

@ YOUR HUMBER

around our hallways providing joy and delight, but also teaching patients about upcoming procedures and sharing in their experiences here. And Pepper has sure been busy:

- Greeted **7043** unique visitors
- Answered **955** questions
- Told **378** stories
- Played **1167** games

Do you remember the story of Amanda? Pepper was part of her daughter Emily's care here: *"Emily and Pepper were about the same size and height. Emily was very taken with Pepper, and Pepper added to Emily feeling safe at Humber... not to mention having a fun and interesting experience. We received excellent attention and we felt safe the whole time. That's what we all want in a Hospital, isn't it? To feel taken care of and safe. They really cared about us."*

Right now, **we are looking to you and all our friends to help us purchase more Pepper robots to help more kids and families!**

Your support at work: 'Pepper' the robot in action!

"Can you be my best friend?"

Have you met Pepper the robot? Pepper is a special new addition to the Humber family, here to comfort, entertain and educate even our youngest patients and their families. Pepper shares stories, provides directions, plays music and games, does yoga, dances and will even take a selfie with you! Pepper is also programmed to answer commonly asked

questions, including: *How are you?, Where do you come from?, Are you hungry?, Can you be my best friend?*

As a friend of Humber River Hospital, you are part of this story too! Your support of the Foundation will help us buy new Pepper robots right away!

Every day, Pepper is jetting

Meet Monica, our nurse navigator

“Even facing a serious diagnosis, I want people to feel less anxious, maybe even leave my office smiling!”

“People come when they are first diagnosed with breast cancer and are full of emotions, questions and uncertainty. My goal is to take away some anxiety and talk about the process in a way that makes them feel empowered. It’s very flexible and based on the

unique needs of each patient.”

Monica is our Oncology Nurse Navigator for Breast Health—her position is the only one of its kind at Humber. “Moving from diagnosis to surgery and then to treatment—you have different needs at different times and



I’m here to help you navigate those transitions.”

“Right now I’m working with 119 patients, and I’ve seen over 400 in total. I hear all the time from patients that my role makes their journey easier. This program embodies Humber’s value of compassion.”

Monica consistently handles herself with tact and sensitivity. From day 1 of my breast cancer diagnosis, Monica played a critical role in improving every aspect of my cancer treatment journey. It was a challenging road, but Monica always put me at ease. Monica’s intelligence, compassion and calm nature makes her an extremely effective Nurse Navigator. – Shaniza, Grateful Patient

Meet Rob, a grateful patient helped in our emergency department

How Your Investment in “Behind The Scenes” Technology Improves Our Patient Experience

Rob came to the Apotex Emergency Department in agonizing pain. Only a few days earlier, he’d visited another Hospital, where he felt his pain had been dismissed by staff. When his pain did not subside, he came to Humber. “The difference was night and day,” Rob remembered.

He was immediately given an ultrasound and x-ray: it was kidney stones. This fast diagnosis allowed staff to prescribe Rob with proper medication right away to deal with his pain.

While Rob waited to see a doctor, the monitor in Emergency allowed him to track and estimate his wait time. “Just knowing where I stood felt reassuring. And staff showed me the MY Humber Health app, where I could see my

test results right away and prepare follow-up questions for when it was my turn to see the doctor. It really helped me.”

What Rob didn’t know was that **Canada’s first Hospital Command Centre**, our “mission control”— was silently working behind the scenes to create his positive experience. The Command Centre includes cameras that show when backlogs begin, and predictive technology helps schedule staff so we can handle patients in Ontario’s busiest single-site Emergency.

Because of the Command Centre— supported with gifts from caring donors like you—while we have seen a steady increase in patient volumes in the last year, we have reduced wait times and improved patient care!



Do you know Josephine?

It's taken 8 years of selling cookies, trinkets, scarves, poems and more, but Josephine has raised \$25,000 for our Hospital—and counting!

At 87, healthy and active Josephine was diagnosed with stomach cancer. She met surgeon Dr. Alexander Iskander and oncologist Dr. Jonathan Wilson, who vowed to do everything they could to save her life, and keep her going for years to come.

Josephine remembers being really nervous at first, but her doctors answered all her questions and she trusted them completely. “Dr. Iskander saved my life and Dr. Wilson keeps me alive!” says Josephine, who today is 96. “I’m so grateful to be able to spend more time

with my family.”

Josephine knew she wanted to support the team who saved her life, and started raising money for Humber a year after her surgery. Thank you Josephine for your kind and caring support!

Humber in the neighbourhood

Thank You Event Participants!



Shoppers Drug Mart is a proud champion of putting Women's Health first!

This fall, 21 local stores—with your support—will raise funds for our Maternal & Child program!

May 2 left us “McHappy” for the 7th year. 16 locations, over 100 volunteers, and countless friends and neighbours like you showed their support for the Totally Kidz Clinic at Humber by participating in this annual event.

Thanks to Humber staff Dalton Hylton and friends who hosted the second annual Sky's the Limit Basketball Tournament. Your support helps raise critical funds for our Hospital!



Cheers! Salute! For the 3rd year, Liberty Entertainment Group hosted the Best of Italy food and wine event.

Thank you for another successful (and delicious) event!

Have you seen these art easels in our Hospital or around the community? We have 10 here at Humber and 5 at local businesses. Don't be shy—step right up and bid on the beautiful artwork and help support Humber!



Last fall, we were proud to welcome many of you as new Gifts of Heart monthly donors. Thank you for your support! You can learn more about our monthly giving program and sign up here at the Hospital. You can also contact us anytime to join our Gifts of Heart monthly giving program!

Take a walk through Humber history

Our New IC Savings Heritage Display Celebrates Humber!

True or False: Humber River Hospital opened on October 18, 2015 at 6:00AM. Somewhat True! A patient arrived with chest pains about 20 minutes before the official 6:00AM opening time. Our emergency staff brought him in and began care right away.

This is just one question in our interactive quiz at our new Heritage Display. This beautiful exhibit celebrates the history of our Hospital. You can visit our Heritage Display anytime and take part by sharing your stories and memories. We'd love to hear from you on the enclosed reply form!



If you would like to join us for a tour, learn more about any of these stories or the many different ways you can support your Hospital, we'd love to speak with you! You can contact Saneeh Singh at sansingh@hrh.ca or 416.242.1000 ext. 81500.