

@HUMBER

Women Join Forces to Donate \$32,000 to Mental Health and Addictions Program



One glorious Friday morning in February, the staff in Humber River Hospital's Mental Health and Addictions Program couldn't believe the news: their program had just won \$32,000 in combined donations.

The donations came from Women in Kindness (WINK), a group of women working together to support Humber River Hospital. Members join WINK through an entry donation and have the opportunity to decide together where their funds will be used, making meaningful change throughout our Hospital community.

"One of our big promises to WINK supporters is that they will always be in control of their collective funds," says Lindsay Owen, a Development Officer at Humber River Hospital Foundation. "They have the power

to direct their money, and they get insider access to the world of Humber to help them make informed decisions."

The women of WINK get access to special perks at signature events, invitations to educational events like Doc Talks, and Hospital tours to help them decide how they would like to vote.

In the fall, WINK's Executive members (who join in at a higher donation level) heard pitches at a "Dragon's Den-style" event from Mental Health, Seniors Care, the Neonatal Intensive Care Unit, and a new Women's Health Clinic. They voted and narrowed down the funding opportunities to Mental Health and Seniors Care.

On Thursday January 30th, all 15 WINK members heard refined pitches from

Inside

Message from Dr. Gaiind and Paula	2
Omniceil	3
Loyal Hearts	3
Humber Difference: Mental Health	4
The Future is Here: NEWS2	4
People Care. It's in our DNA	5
Humber + York U = Better Together	6
Humber Heels 2019: Recap	7
Introducing Aspen Grove Society	7



WINK members
voted to gift the Mental
Health and Addictions
Program \$32,000



Mental Health and Seniors Care. The Mental Health team brought in a grateful patient, Joanne, to share her story. The Seniors Care team had a staff member wearing a weighted "aging-suit" to demonstrate patients' needs.

In the end, the WINK members voted to gift the Mental Health and Addictions Program \$32,000. The Program will be using the donation to help more patients, by purchasing critical resources like iPads, computers, digital thermometers, and new tables and chairs to accommodate the growth of their group therapy sessions.

We can't wait to see what this amazing group of women does next. To be part of the next round of WINK, please contact Lindsay at **416-242-1000 ext. 81512** or **lowen@hrh.ca**



Dr. Sonu Gaind

Chief of Psychiatry/
Medical Director of Mental Health



Paula Villafana

Program Director,
Mental Health and Family Practice

Dear Friends,

The collection of stories we are sharing with you today in this issue of @Humber is such a heartwarming reminder of the astounding impact donors have had on our Mental Health and Addictions Program.

Every day at Humber we feel the effects of your donations – from our Child and Adolescent Mental Health Urgent Care Clinic, to the brand new drug-dispensing Omnicell in our Jack & Pat Kay Emergency Psychiatric Unit (EPU) to the expansion of our program made possible by the women of WINK (Women in Kindness) – donors are essential partners that enable our work. Your support has helped us create one of Toronto's best and most innovative Mental Health and Addictions Programs – one that customizes every treatment plan to align with where people are in their lives and in their path to the future. Our patients benefit from access to rooftop gardens, as well as single inpatient rooms and program-specific group rooms that maximize the benefits of exposure to natural light. We also offer many innovative programs to support patients and enhance their experiences—from the popular pet therapy program to massage treatments.

Philanthropy powers this innovation today and in the future. We both strongly believe in the power of giving, and that's why we have worked hard with our staff and physician teams to build a thriving culture of philanthropy in our Program. We both personally give to the Foundation

in support of Mental Health and we are so proud that our psychiatrists have recently achieved their 10-year Loyal Hearts pin for a decade of collective giving! This endorsement speaks volumes to our commitment to our cause.



Your support has helped us create one of Toronto's best and most innovative Mental Health and Addictions Programs.



But it's important to remember that for every success story, like Eduardo who is featured in this newsletter, there are hundreds more who are waiting to access our services. There is much more work that needs to be done in the healthcare system to break down barriers to care, increase capacity and deliver care people need in new ways.

We can't wait to see what the future has in store for our Program – with you, our generous donors, by our side, it will indeed be great.

Sincerely,
Dr. Gaind and Paula

Thank You for Investing in Patient Care Reinvented

The following individuals and corporations have answered the call for better healthcare by recently committing more than \$100,000 in support of Humber River Hospital.

\$211,330

Estate of
Fredrick Flintoff

\$160,000

Precise Parklink

\$150,000

Paul B. Helliwell
Foundation

Omnicell: Why Safe & Timely Drug Dispensing Matters in the Emergency Psychiatric Unit

The Jack & Pat Kay Emergency Psychiatric Unit (EPU) in Humber's Apotex Emergency Department cares for those experiencing urgent mental health or addiction issues. When every minute counts, quick access to fast-acting medication can go a long way to comfort and stabilize patients who are in crisis. Staff in the EPU now have an Omnicell Automated Drug Dispensing Unit at their fingertips – literally!

Only they can use their fingerprint to sign into the Omnicell, where they select the patient they are caring for and the drug they want to dispense. The system lights up the appropriate tray and prints any required labels. The EPU Omnicell ensures mental health patients safely receive the right care, right away.

"Having our own Omnicell increases the safety factor in our unit," explains Bev, a Registered Nurse in the EPU. "The medication is safely contained and we can access it quickly. The EPU has an excellent team and now, the Omnicell is helping us care for our patients even better."

Managing medications is a critical part of patient care. The Omnicell, which was purchased thanks to donor support, keeps medications secure through metal locking lid drawers, reduces medication errors, increases staff efficiency, and improves inventory tracking.

"Having a dedicated EPU Omnicell is also safer for the nurses," says Richa, the Clinical Practice



Leader for the Child & Adolescent Mental Health Program and the EPU. "Before it arrived, a nurse would sometimes need to go to the ER to stock the cart or to get medications not available in our cart, leaving fewer nurses in the EPU. It's much rarer now that we would need to do that."

When a medication is running low, the Omnicell automatically alerts the pharmacy to refill it. This means that critical medications are more likely to be in the right place when we need them.



Photo: A group of psychiatrists receive their pins on behalf of the entire department

The Foundation's new Loyal Hearts Program recognizes and celebrates donors who have reached or surpassed milestone years of consecutive giving to Humber.

HRH Psychiatrists Have Loyal Hearts

Every year, for more than ten years, Humber's psychiatrists have collectively been making their own personal donations in support of the Hospital. To mark this milestone, members of the Foundation were proud to present the HRH psychiatrists with their Loyal Heart pin this past February.

"Under the leadership of Dr. Gaiind and former Chief, Dr. George Awad, a culture of philanthropy has been nurtured amongst the psychiatry team," says

Pamela Wing, President and CEO, Humber River Hospital Foundation. "It is indeed heartwarming to see this team of physicians put their personal support into the forward-thinking innovation and technology that will enhance patient care. And the fact they have been doing this for over a decade truly reinforces their belief in our patients' potential."

The Foundation's new Loyal Hearts Program recognizes and celebrates donors who have reached or surpassed milestone

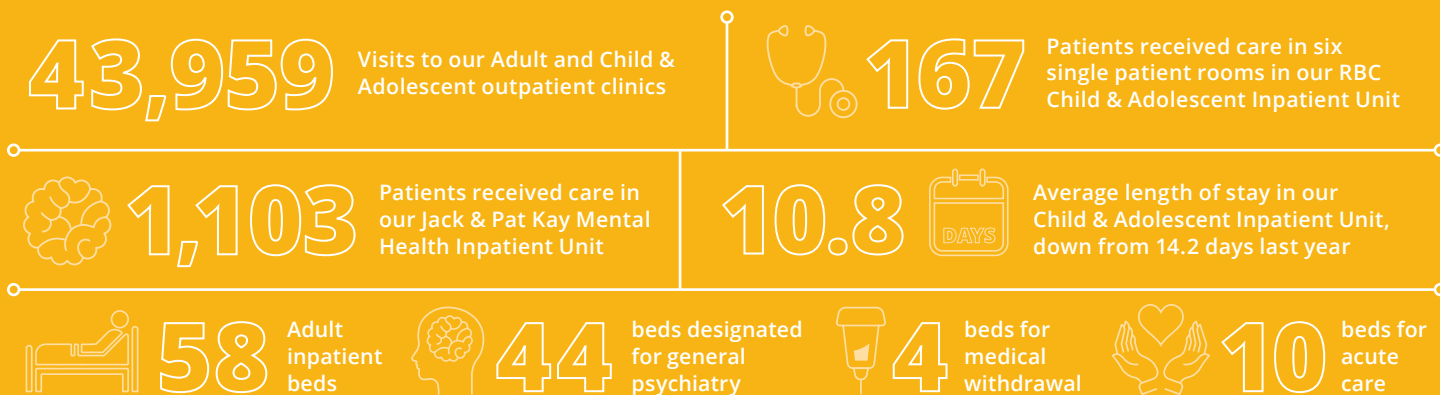
years of consecutive giving to Humber – 10, 15, 20+ years. Last year, we honoured 523 donors for reaching their Loyal Hearts milestones.

Many psychiatrists also received their own Loyal Heart pins for their years of giving – including Dr. Jack Wasserman who received his 20-year pin.

Congratulations and thank you for being the loyal heart of our Hospital!

The Humber Difference: Mental Health and Addictions

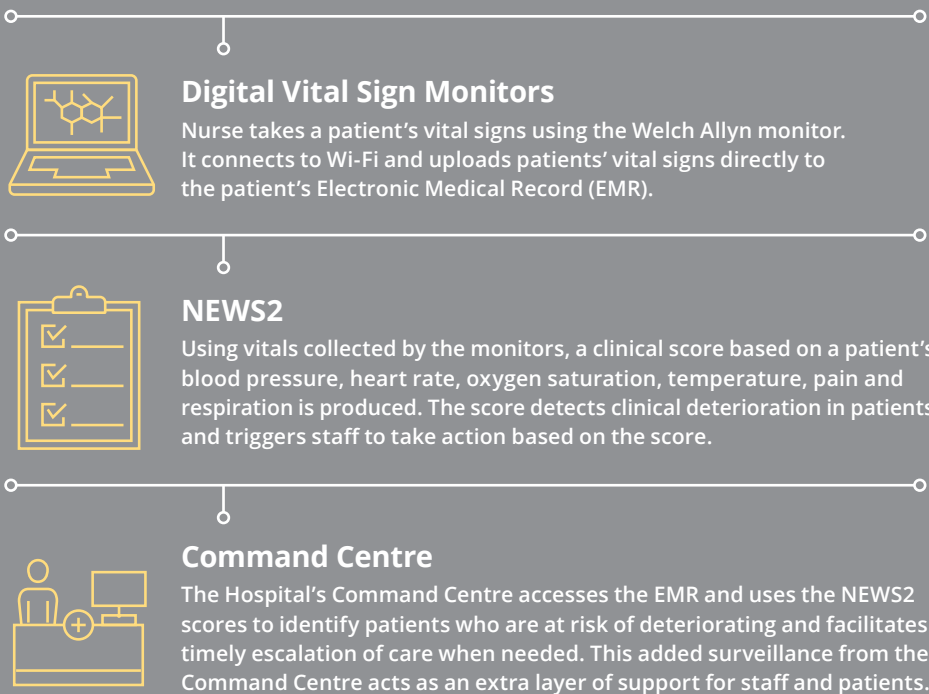
In 2019, our donors helped enable Humber staff to provide the very best in patient care, serving thousands of people in our community. You have saved lives. Here's how the Mental Health and Addictions Program at Humber is excelling with your generosity:



Our achievements have been many, but our need is still great. We need your help to stay ahead of a changing world. This is your Hospital and the Humber River Hospital Foundation relies on your generous donations to support our growing community.

The Future is Here: Digital Vital Sign Monitors, NEWS2, Command Centre

As a donor, you can help set in motion a digital safety net that has been proven to save lives:



NEWS2 in our Mental Health program will improve patient safety for Humber River Hospital's Mental Health inpatients. To start a conversation on making an impact in our Mental Health Program, please contact Dave Welbourn at 416.242.1000 ext. 81535 or dwelbourn@hrh.ca

Humber teams in the Medical and Surgical Inpatient Units are now using a new tool called National Early Warning Score – or NEWS2. This clinical scale derives a score based on a patient's vital signs, including blood pressure, heart rate, oxygen saturation, temperature, pain and respiration. The score detects clinical deterioration in patients and triggers staff to take action based on the score. The ultimate goal is to prevent the patient from deteriorating to a life threatening state, such as septic shock.

What's interesting and innovative at Humber, is that our new Welch Allyn vital signs machines do the adding up of scores automatically and provide nurses with the recommended actions that need to be taken.

The Foundation is currently fundraising for ten new Welch Allyn vital signs monitors, at a cost of \$5,000 each, in order to expand the NEWS2 protocol in our Mental Health Inpatient Units. This will provide an extra layer of support for a vulnerable patient population. Mental Health Inpatients often suffer from medical issues that arise from side effects of anti-psychotic medication, substance abuse, nicotine addiction and socioeconomic factors such as low income. These issues can lead to diabetes, high blood pressure and obesity – all of which can make health intervention more complex and lead to adverse events.

People Care. It's in our DNA

Every day, in almost every way, our staff, physicians and volunteers at Humber go above and beyond to make our patients feel comfortable, hopeful and at ease. Here are just some patient care champions who make our patients (specifically our mental health and addictions patients) feel comforted and cared for:



Bev Magill

Registered Nurse, Emergency Psychiatric Unit

I've been nursing for a long time and I love looking after our mental health patients. They need advocates and I'm in the position where I can advocate for them. I work in the Emergency Psychiatric Unit, or EPU, and we have a really great team. I feel safe here. Recently we added an Omnicell Drug Dispensing Unit, which keeps medication safely contained, and allows us to access the medication our patients need quickly, using our fingerprint.



Amanda Pipino

Recreation Therapist, Mental Health and Addictions

Recreation therapy is about the benefits of having recreation, leisure, hobbies, and interests in your life. It improves self-confidence, socialization, and function for many people, which encourages fuller participation in life! In the Mental Health and Addictions Program, we organize things like pet therapy, gym time, board games, baking, meditation, and wellness walks for our patients. I'm very passionate about cooking, so I'm always looking for recipes that we can make together in the kitchen. One of my proudest moments was when a patient who was home on a pass recreated one of our recipes and brought food back to the unit for everyone.



Jessica Yoon

Volunteer through RBC Corporate Volunteer Program

I've been volunteering with the Child and Adolescent Mental Health and Addictions Program for over two years now and I love it. We have about twenty RBC volunteers on rotation, and we spend an hour or two hanging out with the kids during their lunchtime. We do whatever they're in the mood for, like colouring, cards, board games, and ping pong. A couple of them love foosball! They're like any other kids. It's been very rewarding getting to know them.



Marta Leskiv

Addiction Counsellor

Mental health and addiction does not discriminate and unfortunately impacts many people. I love my job because here at Humber River Hospital we help to reduce stigma and create an environment that encourages people to come forward. I support patients during all phases of recovery from usage to abstinence and provide hope, guidance, and support. I'm proud that our addictions program is incorporating new ideas and practice evidence-based approaches. We're evolving and offer many treatment options based on individual needs.

Humber Expands Child & Adolescent Mental Health Services

We met Eduardo a few years ago when he was 17 years old. He's the eldest of three children and he and his family moved from Portugal to Canada a few years ago. He is confident and bright. It's hard to believe that just a few months before we met him his panic attacks were sending him to the hospital.

"I started to get nervous before school," he remembers. "I thought it was about my tests or exams. I would find myself suddenly out of breath or very uncomfortable and warm. It felt like the walls were closing in on me."

Eduardo became anxious about things most teenagers take for granted. Like going out with friends or deciding what to eat for breakfast. He was also too anxious to sleep in his room with the lights off. Instead, he would sleep on the living room couch, holding hands with his mother who slept next to him on the floor. They would fall asleep with the TV on, next to a bowl that Eduardo could use to vomit.

"We kept trying to find the reason why this was happening," says Eduardo's mother Maria. "But anxiety is complicated – there isn't always a single reason."

Eduardo's anxiety and panic attacks became so bad that he ended up in Humber River Hospital's Apotex Emergency Department – twice in one day. That's when Humber laid out a 6 week plan for him, enrolling him in the Child & Adolescent Mental Health Urgent Care Clinic.

The Clinic is donor-funded and accepts referrals for young patients with mental health issues who visit the Emergency Psychiatric Unit or the Emergency Department. It extends care for those vulnerable children and adolescents who do not require inpatient care but do need additional support.

After an initial 90-minute evaluation with the psychiatrist and social worker, patients are entitled to five subsequent appointments to help determine their needs and to connect them with beneficial community resources. The Clinic opened in 2018 thanks to donor funding from Jack & Pat Kay, but we need additional donor funding to support the continuation and expansion of the clinic.

Eduardo attended weekly outpatient appointments with Rega Chang, a social worker, and Dr. Maged Kodsí, a child psychiatrist. His first appointment was booked 2 days after he was discharged from Emergency.

"When I met with Rega, she taught me techniques that would help when I started to feel anxious. She would give me homework, like eating one of the foods I was afraid to eat, or sleeping in my bedroom. We set small goals and would meet to discuss my progress. It was so helpful."

Piece by piece, Eduardo felt like he was getting his life back. Over the coming weeks, his diet improved, and with Dr. Kodsí's help,



his anxiety steadily decreased.

After Eduardo was discharged from the Urgent Care Clinic, he went on a family vacation back to Portugal. And the following September Eduardo started his last year of high school. He's now looking forward to what's next.

"At my lowest, I felt like there couldn't possibly be anything worse than what I was feeling," says Eduardo. "My anxiety made me feel like nothing could help me. It would make me happy if other kids with anxiety could read my story and know that there is help and it can get better."



831 visits to the Child & Adolescent Mental Health Urgent Care Clinic by children, youth and their families



2 WEEKS – maximum amount of time for a new referral to be booked, with the goal of reducing this to one week



37% of patients rated their level of stress as "high" before the program – this drops to just 1% after they have gone through the program

Humber + York U = Better Together

Humber is happy to announce a new partnership with York University (York U) to boost support, capacity, and resources for students experiencing mental health challenges. The collaborative pilot program, which is now in place, aims to improve access to services for students impacted by critical incidents, or facing personal crises or multiple complex issues.

"Through our partnership with Humber River Hospital, York students are able to receive care and support from the time they enter the hospital setting, through discharge and reintegration back to the York community," explains Lori Walls, Director, Student Counselling and Development, York University.

The program is accessed through Humber's Apotex Emergency Department. With

the student's consent, Humber can share personal health information with York U, so that the appropriate department can follow-up with the student when they return to the university. With this new program, students can access the Community Support and Services Unit, which supports students with academic accommodations, financial assistance, emergency housing, referrals to counselling services and social services agencies. York U can also connect with the student through this program to help ensure that they receive follow-up care and supports.

"It's an excellent initiative that helps facilitate a seamless transition of care, resources, and support from our Emergency Department to York U. Our ability to collaborate with our community will ensure that we provide the highest quality patient centred care," states Rosa



Spataro-Sherman, Clinical Practice Leader, Emergency Services, Humber River Hospital.

This collaborative project opens communication between Humber and York U and allows each organization to bring care closer to the student versus having to navigate the system alone. Humber will be monitoring use of the program over the next year, with plans to share the learnings with other organizations in order to support more students in need.



Humber Heels 2019: Fierce & Fantastic



Platinum Sponsor:

LUXE
MAGAZINE

Premier Style Sponsor:

Yorkdale

Gold Sponsor:



Activation Sponsor:



Silver Sponsors:



Our heartfelt thanks go out to over 500 Fierce & Fantastic guests who joined us for the 2019 Humber Heels Women's Event on November 7, 2019! It was an evening filled with fun, great conversation, lots of fundraising and of course, shopping! Thank you for helping to raise \$185,000 in support of programs at Humber including the Comprehensive Obstetrical Care Clinic.

This event would not be possible without our incredible sponsors and supporters. We hope you enjoyed the evening's activities, including the LUXE Lounge, sponsored by our platinum sponsor, LUXE Magazine, and our pop up shops courtesy of our Premier Style Sponsor, Yorkdale. Congratulations to our 2019 Humber Hero, Paula Reynolds, an incredible nurse at Humber River Hospital! We are thrilled to have been able to celebrate the positive impact she has on patients every day. Stay tuned for details on our next event!

Introducing The Aspen Grove Society

When you join your fellow neighbours by choosing to make a gift in your Will to Humber, you become member of the Aspen Grove Society. Despite different tree colours, shapes, and sizes, the Aspen Grove shares one root system. Just like your neighbours, you will be forever connected by your generosity and compassion for the future of healthcare in your community.

Carl's Story: In the Healing Garden With Thelma

"My beloved wife Thelma started giving to Humber after being a patient here. We made the decision together to leave Humber in our Will. Our Will represents what we have valued most in our whole life, and Humber is a part of our story. As a donor today, I feel very updated and informed about what's happening.



My beloved wife Thelma started giving to Humber after being a patient here.

And I'm constantly impressed by the staff — they are just the most kind and caring people you'll ever meet. I know that Thelma felt the same, especially after having being treated for her cancer.

When Thelma died, I thought about what she would have liked and I decided to help build the Healing Gardens. I like to imagine that Thelma is in the Gardens, greeting and watching over patients and their family when they step outside for a breath of fresh air. I like to imagine that she's looking down on the Healing Garden and thinking, 'Well, Carl finally did something worthwhile'."



To learn more about leaving a gift in your Will, contact:

Caterina Magisano,
Director of Development
& Legacy Giving

Tel: 416.242.1000 ext. 81516
Email: cmagisano@hrh.ca



OUR SPONSORS STEPPED UP

WHEN OUR SOIRÉE SHUT DOWN

When we had to cancel the The River Ball: Superfan Soirée due to the Coronavirus outbreak, our sponsors immediately donated their sponsorship commitments to our COVID-19 Emergency Response Fund.

On behalf of Team Humber, thank you for supporting us when we needed you most.

If you're interested in making your own gift, visit hrhfoundation.ca/covid19



GOLD SPONSORS



VELLAMO®

SILVER SPONSORS



BRONZE SPONSORS