



2020 **DONOR REPORT**

CELEBRATING **YOUR IMPACT**

A MESSAGE FROM OUR LEADERS

To our generous donors, supporters and advocates;

On behalf of the team at Scarborough Health Network (SHN) Foundation, and every physician, nurse, volunteer, and frontline worker at our Birchmount, Centenary and General hospitals, thank you for your support.

As a donor to SHN, you play a vital role in our ability to deliver exceptional care to Scarborough's patients and families. And despite the immense challenges that all of us have faced throughout 2020, our community and the people who call it home continued to step up and stand alongside our hospitals.

Throughout the COVID-19 pandemic, SHN has tackled among the highest COVID-19 case volumes in Ontario. In response, our community opened their hearts like never before, giving donations, personal protective equipment and even meals to support the courageous frontline heroes as they work tirelessly to care for our patients, support our local long-term care homes and schools, and increase access to testing for those who need it most.

Even beyond COVID-19, generous supporters continued to show up in 2020 and contribute to our hospitals' highest-priority needs. Whether in support of areas such as our emergency departments, our nephrology program and our mental health initiatives, or providing future support through a legacy gift, or even donations to recognize a staff member or remember a loved one, this immense support has inspired us for the many possibilities that lay ahead.

But it is the people and stories behind this support that matter most. Thanks to you, the spirit of giving is strong in Scarborough, and we are working to strengthen this spirit as we look to the future of health care in our community.

Together, we will create a brighter, healthier tomorrow for the patients and families of Scarborough. We will build a health care network that can meet the needs of our diverse and growing community, create a better, more efficient patient experience, and help patients access lifesaving care and services directly in their community.

We look forward to taking the next steps on what will surely be an exciting journey alongside all of you.

Thank you.



Alicia Vandermeer

President & CEO,
SHN Foundation



Paul Torrie

Chair, Board of Directors
SHN Foundation



BY THE NUMBERS



12,638

of donors to SHN in 2020



573

of monthly donors to SHN Foundation



\$4,560,000

total fundraising support granted to our hospitals in 2020, including:



4,615

of new donors to SHN in 2020



4,140

of online gifts made to SHN in 2020



\$1,790,000

for the Centenary ICU



\$1,000,000

for equipment and resources related to COVID-19 relief (see page 6)



\$192K

Single-largest day of online giving in our history (April 23)



\$1.2M

Total amount of legacy gifts in 2020



\$829,000

for six new ultrasound scanners



\$414,500

for Nephrology research and education initiatives



\$2.7M

Total raised towards SHN's COVID-19 Emergency Fund



3,500

of donors who supported COVID-19 relief at our hospitals

OUR LEADING COVID-19 DONORS

- FDC Foundation
- The Krawczyk Family Foundation
- The Nanji Family Foundation
- TELUS Friendly Future Foundation
- The Weeknd (Abel Tesfaye)

THE COVID-19 EMERGENCY FUND

When the COVID-19 pandemic hit Toronto, much was still unknown. Businesses, retail stores, and schools closed, and people around the world were told to stay inside, wash their hands and wear a mask. And though it has proved challenging for us all, our courageous nurses, physicians, personal support workers, and countless other essential hospital staff remained at their posts to battle the virus and continue to keep Scarborough safe and healthy.

Since March 2020, our SHN staff have been hard at work navigating the changing situation and doing everything possible to reduce COVID-19's impact on the community. This includes increased access to testing for vulnerable neighbourhoods, necessary changes to visitor policies and surgical activities, and extensive support for local long-term care homes.

And this commitment to our patients did not go unnoticed by our Scarborough community.

During the first wave of COVID-19, SHN Foundation set up the COVID-19 Emergency Fund to help equip our frontline team members with the tools they needed to care for our patients. Our community rallied behind this effort, generously contributing more than \$2.7 million by September 2020 while donating hundreds of thousands of PPE supplies, numerous meals for frontline workers, and countless messages of support and encouragement for our team members.

We are tremendously grateful to everyone who donated to SHN during these difficult times. And no matter what form your generosity took, **you made a difference in the fight against COVID-19 in Scarborough.**



[Click here to view our full COVID-19 Donor Listing](#)

SCARBOROUGH SUPERSTAR SUPPORTS HOMETOWN HOSPITALS

Among the many donors who supported our COVID-19 Emergency Fund was multi-platinum selling singer, songwriter and record producer Abel Tesfaye, better known as The Weeknd. A Scarborough native, Tesfaye donated \$500,000 to his hometown hospitals through sales of his popular line of XO face masks.

“I was raised in Scarborough and felt it was important to give back to the community that raised me during the hard times of this pandemic,” said Tesfaye, a.k.a. The Weeknd.

The donation was met with recognition on an international level. It was particularly motivating for our SHN staff, many of whom, like The Weeknd, either come from Scarborough or call this community home.

[Read more about the Weeknd’s donation](#)

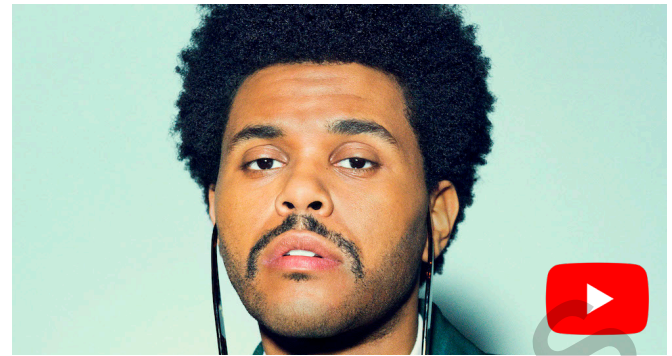
BRINGING TORONTO BACK BY FEEDING THE FRONTLINES

Over the course of COVID-19’s first wave in Toronto, our hospitals saw an outpouring of support from hundreds of local restaurants, organizations and community groups wishing to thank our frontline heroes by donating warm and delicious meals.

In total, SHN received delivery of more than 33,168 individually packaged meals, which were distributed across our three hospitals.

Our hospitals were also the first recipients of Maple Leaf Sports & Entertainment’s Bring Toronto Back meal donation program. Along with partners Bell, BMO, Rogers, Scotiabank and Tangerine, the city-wide program delivered 500,000 meals to community agencies and frontline workers from April to June, including 15,000 total across SHN’s three hospitals.

[Read more about this generous support](#)



[Click here to watch as our frontline heroes say thank you to the Weeknd](#)

\$500,000

Total donation made by The Weeknd to Scarborough Health Network in support of our COVID-19 relief efforts



[Click here to relive MLSE’s first Bring Toronto Back meal delivery](#)

33,168

of meals donated to SHN frontline workers since the start of the pandemic, **including 15,000 from MLSE**



410,000



of personal protective equipment (PPE) supplies donated to our Scarborough hospitals, including N95 and procedure masks, gloves, sanitizer and gowns for frontline works, and handmade fabric masks for patients and visitors.

\$1,000,000

from the COVID-19 Emergency Fund has been granted to the hospitals so far to support the purchase of much-needed medical equipment in the fight against COVID-19, including:



3

Ventilators



65

Vital Signs Monitors



85

Biomed Thermometers



2,000

Scrubs



20K

Isolation Gowns



25.6K

Procedure Masks



104.5K

Aprons



[Click here to view our complete virtual COVID-19 Impact Report](#)

WHAT'S NEXT?

As Toronto is hit by another, more intense wave of COVID-19, our hospitals continue to see among the highest case volumes in Ontario. But despite this challenge, SHN remains committed to the safety and well-being of all staff, patients and the Scarborough community.

With our learnings from COVID-19's first wave, SHN has jumped straight into action. Our frontline workers continue to provide first-class and compassionate care to our patients while our hospital teams have increased access to testing for vulnerable neighbourhoods, altered visitor policies and surgical practices, and offered further support to local long-term care homes.

Though COVID-19 is not yet behind us, SHN is confident that, together, we can continue to persevere and continue our journey towards Scarborough's healthier future.



[Click here for info on SHN's ongoing response to COVID-19](#)



x2

Our critical care capacity at Centenary was **doubled** thanks to the FDC Foundation

EXPANDING OUR SPACES

Critical Care Redevelopment

Redevelopment of our critical care unit at the Centenary hospital, including the Cardiac Coronary Unit (CCU) and Intensive Care Unit (ICU), was an important next step in the rapid evolution of these services for the community we serve. It would expand our capacity, enhance our cardiac care capabilities, and build upon our existing expertise in end-of-life critical care and quality improvement.

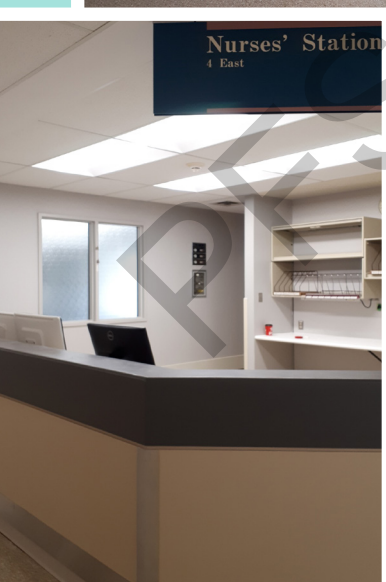
Thanks to a generous donation made by the FDC Foundation, and in partnership with the Ontario Ministry of Health and Long-Term Care, **SHN was able to initiate this redevelopment of our Centenary critical care spaces to increase space and accommodate additional beds.**

This exciting project was completed in two phases. The first involved relocating the CCU to our Margaret Birch Wing, while the second focused on the renovation and expansion of our ICU. Through the process, donor support was mobilized towards the purchase of key equipment, including patient monitoring systems, ICU ventilators, IV pumps and ICU beds.

As a result, capacity in our Centenary critical care spaces has grown from 6 beds to 10, with the ability to surge even further to 12, while the additional space allows for continuous monitoring of and treatment for the sickest of cardiac patients.

This urgent redevelopment has also supported SHN's pandemic planning, ensuring we have the necessary ICU capacity to combat the constraints that COVID-19 continues to place on our ICU. It also prepared us for future expansions in Centenary's hemodialysis units and Emergency Department, both of which see many patients who require access to critical care.

Ultimately, thanks to the FDC Foundation's support, our Scarborough hospitals can proactively anticipate and enhance patient services before they need our assistance. We are incredibly grateful to them for contributing to our mission of improving lives through exceptional care.





LEADING THE WAY

The Deepa & Narinder Lal Emergency

After arriving in Canada in the early 1970s with only \$48 to their name, Deepa and Narinder Lal started a business in their family basement. That business, Metro Label, is now one of the largest label manufacturers in North America. This past year, the Lals decided to give back to the community that had been such a significant part of their lives, making a transformational donation to SHN.

As **the single-largest donation in our over 60-year history**, the Lal's generous contribution will improve emergency and cardiac care in each of SHN's hospitals. Patients will benefit from less waiting, improved patient care, and the advanced equipment and technology all patients expect and deserve. The gift also supports our Arrhythmia program, known for its expertise in implanting pacemaker devices, electrophysiology, and complex ablations to treat people with heart conditions.

In recognition of their support, the Emergency Department at SHN's General hospital was proudly re-named the Deepa & Narinder Lal Emergency.

[Read more about this historic donation](#)


[Click here to watch the official naming of the Deepa & Narinder Lal Emergency](#)



“ We wanted to support care in Scarborough, where we grew our business and where many of our employees lived. We know our investment in SHN will help care for them and their families. ”

— Deepa and Narinder Lal



“ The Scarborough hospitals attract the least amount of attention from wealthy donors. We're hoping that this will start a trend of other people donating to Scarborough institutions. There are a lot of immigrants in the Scarborough area and many of them did well, and we are hoping that we can provide some leadership for these people to donate. ”

— Sandeep Lal, son of Deepa and Narinder Lal



OUR LINK DONORS

Bell Let's Talk

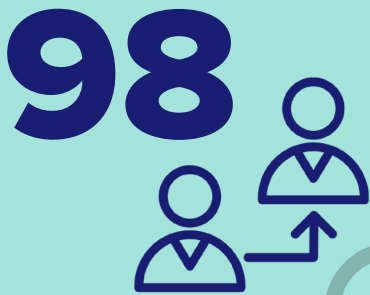
George & Tami Cope

David & Julie Crawford

Brian & Carolyn Neysmith

RBC Foundation

John & Jackie Walters



of referrals made to the **LINK Program** to date since launching in 2019

CLOSING THE GAP

The LINK Program

Young adults in Scarborough experience severe mental illness far above the average of the GTA, and often fall through the cracks when transitioning between child and youth mental health services to adult programs.

To address this gap in care and build a stronger Scarborough, a group of generous donors helped us **create the LINK Program, a first-of-its-kind pilot program for transitional aged youth.** Launched in 2019, LINK provides a range of crucial mental health services for patients between the ages of 18 and 24, including career advice, assistance applying to post-secondary education and sometimes just someone to talk to.

In 2020, LINK finally made its home in a **beautiful, newly-renovated space in the existing Shoniker Clinic** at Centenary hospital. The upgraded space was made possible entirely through the support of our donors, and includes access to technology, shared spaces for group activities and expanded spaces and tools for the clinical staff to better serve their patients.

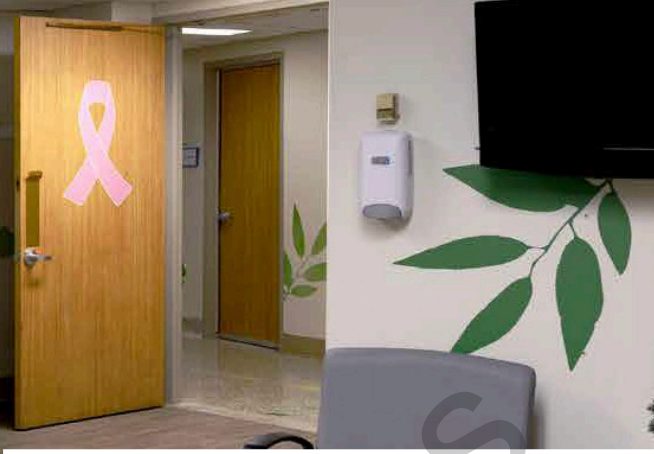
[Read more about this life-changing pilot program](#)



[Click here to watch a virtual walkthrough of the LINK clinic](#)

“ The impact this program will have on Scarborough as a whole is really positive. Because when our young people get the mental health care and support they need when they need it, they become thriving adults and will contribute to building a healthier Scarborough. ”

— Lydia Huber,
Manager, Mental Health



OUR BREAST CLINIC DONORS

CIBC
FDC Foundation
Christopher & Estela Provost

BEAUTIFYING OUR HOSPITALS

The CIBC Breast Clinic


A superior patient experience that accompanies exceptional care is an important priority for Scarborough Health Network, particularly in the most difficult of circumstances. To this end, Christopher and Estela Provost generously stepped forward (literally) with a gift of \$100,000, walking right into our office at the General hospital to drop off a cheque.

Christopher was compelled to redirect a portion of a previous pledge towards supporting the hospitals in honour of Dr. Kevin Wong, who cared for his wife Estela as she battled breast cancer and who had operated on her that very day. Christopher raved about the care his wife had received, but mentioned that the aging facilities demonstrated a critical need for support.

Thanks to the Provosts' generous support, we were recently able to open an **updated and newly renovated CIBC Breast Clinic**. The revitalized space offers a warmer and more comfortable space for patients to receive care across the breast health spectrum, from imaging and biopsy, to diagnosis, to treatment.

The original space was made possible over a decade ago by a generous \$1-million donation made by CIBC. FDC Foundation has also supported the Breast Centre, donating a digital mammography machine and, more recently, providing a new ultrasound scanner for the Clinic as part of a larger donation in November 2019.





[Click here to view the CIBC Breast Clinic photo gallery](#)

“ Our reception area, waiting room, hallway and physician room received a refresh with new floors, chairs and wall treatments with a nature theme as well as some new, modern equipment. So far, the feedback from staff and patients has been very positive, with everyone loving our new look! ”

— Dr. Nadine Norman,
SHN Breast Surgeon



295

of seniors served to date since the program's launch



<10%

of patients avoid a return to emergency after 30 days



70%

of patients continue the services after 30 days

“ By utilizing SHN’s in-house expertise and connecting at-risk seniors directly with community supports, we are ensuring that no senior falls through the cracks. This Initiative is an excellent example of the many benefits of collaboration across the healthcare continuum. By working together, SCHC and SHN are improving healthcare transitions and overall health outcomes of our shared clients and their families, and the Scarborough community. ”

— Megan Davies,
Manager, Seniors
Support Services, SCHC

CONNECTING THE DOTS

The Slight Community Reintegration Initiative

With the number of seniors in Scarborough expected to double by 2040, SHN is focused on creating accessible in-hospital and community-based programs to support our entire population age actively and confidently.

Upon discharge from the hospital, many seniors struggle to access and integrate new community services into their lives. Now, thanks to a generous grant made possible by the Slight Family Foundation, a unique collaboration will ensure our most vulnerable patients will face far fewer obstacles to their continuity of care.

In early 2020, SHN launched **the Slight Community Reintegration Initiative** in partnership with Scarborough Centre for Healthy Communities (SCHC). Through this critical initiative, seniors can now access community services directly from the hospital prior to discharge. This includes day programs, respite care, meal delivery services and a virtual ward where they can receive virtual care and transition services.

The program ensures a strong link between patients and services and a stronger continuity of care — and ultimately, a successful and healthy return home. By coordinating and integrating services in the transition from hospital to home, the Initiative is working to decrease the number of seniors who are at risk for further deconditioning and possible trajectory into long term care homes.

[Learn more about the impact of this initiative](#)



LEAVING A LASTING LEGACY

Many donors stepped forward in 2020 to address our hospitals' most urgent and immediate needs. At the same time, SHN Foundation continues to receive support that ensures our hospitals' future through forward-thinking legacy donations.

Gifts of life insurance, stocks and securities, or through a Will or other estate plans are an invaluable way for our donors to support a cause close to their hearts while ensuring our hospitals have what is needed to care for the Scarborough community long into the future.

We are eternally grateful to those donors who made legacy gifts in 2020 (see right) and to the many donors who chose to leave their legacy with our Scarborough hospitals. We have received close to \$13 million in charitable bequests throughout our Foundation's history, and we now have 100 living donors who have pledged their future support for SHN.



To learn more about why our donors chose to leave a legacy at Scarborough Health Network, we invite you to read some of their stories below:



[Peter Ito](#)



[Michelle Lee](#)



[Ruth Joyce](#)

“ I have had the pleasure of speaking with many donors who have made a legacy gift to our hospitals. Their wisdom, their life stories, and their giving spirit never cease to inspire me, both professionally and personally. They are grateful for the excellent care they or their families have received at SHN and they wanted to express their gratitude and make a difference long after they are gone. ”

— Verna Chen,
Associate Vice-President,
Donor Engagement

OUR 2020 LEGACY DONORS

- Estate of John Alexander
- Estate of Andrew Bishop
- Estate of Julie Boiselle
- Estate of Tzen-Lin Chen
- Estate of Joseph Gerald Haley
- The Estate of Peter Shizuma Ito
- Estate of Douglas Earl Jones
- Estate of Kwok-Shing Loh
- Estate of Sandra Marion Madden
- Estate of Margaret Mitchell
- Estate of Margaret Jean Sibbick
- Estate of Eric Tipping
- Estate of Eugene Tuckar
- Estate of Nita Zachary



OUR COMMUNITY OF SUPPORT

Despite the pandemic bringing our traditional events to a standstill in 2020, our community continued to show up and rally behind our Scarborough hospitals.



ANNUAL CARIBBEAN CARNIVAL BRINGS OUT PASSIONATE SUPPORT

On March 6, the Caribbean Philanthropic Council hosted the second-annual Caribbean Winter Carnival. The gathering of 160 raised more than \$5,000 for SHN’s Nephrology department. Guests enjoyed the spoken word of Ms. Letna, tasted the flavours of the islands, and partook in the silent auction, all while celebrating Caribbean culture. [Read more](#)



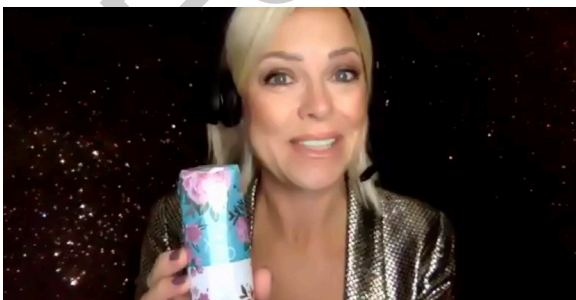
RECORD-BREAKING RADIOTHON SURPASSES \$500,000 MILESTONE

Thanks to the support of more than 2,300 donors on April 23, the Sing Tao A1 Radiothon raised a record-breaking \$500,000 for SHN’s COVID-19 Emergency Fund. This total was a record for the annual event and for any Scarborough Chinese-language radiothon. It also helped drive our highest single day of online donations, totaling more than \$191,000. [Read more](#)



SCARBOROUGH MUSLIM COMMUNITY ACHIEVES \$250,000 PLEDGE

In only two and a half years, the Scarborough Muslim Community achieved an incredible \$250,000 pledge in support of our hospitals – a commitment that initially had a 5-year timeline. The initiative was conceived in January 2018, and it was quickly met with enthusiasm and support from more than 20 local community mosques. [Read more](#)



SIP, SHOP & CELEBRATE WOMEN GOES ONLINE AS OUR FIRST VIRTUAL EVENT

Scarborough came together on November 5 for the seventh-annual Sip, Shop and Celebrate Women event in support of SHN. Held virtually live on Zoom due to the COVID-19 pandemic, the event was dubbed the “Girls Night In” edition. Despite the unique challenges, over 200 guests joined in, raising \$60,000 towards SHN’s areas of greatest need. [Read more](#)



THANK YOU

Throughout 2020, our SHN physicians, staff and frontline workers sent in heartfelt messages of gratitude and appreciation for your support.

[Click here to read more messages of gratitude](#)

“ It’s a wonderful feeling to know the community I was born and raised in is providing such incredible support to our front lines. It feels like we are one big family and it inspires me to continually strive to do better. ”

– Allison, Oncology Pharmacy Manager

“ The immense support through all the donations help keep us encouraged to do what we need to do. ”

– Lynne, Registered Nurse

“ I want to thank every single donor who has contributed to SHN. We would not be where it is now without the support of all the donors. Thank you from the bottom of my heart. You are all amazing! ”

– Erica, Patient Care Coordinator

“ It warms our heart to send this letter to say THANK you for your incredible support to our three SHN hospitals and several satellites. At our daily huddle, we talk about our daily activities, challenges and plans for the week. We end huddle with celebrations and we are so glad to acknowledge the very kind donations and letters/cards that come to our teams. We have posted many of these messages on our huddle board so that it’s a constant reminder of all the community support. We come to work each day to support our patients and it’s great to know that there is so much community support for us! Thank you! ”

– Swasti, Pharmacy Manager

“ The community support to SHN means so much to me because it shows how much we are loved, and appreciated for the hard work we do as healthcare workers. ”

– Patricia, Registered Nurse

“ The community support makes me feel like what I do matters, and it motivates me to give my best effort every day with every patient interaction. ”

– Larissa, Clerical Staff

“ The donations have highlighted the sense of appreciation that exists out there for the work we do, and has helped inspire and motivate us. ”

– Emmanuel, Nurse



**Your support of Scarborough Health Network
will ensure a brighter, healthier future for
Scarborough's patients and families**
— both now and in the future.

Scarborough Health Network Foundation (SHN Foundation)

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