

**RVH**

Royal Victoria  
Regional Health Centre

RVH'S 2019 ANNUAL REPORT

# vitalsigns



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# What's Inside



## Municipalities support healthier communities

Outstanding support from our municipal partners has enabled RVH to grow and bring care closer to home.

The County of Simcoe has shown visionary leadership, investing \$107 million (1994-2031) in seven area hospitals that serve county residents. The county's ongoing investment, including \$25.6 million to support RVH's expansion and its new regional child & youth mental health program, has strengthened area hospitals and supported expanded services, spaces and technology.

The District of Muskoka invested \$250,000 in RVH's regional heart program, in addition to a \$3 million contribution to the health centre's expansion. Meanwhile the City of Barrie's investment in the expansion, which doubled the size of the health centre, was \$52.5 million. Thank you to our generous and forward-thinking municipalities for their outstanding commitment to improving local healthcare and creating healthier communities!

Photo: Simcoe County Warden George Cornell celebrates the county's generous investment in local healthcare.

## About the cover



RVH's Children's development services has partnered with the Lake Simcoe Region conservation authority to create Therapy in the Woods Program.

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# 2018 - 2019

## RVH BY THE NUMBERS



**\$366 million**  
Annual budget

**2,750**  
Employees



**567,022**  
Patient visits

**437**  
Physicians



**86,833**  
Emergency visits

**750**  
Volunteers



**82,600**  
Cancer centre visits

**9,209**  
Donations



**2,447,839**  
Lab tests

**1,952**  
Births



**205,905**  
Imaging tests

**15,264**  
Surgeries



**99.8%** Score from Accreditation Canada for quality and safety



Janice Skot and Charlotte Wallis

## RVH Board of Directors

Charlotte Wallis (chair)  
 Michael O'Keefe (past chair)  
 Doug Frost (1st vice chair)  
 Michael Gleason (2nd vice chair)  
 Janice Skot (secretary)

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Linda Collins  
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 Jason Teal  
 Dr. Jeffrey Tyberg, chief of staff, RVH

### As of September 1, 2019

#### RVH Medical Staff Association:

Dr. David Boushy, President,  
 RVH Medical Staff Association  
 Vice President (pending)  
 RVH Medical Staff Association

**Special thank you to Michael O'Keefe, outgoing chair of the RVH Board of Directors, and board member Shawn Binns as well as Dr. Emily Chan, outgoing president, Medical Staff Association, for sharing their time and valuable expertise with us.**



# Message from RVH

Hospitals are the heart of every community.

At RVH we take that responsibility seriously as we ensure the health centre is a dynamic and innovative organization, growing to meet your healthcare needs.

Looking back over the last year we celebrated many achievements and successes. The Simcoe Muskoka Regional Heart Program completed more than 1,600 procedures and our regional Child and Youth Mental Health Program helped more than 1,300 troubled children and youth.

RVH's commitment to quality and safety was recognized with the highest possible performance designation from Accreditation Canada – Accreditation with Exemplary Standing. We achieved a remarkable 99.8 per cent score. We also received Stroke Distinction from Accreditation Canada for our Acute and Rehab Stroke Program and our Laboratory Services achieved its highest accreditation standing.

These designations send a clear, strong signal that you can have great confidence in the care you, or your loved ones, receive at RVH.

As we continue to focus on providing exceptional care every day, without exception, we are also looking ahead to the future – a future that includes doubling the size of our current facility while planning for a second campus in south Simcoe.

Charting RVH's course for the future is a complex and lengthy process. That's why our plan takes a 20-year graduated approach for expansion and redevelopment. One of our first steps is providing outpatient services in Innisfil's new Rizzardo Health & Wellness Centre where RVH's outpatient services will include children's treatment clinics as well as adult medicine clinics, such as asthma, diabetes and geriatric services.

But make no mistake, while RVH looks to the future we never take our eyes off the current needs of our patients. And that means staying true to our vision to **Make each life better. Together.**

Charlotte Wallis  
 Chair  
 RVH Board of Directors

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

AD



## A calming presence in an orange shirt

People who come to RVH's Emergency department (ED) are often scared, panicked or confused. Fortunately, Zach Mollins-Bidlake is there to help ease their anxiety.

A member of RVH's Security Services, Mollins-Bidlake often works in the ED as a liaison officer, a new role created to assist during its busiest hours. Instead of a security uniform he wears an orange shirt, offering a very identifiable, yet, non-threatening presence.

**“You’re playing the role of a volunteer, patient representative and security officer all in one,” Mollins-Bidlake explains. “You want to provide the best possible experience for patients while they’re here, considering the circumstances.”**

The liaison officer greets patients and circulates throughout the waiting areas. They maintain safety by proactively de-escalating potential issues, while promoting positivity in what can be an anxiety-producing environment. Even the simplest of actions such as providing directions, getting water or offering a warm blanket can

make a world of difference to someone waiting in our ED.

“As a security officer you’re that authoritative figure,” he remarks. “The role of the liaison officer is not meant to be that way. It’s meant to be customer service role, providing empathy and kindness, greeting people with a smile and listening to them when they need you to.”

Early evidence suggests when a liaison officer is present violent incidents in ED have decreased by more than 25 per cent.

“Staff are responding really positively to it,” notes Cathy Clark, director, Safety, Security and Occupational Health. “And that’s a huge piece for us; it’s about staff safety as much as it is for patient safety. The staff on the frontline in ED - the triage nurses, the registration clerks - we want to make sure they are really well supported by our team as well.”

Mollins-Bidlake agrees, “It improves their quality of work which means they’re going to be able to provide better quality care for patients.”

And safe, quality care is RVH's highest priority.



● Award-winning program turns play into valuable therapy



# Award – winning program turns child’s play into valuable therapy

Four-year-old Joshua laughs as he throws a handful of yellow, red and brown leaves into the air. His hands are dirty, his boots are muddy and he’s celebrating the fact he just had a chubby chickadee eat seeds out of his hand.

What might seem, at first, as simple child’s play is actually something much more. It’s an opportunity for children with developmental needs to receive valuable learning in an outdoor setting.

Joshua is one of 20 preschoolers who, along with their families, are participating in RVH’s award-winning Therapy in the Woods Program at Scanlon Creek Conservation Area.

RVH’s Children’s Development Services has partnered with the Lake Simcoe Region Conservation Authority to create an innovative program that provides specialized therapy including speech and language services, occupational therapy and physiotherapy.

“At first the children are not sure of the environment, but by the middle of the four-week session they are calm and feeling able to connect to the surroundings,” says Karen Muscat, communicative disorder assistant, RVH. “Parents play a key role and actively participate in the program often bringing younger siblings along for the fun. We have children who, for example, have autism and become so calm and relaxed through this program, that they are able to stand still long enough to have birds land on their heads or on their hands. That experience in itself

is pretty magical.”

Children improve their balance by walking on different forest surfaces such as logs up a winding path, around and over rocks, roots and stumps. They are provided with unique sensory opportunities as they explore outdoors and dig, grasp and play with the objects found in the forest.

“This program basically connects young children with special needs to nature. They are receiving the therapy they need while socializing with other children, experimenting, learning and having fun outdoors,” says Rhea Taplin, manager, Child and Youth Ambulatory Services, RVH.

The program is so innovative and successful the Children’s Development Services team was awarded the 2018 Healthy Community Award from the Lake Simcoe Region Conservation Authority. Most recently the Therapy in the Woods program was recognized by Accreditation Canada as a leading healthcare practice.

“These honours are a huge accomplishment as they recognize both our innovation and contribution to our community, as well as our passion for helping families of children with special needs,” says Taplin.

While there’s plenty of scientific and educational research behind the program all little Joshua is concerned about are the logs he will climb next and the frogs he hopes to find among the damp moss. And that’s about the best therapy anyone can ask for.

# Managing your meds helps to keep you safe

If you're like most adult Canadians, you probably took at least one prescription drug this year. Perhaps you also take vitamins or herbal supplements.

But sometimes the medications you take every day, including those vitamins and herbal supplements, may not be suitable for what you are being treated for in hospital. That's where the important process of medication reconciliation becomes vital to getting you well and on your way home.

"Common herbal supplements, such as vitamin E, garlic, turmeric and even Omega 3 act as blood thinners," says Debra Merrill, director, Pharmacy Program. "If someone is coming in for surgery, this is something their anesthetist or surgeon would likely want to discuss with them and potentially ask them to stop taking prior to surgery. The same protocol would apply to diabetics who might need to alter their insulin or oral diabetic medications if they needed to fast before or after a procedure. That's the kind of information we would record and share with the physician for review."

RVH ensures all eligible patients receive a Best Possible Medication History (BPMH) upon admission and a Best Possible Medication Discharge Plan (BPMDP) when they leave the health centre. It's important to bring all your medication with you so RVH's highly-trained pharmacy technicians can carefully review your medications with you. Once the BPMH is recorded, it is shared with your physician and based on that review and recommendations from the pharmacy team, a physician may ask you to stop taking a particular medicine, change the dose or even change the medication.

"Recording all medications a patient takes is an important safety measure," says Michal Racki, clinical pharmacist. "Once we've verified all medications, which includes prescriptions, non-prescriptions and herbal supplements, we thoroughly review the list to determine if there are potential interactions based on the reason you were admitted, the procedure you are having or what other medications may be required during your hospital stay. Ensuring this list is detailed and accurate takes time, but is a vitally important safety measure."



RVH patient Dianne McCabe discusses her medications with clinical pharmacist Michal Racki.



## Before you visit please bring with you:



All of your medications from home, in original containers, including over-the-counter medications, herbal medicines and vitamin supplements



An up-to-date list of all of your medications, including:

- Prescriptions (containers, bubble packs, samples, etc.)
- Inhalers, patches, eye/ear drops, medicated lotion, nose sprays, injections, etc.
- Vitamins, herbal products, etc.



What the drug is for, the dose, and when you need to take it

To verify medication, two sources of identifications are required:

- This could include the patient's verbal account, a copy of the prescription, the actual medication in its container or a report from your pharmacist.
- Remember to update your medication list when ANY changes are made after all doctor and hospital visits.



**You can also download an app such as [MyMedRec](#) to help you keep track of your medications.**



[RVHplanourfuture.ca](http://RVHplanourfuture.ca) for more information

# Planning RVH's future - with YOU

RVH is planning an exciting future; a future that includes dramatically expanding its current Georgian Drive facility while planning a second south campus in Innisfil or south Barrie.

“RVH’s plan for the future is driven by growth,” explains Janice Skot, RVH president and CEO. “Not only is the region’s population growing rapidly, but it’s also an aging population and RVH needs to ensure it can meet increased healthcare needs in the future and bring care closer to home.”

RVH is already facing crippling capacity challenges and projections suggest over 170,000 new residents will move to Barrie, Innisfil and Springwater by 2041. To keep pace with that growth, the current “north campus” will need to double in size, including construction of a multi-story inpatient tower to accommodate additional beds and new services.

Meanwhile, the search continues for the best site for the proposed south campus which will begin as an ambulatory centre and expand to a full-service hospital over 20 years.

Using clear criteria and feedback received through 16,000 community engagement interactions, RVH’s Site Selection Committee – which includes community representatives - has narrowed its search from over 225 square-kilometres to nine potential sites. Expert consultants continue a comprehensive analysis to develop a short list of top-ranked sites that RVH’s Board of Directors will consider.

“Choosing a site for RVH’s south campus health hub is a once-in-a-lifetime decision that will impact healthcare in the region for generations to come,” explains Skot. “That’s why we’re taking our time to ensure we choose the best location. We want to get this right and that includes listening carefully to patients, staff, physicians and area residents about what is important to them when it comes to healthcare.”

Community input and support have been crucial at every stage of RVH’s history. We know we can count on our community to continue to support RVH in the future.

**RVH is your regional health centre.**  
**Make each life better. Together.**



## Heart Program pumped to reach next level of care

Tayten Yachuk had no idea he was in danger of having a heart attack. So when he started having chest pains, he was quick to blame the discomfort on the renovation work he'd done over the weekend.

"I will never forget that day. I had pressure in my chest and my arms were sore, but a heart attack was the farthest possibility from my mind," says Yachuk.

When the 40-year-old Bracebridge man arrived at Muskoka Algonquin Healthcare with chest pains he was immediately transferred by ambulance to RVH in Barrie.

It was there, in the health centre's new Cardiac Intervention Unit (CIU), that he was found to have a 99 per cent blockage in one of his heart arteries.

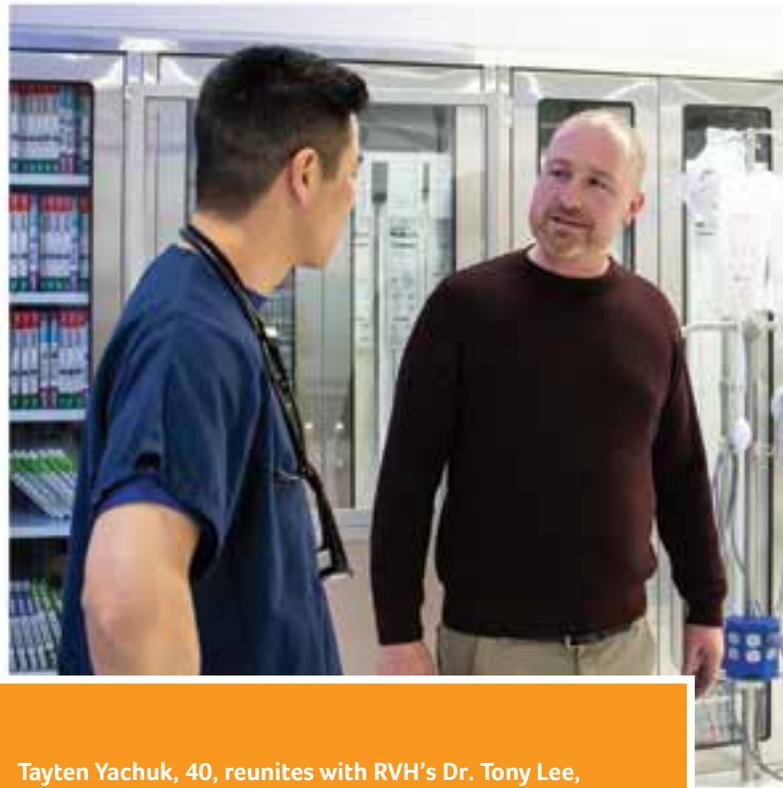
"That was the scariest thing I've ever experienced, but my family and I were relieved when we were told that I would be transferred to RVH instead of having to travel farther away," he recalls.

At RVH Yachuk underwent an immediate angiogram to assess his heart arteries for blockages which was followed by an angioplasty during which two stents were inserted. He responded well to his procedure and was back in Bracebridge the very same day.

"Being able to provide Mr. Yachuk with this service close to home is another step forward as we gradually ramp-up services over the next few years," says Dr. Tony Lee, interventional cardiologist. "Since opening the heart program in January 2018, an innovative partnership with Southlake Regional Health Centre, this team has completed 1,600 procedures. In addition to angiogram procedures we have started doing Percutaneous Coronary Intervention (PCI) which is the process of inserting a stent into the blocked coronary artery to keep it open and stop any further heart damage."

The next step for the heart program will happen in 2020 when it begins operating 24/7. That's when paramedics will start transporting nearly all North Simcoe Muskoka heart attack patients directly to RVH for treatment, bypassing other local emergency departments. This is a very important step as the faster a patient can be treated the better the outcome. When it comes to the heart, 'time is muscle'.

Thanks to the generosity of community support, RVH is well-positioned to provide world-class cardiac care. The Cardiac Intervention Unit is a 16-bed, 14,300 square-foot space which includes two procedure rooms featuring first-in-Canada technology to perform cardiac angiograms and angioplasty. RVH also has a dedicated Cardiac Care Unit to provide intensive care to heart patients, an Urgent Cardiac Clinic in its Emergency department, and a 32-bed Cardiac Renal unit.



Tayten Yachuk, 40, reunites with RVH's Dr. Tony Lee, interventional cardiologist, Simcoe Muskoka Regional Heart Program. Yachuk had a heart attack at home in Bracebridge and was transferred to Barrie where he underwent an angioplasty during which two stents were inserted.

**“I am still in awe of the technology and the procedures, given the only visible scar is easily mistaken for an old paper cut on my wrist,” says Yachuk. “I owe my deepest gratitude and admiration to Dr. Lee and his staff. They quickly turned a negative experience into a very positive one giving me another 40-year lease on life.”**



# Former addict finally likes what he sees in the mirror

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Ron hated his life.

When he opened his eyes in the morning he had only drug use, pain and misery waiting for him.

“I’ve struggled with addictions for more than 30 years, but the last two years were really bad. I used every penny I had to buy drugs. I would lie, cheat and steal – do anything – to get drugs,” said the 54-year-old Barrie resident.

The addiction started as a way to numb the pain from a back injury he experienced as a plumber. It quickly became a way to block out the world.

Having used RVH’s Addictions Services in the past, Ron once again sought help knowing his current path was leading him straight to an early grave.

That’s when he walked through the doors of the Barrie location (70 Wellington Street, West) of the North Simcoe Muskoka Regional Rapid Access Addiction Medicine (RAAM) service – a walk-in clinic designed to provide immediate help for people struggling with addictions.

“I can tell you, if they didn’t see me right away I would have stepped right back into active addiction – back to drinking heavily, using cocaine, crack and opioids. Back to doing anything I could to build a wall between me and the world. I hated the world.”

The RAAM Service in Barrie and Orillia is open Monday to Friday from 8:30 a.m. to 4:30 p.m. The Midland service is open Monday and Friday from 8:30 a.m. to 4:30 p.m. and Wednesday from 11 a.m. to 7 p.m. These services were opened in response to the region’s growing opioid crisis.

“The battle in the opioid crisis is not in RVH’s Emergency department, but out in the community,” says Dr. Chris Martin, an RVH Emergency physician and medical director of the Intensive Care Unit. “People who use drugs are playing a deadly game of Russian Roulette because so many drugs – from cocaine to heroin – are being laced with synthetic fentanyl.

Clinics like RAAM are helping people address their addictions. It’s keeping them alive.”

The number of opioid overdoses has spiked in the past year and has increased almost six-fold over the past five years. Between April 2018 and March 2019 RVH treated 438 opioid overdoses compared to 67 in 2013-’14. Four people have died of opioid drug overdoses at RVH this past year, compared to only two deadly overdoses in 2013-’14.

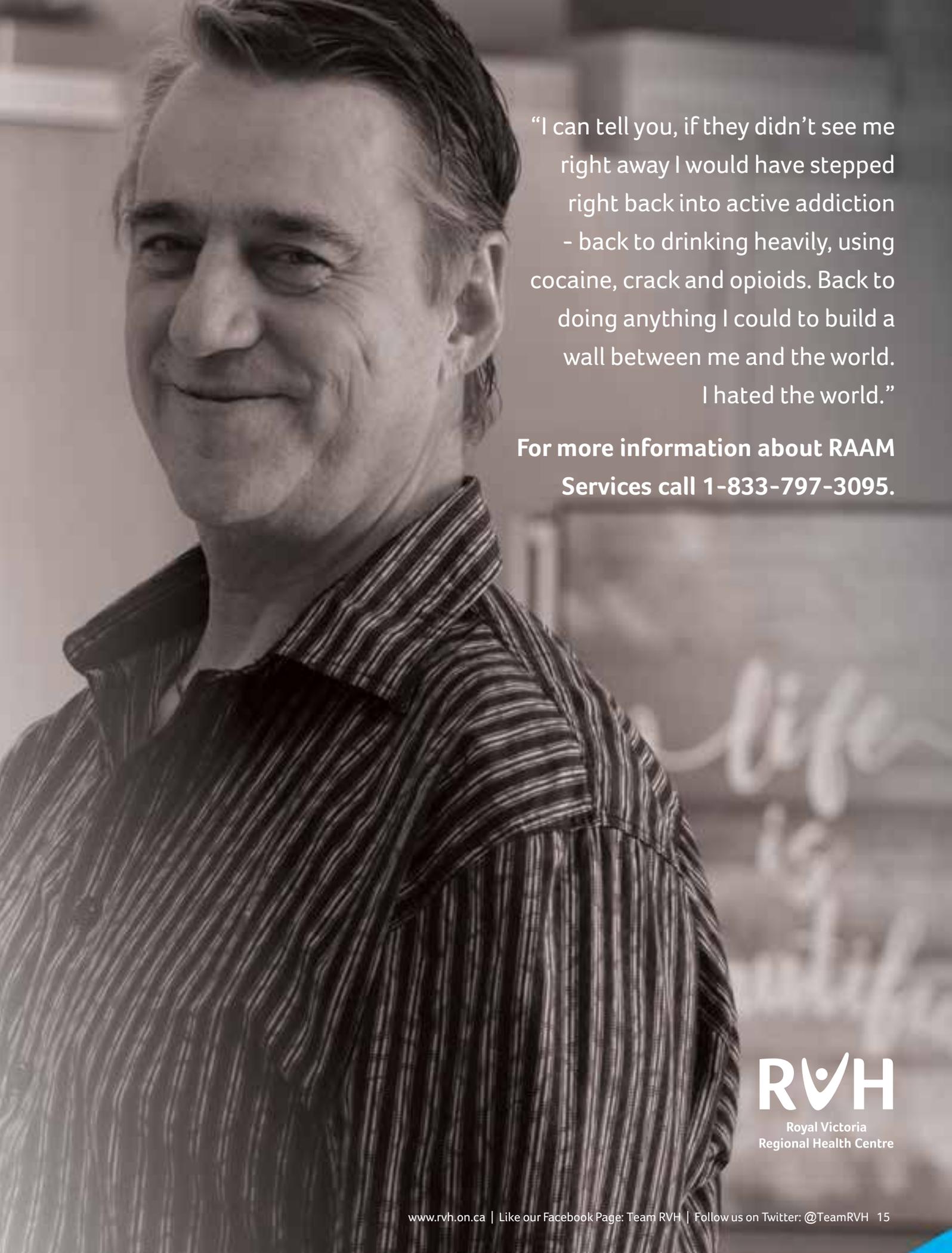
RAAM Service has been open for a year and during that time more than 500 people, just like Ron, have walked through the doors ready to beat their addictions.

“When you are in active addiction and you are ready to make that move to quit, having someone to talk to immediately is crucial,” says Ron.

For him, that someone was Nancy Armstrong, RVH addiction counsellor.

“We know that when people walk through our doors it takes a lot of courage. For many individuals this is their last stop, their last place of hope. We recognize that immediate access is paramount to our clients’ success,” says Armstrong. “Our job is to provide a safe, supportive environment, one that allows the person to feel respected and heard.”

Today, thanks to RAAM, Ron is a different man. He’s clean, sober and the former plumber is now teaching technical courses to plumbing apprentices – a position he calls ‘his dream job’.



“I can tell you, if they didn’t see me right away I would have stepped right back into active addiction - back to drinking heavily, using cocaine, crack and opioids. Back to doing anything I could to build a wall between me and the world. I hated the world.”

**For more information about RAAM Services call 1-833-797-3095.**

**RVH**  
Royal Victoria  
Regional Health Centre



## Seeing the world through the eyes of Dr. Roberta Bondar

Beauty is everywhere, even when floating 400 kilometres above the Earth's surface.

From Dr. Robert Bondar's cosmic perspective as an astronaut, Earth can be difficult to describe without expressing an abiding appreciation for life and its undeniable relationship to the environment.

Back on Earth, RVH is now home to Dr. Bondar's inspiring view of some of the most remote parts of Canada with her donation of eight stunning photographs. These images are now part of RVH's permanent art collection through the Art@RVH initiative.

"We recognize the important healing power of art and have deliberately placed beautiful, unique and thought-provoking pieces of art on the walls and on the grounds of the health centre," says Janice Skot, RVH president and CEO. "We were

honoured to have Dr. Bondar gift us with these incredible photographs and know they will inspire and enlighten everyone who pauses to appreciate them."

Dr. Bondar donated photographs from her *Seeing the World* exhibit through the Roberta Bondar Foundation. This exhibit of her works ran for six months in the David McCullough Hearts & Minds Gallery and are now placed throughout the health centre.

A testament to the ever-changing beauty and fragility within the Canadian landscape, Dr. Bondar's photographs tell a story of distinct biological communities and their relationship with the Earth's physical climate. From Prince Edward Island's Atlantic Red Cliffs to the Boreal Forests of Saskatchewan, she showcases Canada from land and air to draw attention to environmental issues.

\*To view Dr. Roberta Bondar's exhibit Seeing The World exhibit go to RVH's YouTube channel RVHBARRIEON and type Dr. Roberta Bondar Video Gallery in the search bar.



Vanessa Willow

## Cancer journey leads woman back to her traditional roots

Vanessa Willow never imagined a cancer diagnosis would ignite a passion for painting with a rich connection to her Ojibwe roots.

“I was really scared waiting for my first radiation treatment,” says the 48-year-old Barrie woman. “Then I saw a painting by the famous Indigenous artist Norval Morrisseau and I didn’t feel alone anymore. I’m very spiritual that way. I felt like there was an army of family behind me. That was my ‘secret weapon.’”

The comfort the Morrisseau painting brought her was magnified by the respect she was given at RVH when she requested the Indigenous healing tradition of smudging. Her own physician says she saw the benefits firsthand.

“I was inspired by how healthy, both mentally and emotionally, she was through her treatment,” says Dr. Rene Hanrahan, oncology surgeon, RVH. “I believe having access to traditional healing practices contributed to her wellness.”

RVH works alongside members of the Barrie Area Native Advisory Circle (BANAC) and the Aboriginal Health Circle (AHC) to ensure traditional healing practices are available.

“Staff participate in cultural safety training in order to cultivate an atmosphere of deeper understanding and increased respect for Indigenous Peoples, their history and world view,” says Claire Minns, Indigenous project coordinator, RVH.

Willow was grateful for the cultural respect she was shown, but says her greatest journey began after her treatment ended.

“After I had my last radiation treatment I received an art set as a gift. I laughed a little because I can’t draw. I just don’t have that in me,” says Willow. “After I got home I felt like I could exhale – really exhale – for the first time in a very long time.”

Then she looked at the blank canvas and started to paint. She hasn’t stopped. Images that told stories of her cancer journey, of family, tradition and history poured out of her. In just a year she has completed more than 200 pieces.

“Like a caterpillar who goes into a cocoon, I thought the world was going to end for me and like that caterpillar I emerged as a butterfly.”

One of Willow’s large works hangs in the Ontario Native Women’s Association, Fort William First Nation, Thunder Bay and just recently her image in honour of missing and murdered Indigenous women was unveiled at the OPP headquarters in Orillia.

One special piece remains at RVH, in Dr. Hanrahan’s office as a reminder of the caterpillar that found her wings.

# Filling students' backpacks with tools to face anxiety

For two years Rachel's crippling anxiety kept her from attending high school. Instead of hitting the books, the 17-year-old curled up in her bed and hid from the world.

Today, thanks to a new program at RVH, Rachel has completed three high school courses and learned coping strategies which enabled her to return to school.

Rachel attended the new Day Program, a service of the Simcoe Muskoka Regional Child and Youth Mental Health Program. This in-hospital program is the only one of its kind in the region.

"I wouldn't be back in school right now if I hadn't attended the Day Program," says Rachel. "I learned so much about myself and that knowledge brought everything together for me in my life. Finally everything wasn't so confusing for me anymore. I wasn't as anxious and it helped me learn how to communicate."

The focus of this program, a partnership with the Simcoe County District School Board which opened in September 2018, is to provide academic and mental health services for up to 10 high school students unable to attend regular classes due to anxiety or depression.

The goal is to transition the students back to their community high school once they are ready. The students, referred to the program by their school, typically attend for 10 weeks, but that number is flexible based on the student's progress.

Each morning the students attend classes at RVH in an area designed just for them. They have their own teacher, Patti Grace, and an educational assistant, Karolynne Jones, both from Eastview Secondary School.

"Children have a right to education and we need to

create different ways of what that looks like. I'm proud to be a part of a different opportunity for students to get healthy and back to what teenagers should be enjoying," says Grace. "Not every day is a good day for them, but you learn and figure out how you can help make the next day better."

While in the Day Program the students have the opportunity to earn two or more credits through an accommodated curriculum as well as receiving recreational therapies, individual and group therapy. The students each work on an individual course they require such as math, English or science. They also receive an Interdisciplinary Studies Credit created specifically for the Day Program by Grace, in co-operation with the RVH mental health team.

"This course is really unique in that the students receive a credit by participating in the mental health therapies we offer at RVH," says Katie Elliott, recreational therapist. "That's pretty cool."

Community fundraising and awareness campaigns were crucial to the creation of these services.

Since January of 2018, the regional child and youth mental health program has provided care to more than 1,300 individual children and youth from across Simcoe Muskoka through the eight-bed inpatient unit, outpatient program or Day Program.





“A young person’s mental health is just as important as their physical health and they deserve the same quality and access to support,” says Dr. Jim Shaver, medical director, Mental Health and Addictions Program, RVH. “When we opened the Day Program we were able to provide students dealing with anxiety or depression a new avenue of hope. Our goal is to fill their backpacks with effective strategies to get them back to their community high school.”

Photo top: Georgian Bay artist Rod Prouse and Katie Elliott, RVH recreational therapist, put some final touches on a wall mural created by the students in the Day Program.

Photo bottom: Day Program teacher, Patti Grace, goes over the morning lesson – an academic program she created in co-operation with the RVH mental health team.

● She wrote the perfect ending to her own story

She wrote the  
perfect ending  
to her own story

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Lora Burke knew the exact date and time she was going to die. And that's how the 94-year-old Barrie woman wanted it.

So at precisely 3 p.m. on November 15, 2018, after nibbling a few of her favourite foods (jumbo shrimp, goat cheese and her daughter's famous tarts) wearing a bright pink T-shirt, jeans and matching jacket (collar turned up) the feisty Canadian writer, broadcaster and fashion expert closed her eyes for the last time.

She spent her last moments with her daughter and son-in-law, Pam and David Goode, listening to a recording of Glenn Gould playing Bach. It was a moment Burke had been planning for 40 years, even before Medical Assistance in Dying (MAID) was ever thought possible in Canada.

In June 2016 MAID became legal in Canada and that meant RVH was able to grant Burke's last wishes. But first the health centre followed a comprehensive process with multiple checks and balances to ensure Burke was eligible and capable of making that decision.

RVH was granted the privilege of chatting with Lora Burke a day before she passed away. Her choice was inspired by right-to-die activist Sue Rodriguez.

**“When Canada’s law changed to permit eligible people to obtain medical assistance in dying, I began to hope that my life might eventually end in such a dignified, self-determining manner,” said Burke.**

Burke, having already suffered from an excruciating bout with cancer, was determined to not have a ‘repeat performance.’

Once she entered RVH with similar symptoms, Burke decided to put MAID into action. “I was in a race to cut this disease off at the pass,” she said.

While Burke calmly waited for the green light to pick the time and date to die, the RVH MAID team was meeting to ensure all the correct procedures were followed. One of the team was Dr. Matt Follwell, chief of Oncology, and co-chair of the MAID Committee.

“Even before MAID came into effect we began the process to develop our own comprehensive policy which included internal and external engagement,” says Dr. Follwell. “While we are continually tweaking the policy based on reporting requirements, we are very

happy that we are providing robust oversight, ensuring the safety of our staff and providers, and putting our patients first. MAID is all about patients having choice about their care.”

Once the patient has requested MAID, they meet with RVH's MAID Navigator, who coordinates to have consent signed, two independent assessments and a palliative physician consult to be completed prior to the MAID team meeting.

“This is what we call our pause. It's the time when we present the entire case, the patient's story and experience, review all the assessments and answer any outstanding questions,” says Melissa Lambert, social worker and MAID Navigator.

All MAID protocols take place within 10 days of the patient signing consent. As the assessments were taking place, Burke spent time making sure all the loose ends of the last chapter of her life were tied.

“We spent those 10 days laughing and joking, talking and reminiscing, discussing her final wishes, playing gin rummy and just enjoying each other,” says Pam Goode. “Then on the day and at the time my mom chose, and with our family physician and friend Dr. Kerstin Mossman as the administrator, I watched my mother fall asleep. She very quietly died. This is what she wanted, to leave on her own terms. The experience was overwhelmingly positive. Of course I was a mess- crying the whole time. I miss her so much, but it was amazing that she got to go the way she wanted.”

Since MAID became available at RVH 30 patients have requested the service. No RVH staff are obligated to participate in MAID and conscientious objectors can choose to not be involved. Currently RVH has four physicians who administer MAID and some community physicians, such as Dr. Kerstin Mossman, who may participate at the request of their patient.

“I was humbled and honoured to be present with her, both as her doctor and as her friend. The memories of our interactions during her care journey will inspire me for years to come,” says Dr. Mossman, a member of the MAID Steering Committee.

“I was proud to see that all processes designed on paper were implemented so seamlessly and with constant support for my patient and her family. This tremendous team effort is what truly mattered in Lora's final days of care.”

RVH's MAID process allowed Lora to write the perfect ending for the last chapter of her amazing life.





**750**  
Volunteers

# Volunteers

2019 BY THE NUMBERS



**75**

Volunteers in the hospital every day



**80**

Different services provided



**100,000**

Annual volunteer hours



**\$1.8 million**

Raised to-date for cardiac and child & youth mental health programs



Lise McCourt, president

## RVH Auxiliary Board of Directors

Lise McCourt, president

Pat Ummels, vice president

Janice Williams, past president

Margaret Tervit, secretary

Craig Bemrose, director

Dan Fyshe, director

Tony Togwell, director

Susan Turner, director

Sharon Partridge, community director

# Message from the RVH Auxiliary

The “Blue Brigade”, as it is affectionately known, is a legion of 750 men and women of all ages who donate their time to the RVH.

The sheer number of volunteers itself is very impressive, but what is even more amazing is that this dedicated group has helped raise more than \$8.5 million since 2007 for new equipment, supplies and spaces, all with the goal of improving patient care.

In 2019, the RVH Auxiliary ramped up its fundraising efforts to complete its current pledge of \$2 million towards the Hearts & Minds campaign. All funds raised go directly to the new Simcoe Muskoka Regional Heart Program and the Simcoe Muskoka Regional Child and Youth Mental Health Program. On behalf of the Auxiliary, I was honoured to recently present our latest cheque of \$400,000 to Janice Skot, RVH’s president and CEO – a donation which brought our total contribution to \$1.8 million.

Our original goal was to complete the pledge by the spring of 2020, but because of the remarkable work done by our volunteers, we have advanced our deadline to the fall of 2019. The Auxiliary has a long history of being first out of the gate when the health centre announces a new campaign and we want to be ready to honour that tradition when the time comes.

The Auxiliary has planned over a dozen fundraising initiatives for 2019 – some of which will take us out into the community. As an example, members of our “Blue Brigade” were just out at several retail locations in Barrie and surrounding areas, with their blue vests and white Tag Day boxes, hoping shoppers would donate some spare change. We are planning BBQs, golf tournaments, theatre trips, bake sales, a Christmas Bazaar, and other fundraising activities to help us raise the last \$200,000 needed to complete our pledge. Our two on-site businesses, the Café Royale and Victoria’s Gift Shop, continue their important work of supporting our pledge by offering wonderful products and services to all hospital patients and visitors.

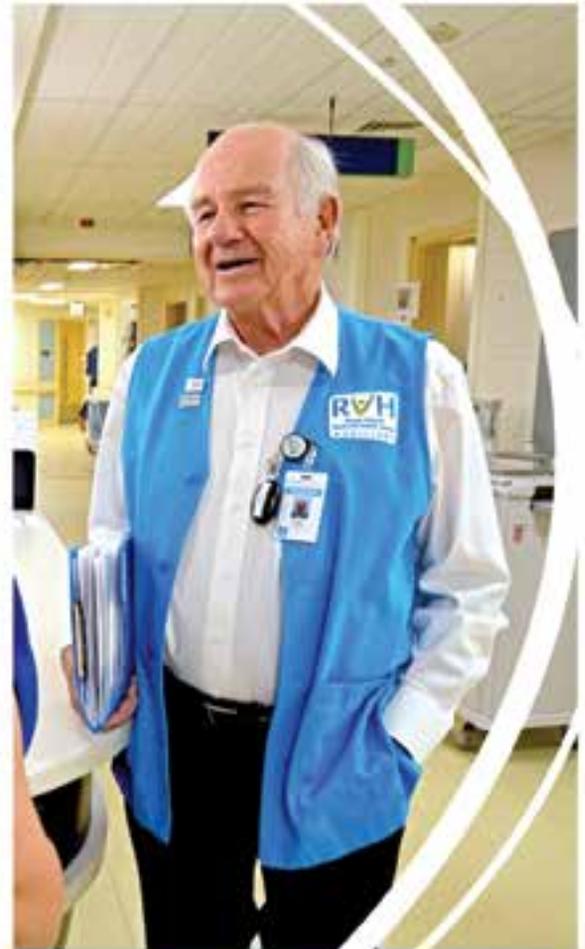
The ‘Blue Brigade’ enjoys being an integral part of TEAM RVH, a role it has held for over 120 years – and a role it plans to play for many more years to come.

I am excited about the opportunities that the Auxiliary will face in 2019 – and to making a contribution towards RVH’s success.

See you out in the community!

Lise McCourt  
President, RVH Auxiliary

# Blenkarn finds **MAGIC** in helping others



## David Blenkarn still believes.

For many years the community was rallied by Blenkarn's charismatic cry, "Do You Believe!" as he inspired the people of this region to support RVH's 'I Believe' capital campaign.

And indeed they did, to the tune of more than \$35 million. While that campaign is over, Blenkarn's belief in the health centre, its people and ability to deliver high-quality patient care, is not.

**"I'm hooked on RVH," laughs Blenkarn, adding that he's experienced the exceptional care found at RVH when he was a patient himself.**

His 28-year relationship with RVH began with the 1985 'Building on a Century' campaign where he played an instrumental role in supporting the hospital to raise funds to build the current Georgian Drive site.

Since then Blenkarn has given himself whole-heartedly to RVH. He's been a member of the RVH Board of Directors, chair of the Board, member of the RVH Foundation Board, chair of the Foundation Board, and led the charge on the highly-successful 'I Believe' campaign.

"I have always believed in RVH and the impact it has on the community," says Blenkarn. "What I didn't expect was the impact RVH would have on me."

Participating in two multi-million dollar fundraising campaigns which helped bring exceptional care to Barrie was such a gratifying part of his life, it became a second career for the Barrie businessman.

"I learned and refined skills working with RVH that I wish I had during my business career."

When the 'I Believe' campaign ended, he felt that something was missing in his life.

"The spirit of giving to others is something that I craved," says Blenkarn. "I missed RVH and being a part of something meaningful."

That's when he decided to become a member of RVH's Blue Brigade as a Volunteer Ambassador and joined a remarkable team of

over 750 strong. Each year these dedicated individuals give more than 100,000 hours of their time in more than 80 different services throughout the health centre.

"I've always admired the volunteers at RVH. Every day, they truly make a difference. From photocopying forms to holding patients' hands, to the Auxiliary which raises millions of dollars for patient care, they are all an important part of this organization."

As a Volunteer Ambassador, Blenkarn enhances the patient experience by greeting and acquainting new patients and family members to the unit and familiarizing them with the health centre. His passion and charisma inspires new volunteers as he spends part of his time training volunteers in the program.

Despite his new role, Blenkarn has not forgotten his fundraising roots. During the holiday season he donned a Santa Claus costume and championed the Santa Shuffle which raised more than \$7,000 for the Auxiliary's \$2 million pledge to the Hearts & Minds campaign. The amazing way this event lifted the spirits of all employees and volunteers who participated was priceless!

"Providing comfort to someone through a smile or a conversation is an incredible feeling. Every day that I'm here, I get a chance to make a real difference. I feel more alive, more filled with the spirit of giving than ever before," says Blenkarn.



David Blenkarn, former chair of the 'I Believe' capital campaign, is still raising funds and spirits in his recent role as RVH Volunteer Ambassador and on the committee for the first Santa Shuffle fundraiser.

## Want to Volunteer?

Join RVH's 'Blue Brigade' by visiting [www.rvh.on.ca](http://www.rvh.on.ca). You must be willing to commit to a minimum of six months of service. People interested in volunteering must participate in phone pre-screening or attend an in-person interview.

For more information call 705-739-5650.

Photo below: Natalee Schors and volunteer Marg Little



# STUDENT'S RVH EXPERIENCE DIRECTS HER FUTURE PATH

Natalee Schors has her sights set on becoming a doctor and RVH is helping her make that dream come true.

“Since Grade 9 I knew I wanted to do a medical co-op and I knew RVH was the place to be,” says Schors, a Grade 11 student from Elmvale District High School.

Through RVH’s award-winning High School Co-op Program she’s gained experience that will help her reach her career goal.

**“It has empowered me so much,” says Schors. “I was very shy coming in and they let me blossom, giving me the confidence to do more.”**

Schors completed her co-op with RVH’s cancer program where she was able to sample a wide range of medical roles, from running social media campaigns to sitting in on clinical appointments.

“I didn’t know how many people contributed to a patient’s health,” she admits. “There are so many people behind the scenes and I got to experience all their jobs.”

Ryan Walsh, quality lead, RVH cancer program, was Schors’ mentor during her co-op term.

“If we could get more students like Natalee that would be fabulous,” says Walsh. “She went above and beyond; not to impress anybody but just out of passion and a desire to learn.”

Helen Sarris, RVH volunteer coordinator, agrees it’s a win-win.

“I place the students according to their interests and where I see them fitting in; meeting their needs as well as those of the RVH.”

During a semester there could be up to 20 co-op students assisting throughout RVH. Since the health centre began offering co-op placements in 2010, 285 students have participated. The program is so successful RVH has been awarded the Experiential Learning Employer Excellence Award seven years in a row from the Council for Experiential Learning.

Though Schors’ passion earned her an Outstanding Student Service Award, as well as RVH’s most prestigious student honour the **MY CARE** Student Award of Excellence in the Co-Op Student Category - it was the experience she appreciates most.

Other recipients of the award of excellence include Gavin Hughes, a Grade 12 student from Eastview Secondary School and Nicole Barcicki, a third year student at Lakehead University.

“At RVH I wasn’t treated like a 16-year-old. I got to witness surgeries,” says Schors. “Most students don’t get that opportunity unless they are in medical school. I got it in Grade 11.”

# Gifts that Keep giving

## Gifts that just keep on giving

Since 1963, Victoria's Gift Shop has offered RVH visitors more than just flowers and cards.

"I think of the gift shop as an oasis in the middle of a very busy hospital," says Cathy Keys, manager, Victoria's Gift Shop. "Sometimes people just need a break and that's when they wander into the shop."

On average, 70 customers purchase 175 items every day. Last year, gift shop sales reached almost \$900,000, up 30 per cent from two years ago.

"It's a lovely atmosphere," agrees Pat Gibson, an RVH volunteer of 17 years. "People come in here and it seems to cheer them up."

The 1,500 square-foot gift shop is owned and operated by the RVH Auxiliary and all profits go toward fulfilling its fundraising pledges. Its success is thanks to unique, upscale merchandise and affordable pricing; two reasons it has become a destination for those coming to RVH not for care, but simply to shop.

"People come in and say 'I've never seen a gift shop like this'," says Anne Palmer, who has volunteered at RVH for 11 years. "And I've been to a lot of different hospitals in bigger cities and there really is nothing like this."

Clothing and jewelry are the most popular items making up 35 per cent of all purchases.

"If you didn't know you were in a hospital, you wouldn't know it was a hospital gift shop because it looks like a boutique," says Keys. "It has the look of a higher-end store, but not everything is high-end in terms of pricing."

In the future, Keys would like to offer online shopping for easier accessibility and additional revenue growth. In the meantime, staff and volunteers remain inspired to continually push the limits of what a hospital gift shop can be, knowing their drive for success directly helps those in need.

"I refer to it as guilt-free shopping," she says. "Every time we sell something, that gift becomes a gift in the form of patient care and that benefits everybody in the region who uses this hospital."

**Victoria's Gift Shop can also be found on Facebook and items can be ordered over the phone: 705-728-9090 ext. 42431 for pickup or delivery to patients.**



Photo above: Assistant manager Nancy Lapensee with volunteers Pat Gibson, Anne Palmer and manager Cathy Keys

# GRATITUDE BY THE NUMBERS

RVH is grateful to the over **5,521** donors who made **9,209** donations in 2018.

These contributions worked to change the lives of **1,300** children and youth who have accessed mental health care and over **1,600** cardiac patients.

Donations also funded **\$552,000** in equipment benefitting patients throughout RVH.

Thousands of people attended over **81** community fundraising events. Families and friends remembered their loved ones with **1500** memorial gifts while **1,632** chose to make their gifts on-line.

Count yourself in by making RVH one of your charities of choice.

**Healthcare touches everyone.**

**To learn more go to our web site:**

**Foundation.rvh.on.ca**

**or call: 705-739-5600**

## WAYS TO GIVE!



Special Occasion and Tribute Giving – making a donation is a wonderful way to honour someone or celebrate a special occasion



Memorial Giving – honour the passing of a loved one by supporting patient care



My Care Hero – thank a member of the RVH team by making a donation to honour the care they give to you or a loved one



Monthly gifts – simple and convenient



Little Wonders – honour the birth of a baby by placing the baby's name on our Little Wonders Wall



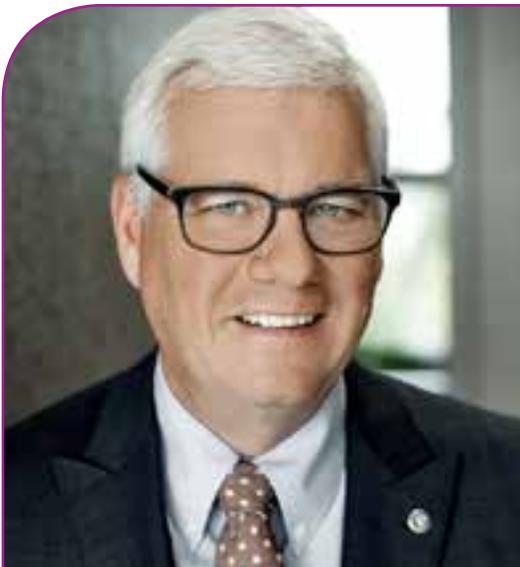
Used vehicle donation – turn your used vehicle into a donation to support patient care



Donate marketable securities – maximize the return on your investments by eliminating capital gains tax



Include RVH in your will – plan this gift now to leave a lasting legacy for your community



Doug Moody, chair, RVH Foundation Board of Directors

## RVH Foundation Board of Directors

### RVH Foundation Board of Directors

Doug Moody (chair)

Paul Larche (vice chair)

John Byles (past chair)

Janice Skot, president & CEO, RVH (secretary)

Ben Petersen, Executive Vice President,  
Corporate Services and Chief Financial Officer,  
RVH (treasurer)

### Directors:

Bob Burk

Dan Faber

Dr. Matthew Follwell

Jimmy Furlano

Cesia Green

Mayor Harry Hughes, Township of Oro-Medonte

Estelle King

Mayor Jeff Lehman, City of Barrie

Lise McCourt, president, RVH Auxiliary

David McCullough

Charlotte Wallis, chair, RVH Board of Directors

Dale Pickard

Dan Revell

Shaun Sauvé

### CEO, RVH Foundation:

Eric Dean

# Message from the RVH Foundation

Having been a business owner for 24 years, I understand the importance of advanced planning. As the great baseball legend Yogi Berra said, "If you don't know where you're going, you'll end up someplace else."

Barrie, and this entire region, is going to look very different in 20 years. The population will nearly double and with that growth will come increased demands on the healthcare system.

RVH, as the largest health centre in the region, is continually growing and evolving to meet the healthcare needs of the communities it serves and likewise, we rely on our loyal community to help us meet those needs now and into the future

And with your ongoing support and help, we will be ready. RVH prepared for the new millennium and the booming growth in the region with the move to Georgian Drive in a greatly expanded facility. And then, just 12 years later, we doubled the footprint of our hospital adding an additional 450,000 sq. ft. and programs not found elsewhere in the region, including a regional cancer centre. Six years later, we brought more services closer to home with the opening of a regional heart program and a child and youth mental health program.

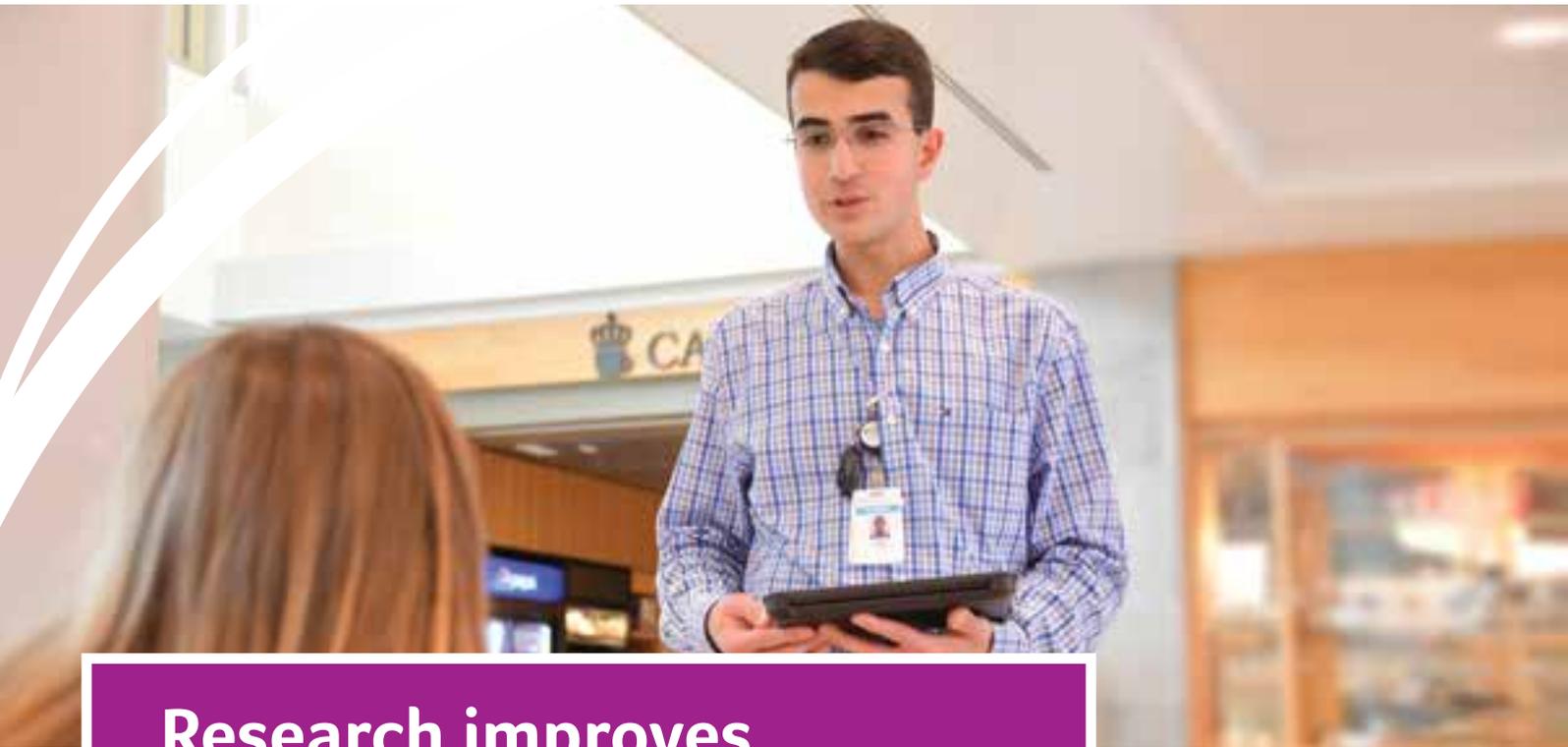
The RVH Foundation works alongside RVH's clinical growth plans, both short-term and long-term, to ensure your healthcare needs can be met – now, and for future generations.

What a lot of people don't know is that new equipment is completely funded through money raised from generous donors. So, when RVH needs to invest in new equipment to support women undergoing breast cancer treatment, or the latest in neonatal technology for RVH's tiniest patients, we rely on the generosity of this amazing region.

I am so grateful to everyone who supports RVH in so many ways. Our Auxiliary volunteers are legendary. Our donors are inspiring. Our community is united behind RVH. And the patients we serve are our focus. I am honoured to be part of TEAM RVH.

A handwritten signature in black ink that reads "D. Moody". The signature is fluid and cursive, written in a professional style.

Chair  
RVH Foundation Board of Directors



## Research improves patient experience

Photo: Ryan Khosrovaneh

Research plays a vital role not only in enhancing day-to-day patient care at RVH, but also ensuring the health centre is well-prepared for future health trends and needs.

One of RVH's key strategies is to 'Accelerate Teaching and Research' and in 2018 the health centre opened a Centre for Education and Research (CER). This designated space is a multifunctional home for care teams to learn and practice together. Housing a high tech simulation lab, mock training rooms and classrooms, the space encourages collaboration and allows researchers to test, validate and improve healthcare best practices.

"The CER means our community can benefit from the locally developed research we're doing," says Dr. Giulio DiDiodato, RVH's chief research scientist. "It's hard to emphasize how important that is because research is hidden from most people's minds when they enter a hospital. They can see the care they receive, but what they don't see, or often understand, is that they wouldn't be receiving any of that care if someone hadn't researched it and demonstrated that it's beneficial."

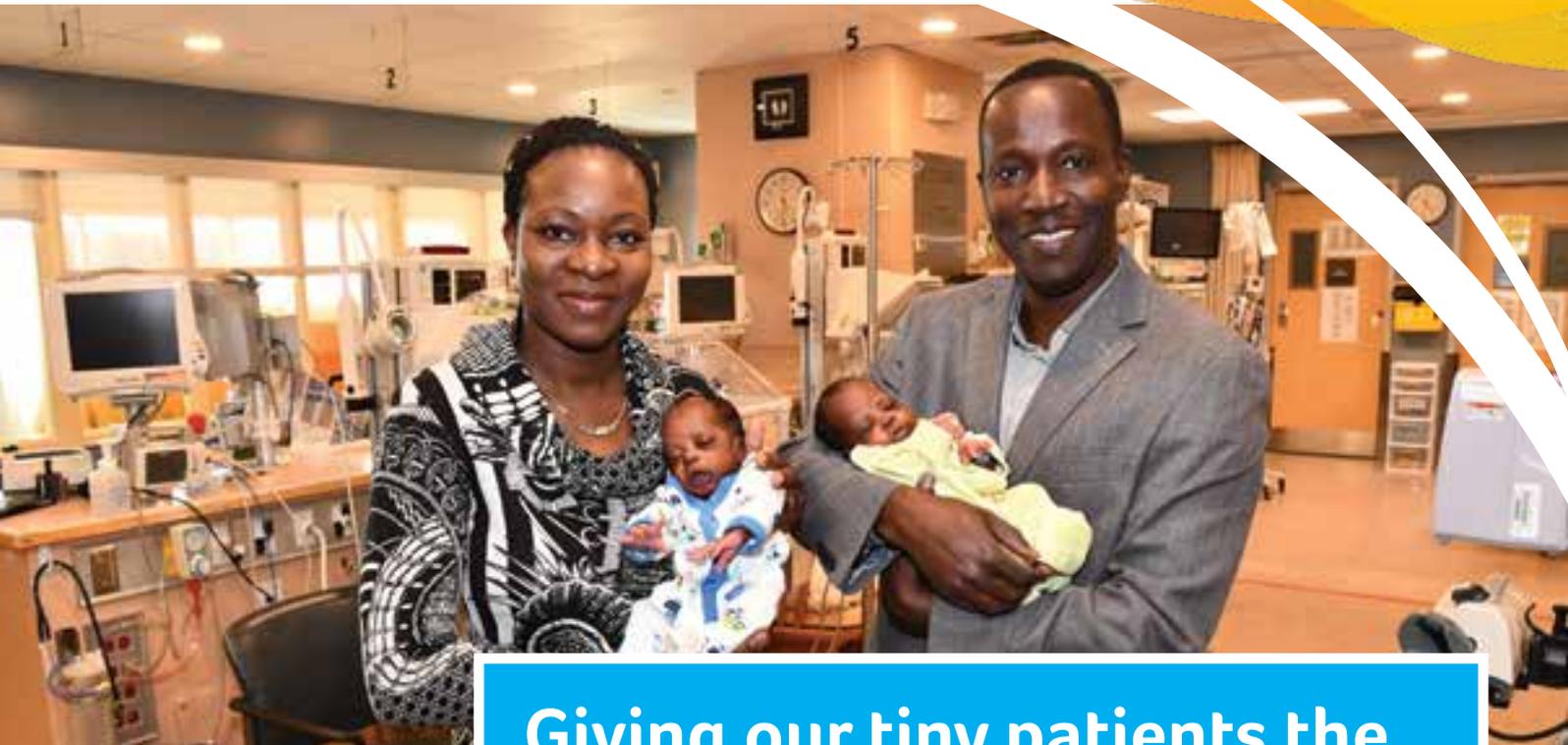
Ryan Khosrovaneh understands the importance of research. With a keen interest in healthcare research, the Grade 11 Eastview

Secondary School student enrolled in RVH's Health Research Assistant co-op program. He is currently involved in a survey-based research project regarding ethical decisions surrounding end-of-life.

"The most important thing we need to do is ensure patients receive the highest quality of care possible and the best way to figure out how to provide that care is to keep ourselves informed," says Khosrovaneh. "It's through local research studies that we can see how other people think or what some good options are. The results of that research help us understand how we can provide the best care possible."

And providing best care is also on the minds of RVH's generous donors who support education and research.

"Community support has helped with the purchase of leading-edge simulation equipment for clinical education and is now also supporting locally-led research initiatives to improve patient care and access to care", says Eric Dean, CEO, RVH Foundation. "Donations support physicians and staff in undertaking new research and interventions to improve care and test and adopt leading practices. This is one more way donations improve care closer to home."



## Giving our tiny patients the best start in life

Monique Koadema-Yougbar cradles her newborn sons, Jonathan and Matheo, as if they were delicate pieces of china.

Born at 33 weeks and each weighing just over three pounds, they are indeed fragile, but in great hands with the team in RVH's Neonatal Intensive Care Unit (NICU).

The twins are among the more than 250 babies born each year at RVH who, for a variety of reasons, must spend time in the NICU.

"We are so grateful to be able to have our sons cared for at RVH, so close to home," says Koadema-Yougbar. "With two other children at home, ages five and two, it was difficult for me to be here as much as I would have liked. I know the team here is great and took amazing care of my boys."

With almost 2,000 babies born at the health centre each year, and given the ever-growing population of this region, redevelopment of the Maternal Child and Youth Program is one of RVH's highest priorities.

"Last year 1,952 babies - including 60 sets of twins - were born at RVH and we are just bursting at the seams," says Heather Davis, manager NICU and Paediatrics. "Our NICU is at capacity most days and in order to make this a more family-centred environment we are looking at a significant expansion in the future."

The unit is a Level 2C NICU, which means RVH cares for moms and babies at 30 weeks gestation. Babies born before 30 weeks are stabilized and sent to other hospitals, and then safely transferred back to RVH when they are ready.

Equipment needs for these tiny patients is extensive, but vital to their well-being.

"Some of our babies require a transport incubator which provides oxygen support, temperature stabilization and all the monitoring equipment to support a baby who has to be moved to imaging for an examination or for a surgery," says Davis. "All our babies require specialized monitoring equipment, IV pumps and other lifesaving equipment which needs to be very close at hand in the NICU."

Currently, space in the unit is tight because of the equipment needed to care for these vulnerable babies and portable screens provide privacy for families with their newborns. The goal of the redevelopment is to create a more family-centred care environment. The RVH Foundation has made this massive renovation a top fundraising priority.

"The NICU is in need of more space for families to be at the bedside of their infants; more privacy for feeding of infants; and space for the specialized equipment and technology required from premature infants," says Eric Dean, CEO, RVH Foundation. "Many of our donors have used the services of the NICU and are excited about the opportunity to help fund this project."

For now Monique, and her husband Issaka, are just happy to be home with their newly-expanded family. And they credit RVH for giving their tiny boys the best start in life.

**Photo: Monique and Issaka Koadema-Yougbar holding new born sons Jonathan and Matheo – who were both cared for in RVH's NICU.**

# RVH Donors in Motion

Whether it's cycling for child and youth mental health, rolling for cancer or peddling for youth diabetes, these donors and avid cyclists are hitting the road to raise funds for patient care at RVH.

## Race Across America



“RVH has played an integral part in my personal cancer journey,” says Jackie Herbst. “Over the past five years, with three bouts of cancer, I have been lucky to have an amazing team of surgeons, oncologists, emergency physicians, nurses, and technicians who have helped me through this journey.”

And that's why Jackie and her husband Mark have decided to give back to RVH's cancer program with Mark competing in the Race Across America - billed as the toughest bike race in the world. On this race Mark will be joined by long-time friend Paul Millar.

“At 4,800 kilometres, the Race Across America is longer than the Tour de France and is completed in less time,” says Mark, whose competitive spirit is ramping up as he hopes to beat the record of completing the race in exactly 11 days and three hours.

Photo: Mark and Jackie Herbst

## From the Rock to the Rockies

James Carson, Nancy Newman and Aaryn Coutts are three elementary school teachers who know youth mental health is as important as physical health. The trio is cycling across Canada to support RVH's regional Child and Youth Mental Health Program. Funds will support the Day Program which provides youth with both academic and mental health support.

“We want to help as many young people as we can,” says Carson. “We have the opportunity to raise awareness and make change and we are seizing it! RVH has helped our community immensely, and this facility helps youth and their families get the care they desperately need.”

The ride starts in Cape Spear, Newfoundland and seven weeks later will conclude in Vancouver, British Columbia.

photo: Nancy Newman, James Carson and Aaryn Coutts



## Tour de T1D

In 2016, when Dr. Richard Goudie and Dr. Darlene Newnham's son Lukas, then 14, was diagnosed with Type 1 Diabetes, the couple decided to help raise money and awareness for his disease. Devoted cyclists, they organized their own event in 2018 for Type 1 Diabetes - Tour de T1D.

“RVH is a huge part of our family,” says Dr. Goudie, an RVH emergency physician. “The team at the Youth Diabetes Clinic has been an incredible emotional support to us as we have maneuvered through the challenges of having a son with a chronic disease.”

On September 29, Tour de T1D will welcome riders to the hills of Horseshoe Valley. All funds raised will support RVH's Youth Diabetes Outpatient Clinic.

Photo: Dr. Richard Goudie, Lukas Goudie, and Dr. Darlene Newnham



For more information about these events, and how to support events held in honour of patient care, visit [foundation.rvh.on.ca](http://foundation.rvh.on.ca).





## RVH Steering Committee

Kelly Whitaker  
 Karen Byles  
 David McCullough  
 Cesia Green  
 Karen Vandergeest  
 Doug Moody  
 Lise McCourt  
 Rhonda Le Boeuf

**Absent:**  
 Dr. Rania Hiram-Karasmanis  
 Carly Schofield

# Moments matter to community champions

RVH is looking to the future and a dynamic group of volunteers has stepped forward to champion the fundraising efforts of this new chapter in RVH’s story. They also recognize the healthcare needs of today and are determined to immediately focus on maternal, child and youth services along with women’s health.

Leading the new RVH Foundation Steering Committee is the dynamic duo of Kelly Whitaker and David McCullough. Proud to be leading the charge on the next campaign, Kelly is also grateful to be working alongside a campaign veteran.

“Being in David’s presence, he naturally shows compassion and empathy. He has encouraged me to ask questions, focus on the vision but most importantly have fun,” says Whitaker.

All committee members have their own unique history with the health centre – **their own RVH moment:**

### David McCullough

“My family’s rich connection to RVH dates back to the 1930s with the birth of my uncle Rayner McCullough, a long-time supporter of RVH,” says McCullough. “Most recently we celebrated the birth of my second grandson at RVH as well as wrapping up the hugely successful Hearts & Minds campaign.”

### Kelly Whitaker

“Most people don’t realize that they need a service in their community until they are in a crisis or find themselves travelling outside of Barrie to receive care,” says Whitaker.

### Karen Byles

“My RVH moment came when my son was born prematurely

and needed special care in RVH’s Neonatal Intensive Care Unit (NICU) for two months. Imagine my gratitude when I realized the incubator that kept him developing for those two months was donated by the Massie family who recognized the need after their son had been born premature only one month before our son. Talk about paying it forward.”

### Cesia Green

“My first fundraiser, at the age of nine, was a play that raised \$200 for the Building on a Century campaign. It wasn’t until I was almost 30 and my son needed to stay in the NICU that I realized the impact of fundraising. Thanks to the incredible support of the community my son was able to get the care he needed right here at home.”

### Karen Vandergeest

“Atrial Fibrillation and Crohn’s disease have been a part of my life over the past several years. Working with my specialists and undergoing numerous surgeries has given me an appreciation for the work that is done at RVH every day. I am so thankful for RVH’s ability to serve our community.”

### Rhonda Leboeuf

“My mother was born at RVH, and so were my husband and I. My family has always spoken so highly of RVH, especially the nurses who work here. Both our children were born at RVH and our youngest spent his first month in the NICU, and continues to use many of the child and youth services now at RVH.”

AD



**RVH**

Royal Victoria  
Regional Health Centre