with The City of Barrie, County of Simcoe, Simcoe Muskoka District Health Unit (SMDHU) and the Barrie Police Service, signed the Barrie Health Accord. This landmark agreement guides the collaboration on future planning for community wellness in the city.

Pandemic Response Unit

In November 2020, the Regional Pandemic Response Unit (PRU) opened. The 70-bed, 8,250 square-foot modular structure is a four season, fully-functioning field hospital located in RVH's parking lot and connected to the health centre by an enclosed walkway. The PRU is an important resource for our region to assist with capacity issues.

Immunization Clinic

RVH opened the region's first Immunization Clinic in late December 2020. In its first six months, the clinic at 29 Sperling Drive in Barrie administered more than 87,000 doses of the vaccine.

Birthing Unit/NICU

The Birthing Unit patient rooms and triage waiting area were remodeled and painted in ongoing efforts to enhance the patient experience and accommodate RVH's growing obstetrical volumes.

Facilities and Building Operations

In conjunction with our IPAC partners, staff in Facilities, Patient Food Services, Environmental Services and Locating have continually pivoted quickly to ensure the comfort and safety of our patients and TEAM RVH as we have opened new spaces throughout the building and within the community. Locating has kept our community informed fielding a massive increase in calls to our switchboard over this past year.

Virtual Volunteers

RVH Volunteer Resources launched Simcoe Muskoka's first Virtual Volunteer Program. Volunteers provide virtual companion visits and virtual pet therapy visits for patients on RVH's Specialized Seniors Care unit.



Kate Cullen, an RVH volunteer, chats virtually with Susan Goode, a patient on RVH's Specialized Seniors Care unit.

Drive Clinical Excellence



RVH will focus relentlessly on safety and quality, developing specialized clinical services so people throughout Simcoe Muskoka can receive the best care close to home.

We do this by working to:

- Champion a culture of quality and safety.
- Address overcrowding and meet the needs of our growing region.
- Optimize technology to make care more connected, timely, accessible and safe.
- Encourage community investment in the right spaces, tools and technology.
- Use every healthcare dollar wisely and advocate for appropriate funding.

Highlights

CARE4

RVH and three partner hospitals – Collingwood General and Marine Hospital, Georgian Bay General Hospital and Headwaters Health Care Centre – are working together to transform their Health Information System (HIS). To achieve this, we are standardizing care while ensuring we use the latest evidence-informed practices. This transformational project will introduce new functionality and expand the patient record across all four organizations, enabling a more seamless flow of information between the hospitals and their departments, improving the provider experience and increasing patient safety. Over 60 physician champions, 160 project team members, and numerous committees and working groups have been working to plan, build and test the new system to ensure we are ready to implement this upgrade on September 18, 2021.

Renal Program

RVH's in-centre Renal Program implemented a four-chair expansion – bringing the total number of chairs to 12. The RVH Regional Renal Program was also recognized by the Ontario Renal Network (ORN) as the fastest growing program in the province. The program also recruited three technicians for the Regional Water Technician team to service renal sites in Barrie and Alliston.

Drive Clinical Excellence

24/7 STEMI

RVH successfully rolled out 24/7 CODE STEMI in July 2020. We launched paramedic bypass for Simcoe County and Rama Paramedics in November 2020; direct transfer from Orillia Soldiers' Memorial Hospital's Emergency department in January 2021; and Georgian Bay General Hospital and Collingwood General and Marine Hospital in February 2021. Paramedic bypass was extended to Muskoka in early May. The program also welcomed a third Interventional Cardiologist, Dr. Ahmed Abulhamayel, and a 12th cardiologist, Dr. Bishop Deif.

Echocardiography Accreditation

The feedback received from surveyors after Accreditation was very positive. The final report will arrive in June 2021.

Cancer Program

The Complex Malignant Hematology (CMH) program charter was approved in 2020. Since that time, the team has grown and has been able to provide more types of specialized treatments to CMH patients in the outpatient setting. This means care closer to home, an improved patient experience and an expansion of the shared leukemia care between RVH and Princess Margaret Cancer Centre creating capacity for more CMH care across the province.

The Oncology Symptom Management Clinic welcomed five new palliative care physicians in 2020. This clinic facilitates seamless transitions in care for oncology patients who require urgent pain management, and/or the support of a palliative care team close to home. The clinic also formalized a partnership with Hospice Simcoe in 2020, which provides oncology patients with access to a specialized palliative care nurse for assessment and support.

Surgery Program

RVH became the first hospital in North Simcoe Muskoka to provide same-day hip, knee and shoulder procedures for some patients. In August 2020, the first two hip replacement patients were successfully discharged home the same day as their surgery. The team will continue to build on this success and expand the program through a measured implementation plan.

Laboratory Services

RVH Laboratory Services now offers Water Sterility Testing (Hemodialysis) for our three dialysis sites: RVH in-centre, Wellington Street and Stevenson Memorial Hospital in Alliston. Previously this testing was done in Orillia. This change ensures a more stable turnaround time as well as reduced transportation costs.

After issue of the Laboratory's ISO 15189 certificate, a mid-cycle surveillance virtual visit was scheduled to review all requirements for organizational structure, quality management systems, previous non-conformances and any new methodologies with a successful outcome with any resulting action items since completed or planned.

Drive Clinical Excellence

Pharmacy

The Pharmacy successfully underwent their annual Ontario College of Pharmacists (OCP) Hospital Operations Assessment. During this visit, OCP was extremely impressed with the progress made in working towards meeting all standards, despite the pandemic.

Imaging Services

Imaging Services and the Division of Cardiology collaborated to offer MRI scans to patients at RVH with MRI-compatible pacemakers. Previously, these patients were sent to Southlake for their MRI scans.

Maternal Child and Youth Program

A Donor Milk Program is now established in the NICU. The inaugural patient to use the program was a 29-week premature neonate. The program allows RVH to keep premature babies here rather than transfer them to another hospital and allows for faster repatriation from other hospitals.

New stroke screening tool launched in Emergency

RVH's Emergency Department successfully launched a new Stroke Screening Tool for large vessel occlusions called ACT-FAST. ACT-FAST is a simple, rapid and reliable screening tool for recognizing large vessel occlusions in severe strokes and guides clinical decision making in the eligibility for Endovascular Thrombectomy Therapy.

Vascular Services

The Medical Advisory Committee approved a new Vascular Services model and policy, essentially amalgamating the work of our Vascular Surgeons and Interventional Radiologists in a portion of their practices. This collaborative approach has been established successfully in other centres and reflects the more advanced training that both of these professional groups are now exposed to in their training.

RVH leads Northern Central Region IPAC Hub

RVH was named as the lead organization to operate the Northern Central Region IPAC Hub. To-date, the hub has supported almost 30 long-term care and retirement homes during the pandemic. The Hub and Spoke model is a collaborative effort between Simcoe Muskoka hospitals to provide outreach and IPAC support as well as guidance to the homes and other congregate settings.



Shannon Doucette, Clinical Nurse Specialist, Stroke Care, holds ACT-FAST badges.

Drive Clinical Excellence

Quality and Risk

In partnership with Georgian Bay General Hospital, RVH is providing leadership for their Quality and Risk to assist with optimizing risk management, quality initiatives, accreditation, legislation, litigation and patient relations.

Privacy

In partnership with Collingwood General and Marine Hospital (CGMH), Georgian Bay General Hospital (GBGH) and Headwaters Health Care Centre (HHCC), RVH assumed leadership of their privacy programs to ensure harmonization across all four sites, all the while ensuring legislative compliance.

Emergency Department Renovation

RVH completed a renovation in the Sub-Acute area of the Emergency department to reduce length of stay and wait times for complex patients. Since completion, length of stay has been reduced on average by one hour.

Power of Hope

RVH and the Central East Stroke Network (CESN) collaborated on four videos during Stroke Month to highlight stroke patients and their journey to recovery. The videos were shared with stroke programs around the province.

Mental Health Virtual Visits

A \$50,000 donation from RBC has allowed the Adult Mental Health program and the Rapid Access Addiction Medicine Clinic to do counselling online through telemedicine. This has reduced the waitlist by 85 per cent and brought average wait time from eight months to 11 days.

Partnership with IOOF Seniors Home

RVH partnered with the IOOF Seniors Home to open 27 Alternate Level Care (ALC) of care beds.

MP2

RVH continues with the Capital Redevelopment Project to double the size of the Georgian Drive campus and build a second campus in south Barrie or Innisfil. The Ministry of Health responded to RVH's pre-capital submission in the spring of 2020 and a follow up reply in the summer. RVH is now awaiting for final approval to proceed to Stage 1 of the plan. Meanwhile, RVH continues to finalize the location of its proposed South Campus.

Value People



RVH will ignite new levels of passion, pride and performance in our skilled and dedicated TEAM RVH. RVH will strive to be the best place to work, practice, volunteer, learn and receive care.

We do this by working to:

- Hear all voices and perspectives.
- Support a culture of equity and inclusion that is violence-free and where people feel safe and valued.
- Retain, develop and attract the best and brightest people who reflect RVH's **MY CARE** values.
- Invest in TEAM RVH to support their health and wellness.

Highlights

Valuing TEAM RVH

- RVH celebrated its 614 member 'Blue Brigade' during National Volunteer Week.
- National Nursing Week virtually celebrated the 1,230 amazing nurses at RVH.
- Doctors' Day celebrated the exceptional 450 physicians at RVH for their inspiring care.
- TEAM RVH Appreciation Week honoured RVH's more than 3,000 staff, physicians and volunteers.
- The RVH Auxiliary awarded five students with the Outstanding Service Award and the **MY CARE** Student Award – the highest student honour at RVH for their incredible contributions as volunteers or demonstrated excellence in their high school co-ops.

Board of Directors' Awards of Excellence

In 2020, the Board of Directors made the unanimous decision to bestow its highest award to the entire team at RVH for its collective, outstanding response during the pandemic. Outdoor benches were purchased and placed around the campus in appreciation and recognition of TEAM RVH.



Nurses on the Respiratory Inpatient (COVID-19 unit).

Value People

Caring for YOU

RVH established the Caring for YOU Committee to ensure TEAM RVH remains healthy — body, mind and spirit. This included Caring for YOU Spaces, health and wellness videos and a special section on the RVH shared intranet with valuable COVID-19 coping resources.

Diversity and Inclusion Council

The Diversity and Inclusion Council created a framework that shifted the focus from distinct communities of interest to recognizing the importance of intersectionality and the elements of human belonging (Belonging Campaign), for all members of TEAM RVH as well as our patients, family members and community. Initiatives included many days of observance and awareness during the year, a Gender Identity and Gender Expression policy and procedure, multicultural calendar, RVH website update and Code Yellow procedure update.

Wellness Survey & *MY VOICE* ThoughtExchange

RVH introduced a new digital engagement tool called ***MY VOICE*** ThoughtExchange, offering staff the chance to share their thoughts and understand what matters most to them on any topic. RVH conducted six exchanges since launching in November 2020, including an exchange on how the pandemic has most impacted them. RVH also conducted a wellness survey to better understand how TEAM RVH was coping with the pandemic and how RVH might help staff during this challenging and uncertain time.

Expanding the Workforce

The RVH workforce grew by an incredible 775 new hires over the past year, with a net increase of 438 employees in order to meet the pandemic, CARE4 and other important service needs. RVH continues to be an employer of choice across the region and beyond.

Thank you Frontline Workers

In September 2020, a production crew was on-site filming a national commercial for Tim Hortons thanking frontline and essential workers for their service and sacrifice during the COVID-19 pandemic.

RISE Program

Planning, recruitment and training began for RVH's new RISE (Resilience In Stressful Events) Peer Support Program. The program offers members of TEAM RVH the opportunity to receive confidential support from a trained RISE Peer Responder when facing a difficult or stressful situation.

Recognition and Workforce Experience

Throughout the past year, RVH continued to find ways to celebrate and recognize all members of TEAM RVH through safe, virtual approaches. Highlights included many regulated health professional weeks and days of celebration, TEAM RVH Appreciation Week, virtual Holiday Market and Saturday with Santa, cookie and other food deliveries and two Education Trust Fund intakes.

Occupational Health, Safety & Security

The OHS&S team have interpreted many government documents and synthesized the content into easy to understand materials for staff to keep them healthy, safe and feeling supported during this very uncertain time. The Pandemic Support Resources have assisted our workforce to be present and battle this pandemic.

Accelerate Teaching and Research



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

We do this by working to:

- Maintain a strong commitment to learning and development.
- Promote innovation and enhance patient care by harnessing TEAM RVH's knowledge and expertise.
- As a community-based academic leader, attract, train and retain exceptional learners.

Highlights

Melanoma and Skin Cancer Trials

The Melanoma and Skin Cancer Trials committee (MASC Trials) congratulated RVH's Dr. Renee Hanrahan and Kelly Cruise for being the first Canadian site to activate and recruit to the Melanoma Margins Trial (MelMarT-II) study, a phase III, multi-centre, multi-national randomized control trial investigating wide excision margins for primary cutaneous melanoma.

Research Study

Dr. Jacqueline Limoges (Georgian College) and Dr. Nathan Kolla (Waypoint Centre for Mental Health Care) have partnered with Dr. Jesse McLean (RVH) to conduct a research study evaluating the wellness and mental health of RVH and Waypoint Centre for Mental Health Care staff and physicians using a battery of standardized psychological tests. The purpose of the study is to understand the experiences and needs of healthcare providers from COVID-19 pandemic restrictions.

Potential Therapies for COVID-19

RVH was one of nearly 40 health centres across Canada selected to participate in a clinical trial to examine potential therapies for COVID-19. The clinical trial is part of the World Health Organization's (WHO) Solidarity Trial. The Canadian trial is called 'Canadian Treatments for COVID-19' (CATCO).

Accelerate Teaching and Research

RVH Undergraduate Research

- Physicists in RVH's Simcoe Muskoka Regional Cancer Program published a study on the impact of deep learning, on auto-contouring in radiation therapy. RVH's **Dr. Nevin McVicar** was primary author of the peer-reviewed article titled, "Clinical Evaluation of Deep Learning and Atlas-Based Auto Contouring of Bladder and Rectum for Prostate Radiation Therapy" published in Practical Radiation Oncology, <https://pubmed.ncbi.nlm.nih.gov/32599279/>.
- Dr. Masoud Mahdavian**, RVH Respiriologist (Pulmonologist), was a co-author on a published commentary in the journal Chest, titled "Key Highlights From the Canadian Thoracic Society Position Statement on the Optimization of Asthma Management During the Coronavirus Disease 2019 Pandemic" <https://pubmed.ncbi.nlm.nih.gov/32473948/>.
- Dr. Mahdavian** was also a co-author on a peer-reviewed publication in the European Respiratory Journal, titled "Population-based case-finding to identify subjects with undiagnosed asthma or COPD" <https://pubmed.ncbi.nlm.nih.gov/32299864/>.
- Dr. Mark Baerlocher**, RVH Radiologist, was primary author on a review published in the Journal of Vascular and Interventional Radiology, titled "Overuse/Abuse of the Definition of 'Aerosol-Generating Procedures' to Limit Mask Use" <https://pubmed.ncbi.nlm.nih.gov/32457009/>.
- Dr. Baerlocher** was also a co-author on a standards of practice paper published in the Journal of Vascular and Interventional Radiology, titled "Society of Interventional Radiology Research Reporting Standards for Prostatic Artery Embolization" <https://pubmed.ncbi.nlm.nih.gov/32457009/>.
- Dr. Baerlocher**, also co-authored a review published in the Journal of Vascular and Interventional Radiology, entitled "Society of Interventional Radiology Quality Improvement Standards on Percutaneous Needle Biopsy in Adult and Pediatric Patients" <https://pubmed.ncbi.nlm.nih.gov/33011015/>.
- Dr. Matthew Follwell**, RVH Oncologist, was a co-author on a publication in the journal Supportive Care in Cancer, titled "Feasibility of implementing a cervix cancer-specific patient-reported outcome measure in routine ambulatory clinics" <https://pubmed.ncbi.nlm.nih.gov/32405964/>.
- Dr. Rouslan Kotchetkov**, RVH Oncologist, was co-author on a publication in the International Journal of Hematologic Oncology, titled "Nursing in patients with hematological malignancies" <https://pubmed.ncbi.nlm.nih.gov/32382410/>.
- Corey Heerschap**, RVH Wound/Ostomy Clinical Nurse Specialist, was primary author on a review article published in the Journal of Wound Ostomy & Continence Nursing, entitled "A Sector in Crisis: Meeting the Needs of Long-term Care Residents With Wound, Ostomy, and Continence Issues". <https://pubmed.ncbi.nlm.nih.gov/33201152/>.
- Dr. Giulio DiDiodato**, RVH Intensivist and Chief Research Scientist, was a co-author on the most recent WHO Solidarity Trial Consortium study on Canadian Treatments for COVID-19 (CATCO), published in the New England Journal of Medicine, entitled "Repurposed Antiviral Drugs for COVID-19: Interim WHO Solidarity Trial Results" <https://pubmed.ncbi.nlm.nih.gov/33264556/>.
- RVH ICU staff, **Dr. Giulio DiDiodato**, **Dr. Chris Martin**, and **Monica Monchis**, published an article evaluating new physician assistant tools in the journal CMAJ Open, entitled "Evaluation of a program using a physician assistant and an electronic patient-provider communication tool to facilitate discussions about goals of care in older adults in hospital: a pilot study" <https://pubmed.ncbi.nlm.nih.gov/32928879/>.
- RVH Oncologists, **Dr. Cameron Moore** and **Dr. Rouslan Kotchetkov**, were primary authors on a publication in the Journal-Hematology, entitled "Anticoagulation and bone marrow biopsy: is it safe to proceed?" <https://pubmed.ncbi.nlm.nih.gov/33594950/>.
- RVH Oncologist, **Dr. Rouslan Kotchetkov** was primary author on a publication in the International Journal of Cancer, entitled "Chemotherapy-based approach is the preferred treatment for sporadic late-onset nemaline myopathy with a monoclonal protein". <https://pubmed.ncbi.nlm.nih.gov/33529362/>.

Awards and Recognition



Gift of Life Awards

RVH was recognized by Trillium Gift of Life Network for its outstanding efforts to integrate organ and tissue donation into quality end-of-life care in 2019/20. Dr. Doug Austgarden, Intensivist, RVH Intensive Care Unit, was also named a Donation Champion for his individual efforts in organ and tissue donation and leading culture change at RVH. RVH is one of 30 hospitals awarded a 2019/20 Trillium Gift of Life Network Achievement Award and one of seven hospitals to recognize a Donation Champion on their team.

RVH Teaching Excellence Awards

Dr. Michelle Van Walraven, Family Medicine
 Dr. Pier Glaude, Speciality Medicine
 Dr. Matt Orava, Role Modeling Clinical Excellence
 Dr. Amanda Sauvé, Advocacy for Patients
 Dr. Paige Steciuk, Excellence in Teaching
 Dr. Stu Murdoch, Mikheal Award for Medical Education, Resident Doctors of Canada



FMTU Teaching Excellence winners (L-R): Dr. Michelle Van Walraven, Dr. Pier Glaude, Dr. Brent Elsey and Dr. Giulio Didiato.

Foundation Highlights



The RVH Foundation continues to be inspired by philanthropists who make life-changing gifts. Last year, 64 donors committed \$7.93 million to support patient care. We are also honoured that eight donors remembered RVH in their wills by giving \$1.32 million, leaving a legacy of support for their community. In addition, over 5,400 donors chose RVH as a charity of choice.

More than \$500,000 in donations was received to expand equipment resources for COVID-19 as well as donations of PPE, food and beverages.

RVH Foundation began its historic \$100 million Moments Matter Campaign. These funds will help expand the current hospital footprint to twice its size and fund a new health centre campus in Innisfil or south Barrie.

Pamela Ross joined the Foundation as the new CEO. In addition, two community leaders – Steve Blanchet and Mary-Anne Frith – were announced as the Moments Matter campaign co-chairs, and over 30 dynamic volunteers have committed to championing the campaign in the community.

Highlights

MY CARE Hero – Grateful Patient Program

The **MY CARE** Hero (MCH) program continued to grow in the last year, with more patients and their families making a donation in honour of their caregivers. A **MY CARE** Hero is a physician, staff member, volunteer or department that provides excellent care to patients while also supporting that patient's family throughout their time at RVH. In 2020, there were 452 MCH donations, raising more than \$73,000.

Memorial Giving

In 2020, there were 455 named memorial efforts raising approximately \$100,000.



TEAM RVH gets ready for the Rotary Fun Run.

Foundation Highlights

RVH Spirit of Giving Fundraiser

The inaugural RVH Spirit of Giving radiothon and streamathon, sponsored by PureHealth Pharmacy and other generous businesses, was a huge success thanks to the support of CTV Barrie, 104.1 The Dock, Pure Country 106 and our community. Funds raised, including a \$60,000 matching gift from proud RVH supporters Steve Blanchet and Debbie DeCaire, totalled over \$510,000 to support patient care at RVH.

Tim Hortons Smile Cookie Campaign

RVH's Birthing Unit was a proud beneficiary of the annual Tim Hortons Smile Cookie campaign for the second year, alongside Hospice Simcoe. Funds raised from the sale of each \$1 Tim Hortons Smile Cookie at Barrie and Stroud restaurant locations resulted in more than \$78,000 for each charity.

Tanger Outlets PinkStyle Campaign

This month-long campaign, held during October, supported the replacement of RVH's mammography units. Through the sale of \$10 Pink Savings Cards \$23,040 was raised.

Peart Family Memorial Fund Auction

Nancy Burkholder, an RVH Moments Matter Campaign volunteer and her family raised funds through the Neil Peart Memorial Auction as well as through the Neil Peart Memorial Fund, which she established in honour of her brother. Neil Peart was the iconic drummer from RUSH, and sadly, passed away from brain cancer. \$75,644 was raised for the RVH Simcoe Muskoka Regional Cancer Program.

Rotary Fun Run

Rotary Fun Run went virtual in 2020 and had well over 100 enthusiastic TEAM RVH participants lace-up in their own space, and at their own pace to support local charities including patient care at RVH. Once again, RVH was honoured to win the Rotary Fun Run Corporate Challenge for largest team.

McDonald's Healthcare Heroes Campaign

Barrie's McDonald's Restaurants have enthusiastically supported patient care at RVH through McHappy Day for several years, including helping our tiniest patients in the Neonatal Intensive Care Unit. Last year, while the traditional in-person activities were unable to proceed, \$20,000 was raised through McDonald's new Healthcare Heroes Campaign.

Foundation Highlights

Beer Store

Several local Beer Store locations raised funds during the summer months through a bottle return program, raising \$52,000 to support patient care at RVH.

Think Pink

This annual golf tournament organized by community members Norma Jean Salmon and Nora Dixon, was unable to proceed due to the pandemic. However, the committee and tournament supporters still found a way to raise funds – by encouraging donations in honour of the tournament through an online fundraising page. Over the years, the tournament has raised more than \$80,000 to benefit RVH's Simcoe Muskoka Regional Cancer Program.

Bridget's Run

More than 350 participants laced up virtually for the third annual Bridget's Run, in support of RVH's Neonatal Intensive Care Unit and Obstetrics Bereavement Program, as well as Bridget's Bunnies, amazingly raising over \$36,000.

RVH Angel Tree

This was the 9th year RVH was the recipient of the funds from the Angel Tree Campaign, organized by dedicated supporter, Brenda Stanley. This year's initiative raised \$6,370.

Defeat Depression Walk and Talk

The Defeat Depression campaign is a national fundraiser hosted by Mood Disorders Society of Canada designed to encourage individuals and organizations to raise funds to support local mental health programs and services. The Barrie chapter selected RVH's Simcoe Muskoka Regional Child and Youth Mental Health Program as a beneficiary of the 2020 walk – which went virtual. The campaign raised more than \$5,895.

Tour De T1D

This annual cycling event is in support of the Youth Diabetic Clinic at RVH, organized by Dr. Richard Goudie and Dr. Darlene Newnham. The Canadian Academy of Sport and Exercise Medicine (CASEM) showed its support by raising over \$1,500. Another \$3,575 was raised through additional online donations, for a total of \$5,085 in support of the Youth Diabetic Clinic at RVH. To date, Tour De T1D has raised over \$50,000.

Barrie's Live Music Show

RVH was a beneficiary of the online Barrie's Live Music Show, a Facebook group with thousands of active members, who supported patient care through donation requests during free live and recorded musical performances. In one week, more than 300 performances by local musicians were uploaded, with close to 80 community members donating over \$3,000.

Foundation Highlights

Release For Your Heart

This first-ever Release For Your Heart half-marathon was organized and completed by community members Danielle Gaucher and her nephew Deklan. The fundraiser was held in honour of Danielle's husband Jeff, who had a cardiac emergency in 2018 and is now on a journey to rehabilitation. The family was so grateful for the care Jeff received at RVH, they raised \$2,750 to benefit RVH's cardiovascular rehabilitation services.

Playing for Connor

The annual Playing for Connor baseball tournament wasn't able to proceed in 2020 as usual. Organizers, Emily, her mother Leslie, and brother Hunter, pivoted their efforts and raised a remarkable \$5,518 through a bottle drive for the RVH Simcoe Muskoka Regional Child and Youth Mental Health Program.

Artisan Market in the Vineyard

The second annual Artisan Market in the Vineyard was hosted by Heritage Estate Winery organized by RVH Recreation Therapist, Katherine Lee. \$4,400 was raised to support patient care and the Specialized Seniors Care Unit's Recreation Therapy Program at RVH.

Drive-thru Ribfest

Camp 31 BBQ, Billy Bones BBQ and Pistol Pete's BBQ served people in almost 3,000 cars as part of a creative drive-thru BBQ Ribfest in Barrie last summer. The event raised over \$8,500 for patient care at RVH.

RVH Point of Sale Fundraising Program

This past year saw the launch of an exciting new Point of Sale fundraising program for RVH - connecting our community and support of patient care through local business initiatives. These endeavours incorporated various fundraising methods including rounding up or topping up purchases, as well as purchasing a specific meal or item with a percentage donated to support patient care at RVH. Special thanks to the first RVH Point of Sale business supporters: Barrie Cora, United Lumber Home Hardware Building Centre - Barrie North, Barrie Olive Oil Company and Cookie Diva.



Bridget's Run raised \$36,000.

RVH's Pandemic Response



So much has changed since last March when the COVID-19 pandemic was declared and Ontario entered a state-of-emergency.

With an unwavering focus on safety, RVH introduced hundreds of new practices and protocols, put screeners at every door, restricted visitors, delayed scheduled surgeries to maintain bed capacity and, essentially, went into lockdown.

We faced a global PPE shortage, opened additional beds, built a field hospital and supported our long-term care partners as the virus ravaged their homes. Now, RVH offers 'shots of hope' at our busy Immunization Clinic in Barrie.

It's been a gruelling year and our hearts go out to those who've lost loved ones to this terrible virus. Yet amidst the tragedy, despite fear for their own safety and that of their families, TEAM RVH continues to demonstrate incredible courage, compassion and commitment. TEAM RVH has:

- Established an Emergency Command Centre to manage RVH's response.
- Hired more than 350 additional staff, including screeners, immunizers, nurses, PSWs, cleaners and infection control specialists.
- Developed and communicated a detailed and robust surgical ramp-down and ramp-up plan.
- Renovated spaces and added 101 new beds, including a 70-bed Regional Pandemic Response Unit.
- Opened screening clinics in Barrie and Innisfil.
- Opened the region's first Immunization Clinic on Sperling Drive.
- Accepted the transfer of 200+ patients from over-burdened GTA hospitals through the GTA Incident Management Structure.
- Supported almost 30 Simcoe Muskoka long-term care and retirement homes including temporary management of Simcoe Manor in Beeton.
- Expanded our laboratory capabilities to provide in-house COVID testing.
- Liaised with community partners including the health unit, City of Barrie and regional hospitals to facilitate a regional, cohesive response and communications.
- Introduced virtual visitation and pet therapy while our 'Blue Brigade' volunteers are temporarily suspended.

RVH's Pandemic Response

- Recognizing the importance of clear, concise and timely information, implemented an effective communication strategy to ensure TEAMRVH and key stakeholders were kept informed and engaged:
 - ◊ Introduced Virtual Town Halls to keep TEAM RVH informed and engaged including a Community Town Hall
 - ◊ On-going government / elected officials updates and virtual meetings.
 - ◊ Bi-weekly updates on CTV and other local media outlets.
 - ◊ Distributed more than 130 COVID-19 updates from Janice Skot and Dr. Jeff Tyberg.
 - ◊ Created a comprehensive, standalone intranet site for all COVID-19 information and resources.
 - ◊ Established a Caring for YOU committee to focus on resiliency initiatives including designated safe break spaces, wall of gratitude and recognition wall.

