

@ YOUR HUMBER

Frontline Action Report

Your generosity at work: 3 ways you are helping right now

Every single day, your generosity is felt here at Humber River Hospital. Thank you to everyone who is supporting our Hospital through the pandemic response. You and your neighbours have stepped up to support our Hospital during the COVID-19 outbreak in 3 ways:

1. Emergency Response Fund keeps Humber ready for anything the coronavirus brings, ensuring the safety of our patients and frontline healthcare workers. From the beginning, your gifts have helped purchase ventilators and cardiac monitors. Your donations have also purchased iPads and other tools that our new Patient Family Liaisons use to help connect families during physical distancing.

2. Frontline Support Fund alleviates some of the stress felt by our healthcare teams. You have helped deliver 14,254 meals



and treats during various shifts, donated 8,952 items of casual clothing and footwear so staff can keep rigorous sanitation routines by using clean, separate wardrobes for travelling to and from work, and gave 850 free rides for our Humber family.

3. Personal Protective Equipment (PPE) donations keep frontline workers safe as they care for patients. Since the start of the pandemic, donors have given a total of 436,044 items, including N95 masks, goggles, face shields, gowns, and gloves.



Hearing From Our Heroes:

Stories from Humber's Frontline



J.C.'s Story

“When I wear those scrubs for my Nursing shift, I don't only do my job. Those scrubs remind me that I am capable of making positive change.

I respond to every patient as if they were my own family. I've been in Canada for 11 years by myself, while my mom, dad and siblings are all back home in the Philippines. I miss them a lot. And I do pray that they'll be safe... and if anyone I love gets sick, I hope a good soul will take care of them the way I take care of my patients here in Canada.”

At the beginning, our stress levels were through the roof. Fear of the unknown. Fighting an invisible enemy. The experience of being in PPE for 12 hours a day is just gruelling. There is no training on how to breathe with a mask for extended periods of time, you just do it and try to survive. You're fighting for your patient's life, and also trying to not get sick otherwise it will weaken the healthcare force that we're a part of. PPEs are similar to an armor we equip ourselves every day to stand against this war.

Donors who are giving to the Hospital need to know how much we appreciate them and the difference it makes not only to the patients but also to the entire healthcare team. Every donation makes a huge impact and it comes back to us in ways we don't expect. I'm proud to be part of this community, knowing that donors like you appreciate us and love us enough to give.” – *J.C. Garcia, Registered Nurse – ICU*

Gisella's Story

“It was just another Saturday. I had called my Dad to see if he wanted to have a meatball and spaghetti lunch with me, but he didn't pick up his phone. I got worried and went to see him. He could barely breathe—he was just wheezing. I called the ambulance and they arrived in minutes. He was taken to Humber and right away he needed to go on the ventilator. It was COVID-19. And it was so scary. We couldn't be there. But the nurses



talked to us all the time, I know them all by name and they took such good care of him. They understand how important it is for families to stay connected. They were also really responsive to me when I

suggested some things to make him feel more comfortable (he loves classical or Italian music, he hates listening to the news). **My experience with Humber has been amazing. This is the future of how all Hospitals should be.** As a way to show my gratitude, I decided to set up a **personal fundraising page** and collect donations in support of Humber. In exchange, I clean up trash along the banks of the river near my house. I'm so proud to support our terrific Hospital.” – *Gisella, Grateful Family Member*



Anna's Story

"Humber was built after SARS with a pandemic like this in mind. I've been told that Humber has one of the highest numbers of air

exchanges in comparison to other facilities. Our negative pressure rooms are fantastic, and same with the wide hallways and lots of open space. We are also fortunate to have essential equipment in most rooms, so we don't need to move our materials around. **COVID-19 has challenged all of us, but because of great support from our community, and our commitment to take care of each other, we are learning and adapting every day.**" – *Anna Tran, Registered Nurse*

Your gift today will provide critical support to our ongoing COVID-19 response, including funding more fast, accurate and safe tests for your neighbours. You can use the enclosed reply form, call us today at 416.242.1000 ext. 81500 or visit hrhfoundation.ca.

Local Heroes: *Our Caring and Dedicated Humber Community!*

Since the beginning of the COVID-19 outbreak, members of our community like you have rallied to support Humber in unique and inspiring ways. **Here are just a few examples of our local heroes like you:**

- George and Andrea started a bottle drive and now nine Beer Store locations have joined too!
- Jon, a local McDonald's franchise owner in our neighbourhood donated over 600 breakfasts and also raised funds at the drive-thru!

Gratitude (More Than) Every Day!

Your generosity in action: One year of Gifts of Gratitude Program

Thank you to all our generous donors! We are so grateful that so far 480 gifts were made to honour every corner of our Hospital in the last year!

Sandra had surgery in February, and has since given Gifts of Gratitude. *"When COVID started, it made me think of the caring people at Humber and what they were going through. I knew they were putting their lives on the line for us. The doctors, nurses, staff, volunteers they all greet you with kindness and treat you with respect. Everyone was there for me with words of comfort when I needed it. I felt more like a member of the family than a patient."*

You can honour a caregiver, team or department with your own Gift of Gratitude by calling 416.242.1000 ext. 81500 or visiting giftsofgratitude.ca.

- John and Carson, two high school students, raised funds for PPE!
- Jennifer started a personal fundraising page in honour of her family members who are first responders!

If you want to host your own fundraising event, we would love to hear from you! Please contact Ashley at 416.242.1000 x81504 or amaharaj@hrh.ca

Aspen Grove Society: Legacy Giving In Support Of Humber

Dear To Our Heart: Remembering Audrey

“I will always remember my Granny for how cheerful she was,” says Mark. “She was always in a good mood. She loved to laugh.” Mark’s grandmother Audrey was born January 30th, 1913 in Kingston, and passed away peacefully last August at 106 years old.



At eighteen, she attended Shaw Business College and went on to work for the Bank of Montreal. In the early 1930’s she met the love of her life, Steve, who was in the Royal Regiment of Canada. Together they

had a daughter, Christine. Audrey’s great joys in life were family, friends, and travel. She volunteered at Humber River Hospital’s Keele Legacy Site (Northwestern Hospital). She loved to throw parties and had a passion for music, singing, and dancing.

“My Granny was very tough. She lived alone for thirty years taking care of herself after my grandfather died.” When Audrey was 105, she came down with pneumonia and was admitted at Humber River Hospital’s new Wilson site. Mark was out West at the time and rushed home.

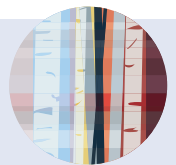
“We all thought it was goodbye,” he remembers. “But when I arrived at 4:00AM she was in a great mood. She loved the new



Hospital, especially that it was spacious enough for her family to visit. We are all happily surprised when she recovered and was discharged.”

After a fall where she broke her hip, Audrey spent the last few months of her life at a nursing home. The two organizations that Audrey honoured in her Will were Humber River Hospital and the Royal Regiment of Canada.

“They were the two things most dear to her heart,” says Mark. “She loved to help people. She would love to know that she is helping people heal and enjoy life, because that’s what she was all about. That makes me happy.”



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I want to thank Audrey and her family for sharing this story with us. If you would like to know more about our **Aspen Grove Society**, a group of donors like Audrey

who support our Foundation with a gift in their Will, I would be happy to connect with you for a confidential conversation. I love hearing from our donors about what matters to you most about our Hospital. You can reach me at 647-232-6064, or cmagisano@hrh.ca. Thank you! – **Caterina Magisano, Director of Development**