2016/2017

ANNUAL REPORT

Create Health. Build Community.





Our mission statement

Our community inspires us to deliver exemplary care, develop innovative partnerships and mentor the next generation of health care providers. Together, we will make a difference and change the face of health in east Toronto and beyond.

Our vision

Create **Health.**Build **Community.**



Our values

Compassion
Integrity
Courage
Accountability

A message from our leaders

Welcome to the first shared annual report for Michael Garron Hospital and the Foundation. Profiling our successes jointly in this report demonstrates the deep commitment of both our organizations to a bold new vision: Create Health. Build Community. We are proud to share with you our key achievements of the past year which include an updated brand, a new strategic plan, and significant progress in advancing our campus redevelopment.

In December 2015, we announced the renaming of our organization to recognize the \$50M gift from the Garron Family. Our new names, Michael Garron Hospital and Toronto East Health Network are beginning to take hold in this community. The Hospital and the Foundation launched our new logos which symbolize the place of this hospital in the community, in a modern and vibrant way.

We released a new five-year Strategic Plan in January - which charts our course to create better health for our community. This new plan was built with the guidance of more than 1,000 patients and family members, community members, Board members, staff, physicians, volunteers, donors, health system experts, learners, and partners. Our new vision, renewed mission, and updated values will guide our work in clinical care, education, and research. This plan builds on our mission of advancing health through our talented teams, genuine partnerships, and innovative programs that serve our community at all ages and stages of their lives. We aim to change the face of health in east Toronto and beyond.

This year also allowed our patients and staff to benefit directly from the generosity of philanthropy. The Garron gift enabled the purchase of various pieces of equipment, including new ventilators for the Intensive Care Unit, a holmium laser for the treatment of stones in the bladder, ureter and kidney, updated patient beds, and a new CT scanner which is on order following an extensive process of evaluating the latest developments in this diagnostic technology.

Our redevelopment project is also advancing through the critical procurement stages. Over the past year, considerable effort has been put into finalizing the key elements of our project design, prequalifying three bidders, and releasing the Request for Proposals. We will determine later in 2017 who will be awarded this major contract and we are on track to begin construction in early 2018.

Finally, this has been a year of awards and recognition for our hospital: Exemplary Standing from Accreditation Canada, Greater Toronto's Top 100 Employers, and Canada's 10 Most Admired Corporate Cultures.

None of this would be possible without the support of our community, staff, physicians, volunteers, partners and donors. Without your support, we could not aim as high and promise so much.

Sincerely,

Sarah Downey, President & CEO

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Michael Garron Hospital / Toronto East Health Network

Mitze Mourinho, President Michael Garron Hospital Foundation

Mitze Mount

Michael Burns, Chair Michael Garron Hospital Foundation

Michael Burs









Krystyna Hoeg, Chair Michael Garron Hospital / Toronto East Health Network, Board of Directors

Hospital Highlights

Celebrating expansion and reach

76,542

emergency visits

2,882

babies delivered

State-of-the-Art

Chest Centre, officially opened by Premier Kathleen Wynne in August, provides care for a broad spectrum of chest diseases in a single location **525**

student and adult volunteers

431

physicians and midwives

220,000

outpatient visits



Recognized

Named one of Greater Toronto's Top Employers by the Canada's Top 100 Employers project

Awarded Patient Experience Practice of the Year by the Cleveland Clinic Association – for our "Patient Videos - Empowering the Patient Voice to Transform Care"

Exemplary Status

Following our 2016 survey, MGH was awarded Exemplary Standing, the highest level of recognition under Accreditation Canada's Qmentum Accreditation program

Hospital Financial Highlights

for the Year Ended March 31, 2017

The following information is taken from Michael Garron Hospital/Toronto East Health Network's audited financial statements. Audited financial statements are available upon request.

Statement of revenue and expenses (in \$000's)

	2017	2016
Revenue		
Ministry of Health and Long-Term Care/ Toronto Central Local Health Integration Network	216,631	215,318 17,527 13,530 6,479
Patient income	18,251	
Other income	11,713	
Other vote programs	6,542 2,950 382 105	
Amortization of deferred contributions - equipment and building		3,930
Research		388 128
Interest income		
	256,574	257,300
Expenses		
Salaries and wages	125,199	132,045
Employee benefits	30,630	31,240
Medical remuneration and reimbursement	16.982	17,414
Medical and surgical supplies	12,820	12,812
Drugs and medicines	9,060	8,904
Other supplies and expenses	38,016	39,819
Equipment and building amortization	14,570	13,409
Other votes programs	6,657	6,838
Research	382	388
	254,316	262,869
Excess (deficiency) of revenue over expenses	2,258	(5,569)

Foundation Highlights

Celebrating generosity

6,830

2,907new donors

\$6.6 Million

transferred from the Foundation to the Hospital over the last two years. In the 2016/2017 fiscal year, our donors were able to support the refurbishment of a Spinal Table; the purchases of a new Holmium Laser for our urology patients, 11 Intensive Care Unit ventilators, 3 3D Echo machines, 2 treadmills for our Wellness Centre and a Paediatric Glidescope for our Emergency Department

gifts received

32

number of years the Foundation has been in operation

attendees at our special events

96
Joseph H. Harris
Society members

Foundation Financial Highlights

for the Year Ended March 31, 2017

The following information is taken from Michael Garron Hospital Foundation's audited financial statements. Audited financial statements are available upon request.

Chahamaant			
Statement	OT T	inanciai	nosition
Judicilient	$\mathbf{v}_{\mathbf{i}}$	II Iai ICiai	POSITION

	2017	2016
Assets		_
Cash	4,916,411	2,568,132
Short term investments	10,216,009	10,115,861
Accounts receivable	50,261	68,579
Prepaid expenses	430,316	21,578
	15,613,357	12,774,150
Capital assets	-	805
	15,613,357	12,774,955
Liabilities		
Current liabilities		
Accounts payable & accrued liabilities	527,206	575,817
Deferred revenue	649,573	185,377
	1,176,779	761,194
Fund Balances		
Invested in capital assets	-	805
Restricted	12,996,778	10,403,391
Unrestricted	1,439,800	1,609,565
	14,436,578	12,013,761
	15,613,357	12,774,955

Statement of revenue and expenses and changes in fund balances

	2017	2016
Revenue		
Donations and events	6,300,050	5,934,786
Bequests	515,020	1,690,799
Investment Income	126,704	123,313
	6,941,774	7,748,898
Fundraising and administrative expenses	3,019,885	3,016,077
Excess of revenue over fundraising and administrative expenses before grants to MGH and related parties	3,921,889	4,732,821
Grants to MGH & related parties	(1,499,072)	(5,144,385)
Excess (deficiency) of revenue over expenses	2,422,817	(411,564)
Fund balances, beginning of year	12,013,761	12,425,325
Fund balances, end of year	14,436,578	12,013,761

Transforming Mental Health Care

A Life Rebuilt - Erik's Story

"When you have cancer, people feel sorry for you. When you have a mental health episode, people want to run away from you."

When Erik's well-ordered life fell apart two years ago, he saw the fear and concern in friends' eyes. "Even now, some people look at me a bit differently," he says.

The stigma surrounding mental illness was only one of many issues Erik had to deal with. By the time he was diagnosed with bipolar disorder by our Mental Health Service experts, he had lost his home, his marriage and his job.

"My life hit rock bottom," he says. "The hospital was the one place where I could trust somebody. What saved

me was my psychiatrist, Dr. Natalie Erdmann, and social worker, D'Arcy McCabe. I got the right medication and I slowly improved."

Now, he says, "I'm back on my feet. I'm stable. I'm working. Dr. Erdmann is so on my side. I can't explain how good that feels."

Erik is open about his breakdown and recovery. He shares his story, and he discussed the patient's perspective of mental illness and treatment in video interviews for hospital staff. "I want to do something to help break down the stigma," he explains. "And I want to give back. I'm very grateful."



The Healing Power of Giving

Cruz Ison was a bright and talented young man. He was a music lover, a master of the Rubik's Cube, the computer guru of the family and a gifted photographer.

"I knew there was something different about Cruz," says his father, Jordan. "He kept to himself more. Even so, we never thought he had mental illness."

Cruz died by suicide in April 2012. Five years on, the loss remains devastating. "Right after, you're incapable of anything," says Jordan. "I work now, but life has changed."

As President of Toronto Honda on Danforth Avenue, Jordan had previously donated to Michael Garron Hospital. So when he was approached to sponsor the 2015 Grand Slam Celebrity Softball Tournament, in support of the hospital's Mental Health Services, he welcomed the idea.

The prospect of fundraising for his team, however, was a little worrying. "But I had read about charitable work being healing, so I thought, great, we're going for it."

Jordan's team, which included Cruz's siblings, raised over \$100,000. The Toronto Honda/Kia team repeated this incredible achievement in 2016 again raising \$100,000 to enhance care for adults, teens and children with mental health issues.

"It's a win-win," says Jordan. "I hope we're good for the hospital, but I know they're good for me. This has been good for my whole family."



Stacey and Jordan Ison at Grand Slam 2015

What's next:

Building New Healing Spaces for our Mental Health Inpatients

When completed in 2021, the Ken and Marilyn Thomson Patient Care Centre will offer an exceptional therapeutic environment to support holistic healing of mind, body and spirit for our mental health patients.

As mental health care has evolved, so too has our understanding of the importance of facility design. It is now recognized that an enhanced care environment, sensitive to patients' physical and psychological needs, can make an enormous contribution to the recovery journey.

The 44-bed, Adult Mental Health Inpatient Unit in the new Patient Care Centre, comprised completely of single-patient rooms, will incorporate welcoming lounges and dining rooms, homelike finishes, a soothing colour palette and broad expanses of natural light to contribute to comfort and hope, and support optimal therapeutic care.

A secure, open air, rooftop terrace, directly accessible from the unit will provide an oasis for patients to engage in therapeutic recreational programming, visit with families, or simply relax and experience the restorative power of nature.

The redevelopment will also include the six-bed Slaight Family Short-Stay Inpatient Unit, for children and teens experiencing acute mental health crises.

The new mental health inpatient units will reflect the high level of care and respect delivered by our mental health professionals, and demonstrate the value we place on each patient. The new spaces will promote healing and assist in reducing the stigma often associated with mental illness.

Supporting our Families

Innovation at Work Making a connection, right from the start

Within seconds of her child's birth by cesarean section, Rachel Huang was holding her daughter close, experiencing the skin-to-skin connection not traditionally possible with C-section.

"She looked beautiful," Rachel says. "It was like magic to see her right away."

Babies born by C-section are usually whisked away to a separate area to be cleaned, monitored and swaddled. But at Michael Garron Hospital, a new skin-to-skin cesarean birth program enables an immediate post-delivery bonding that is known to improve the baby's breathing,

body temperature, blood pressure, oxygen and sugar levels, ability to breastfeed and attachment to their mothers.

"My obstetrician, Dr. Yoav Brill, told me about the program and I immediately wanted to do it," says Rachel, an operating room nurse at the hospital.

A simple modification to the regular C-section drape created a sterile passage that allowed Rachel's baby to be passed directly from the womb to her chest.

"I was so excited," says Rachel. "My husband was right beside me. Being together as a family for the first time is a moment we will never forget."

"The skin-to-skin birth was beneficial for us all. My daughter was so comfortable, so calm. She felt secure and safe. I would recommend this program for any C-section mom."



Grateful Patients Pay it Forward

"I've got two kids and a wife who are still with me because of this hospital," says Tony Eleftheriadis, explaining why he and his wife Jesse are long-time donors.

Their first son, Nicholas, was delivered early and given blood transfusions; Jesse, it turned out, had a placental abruption.

"We received excellent care, and we started donating then," says Jesse.

Four years later, a prenatal test revealed their second child had the possibility of spina bifida. They were referred to Mount Sinai Hospital, where they learned there was limited amniotic fluid. Evan was born at 28 weeks. He spent two months in Mount Sinai's Neonatal Intensive Care Unit. and six weeks in Michael Garron Hospital's Special Care Nursery.

"We asked that Evan be moved to Michael Garron when he was stable enough," recalls Jesse. "We live within walking distance so we could go over for midnight feedings, and our families could visit. The nurses were incredible."

Evan was still in hospital when shortness of breath sent Jesse to the Emergency Department. She was diagnosed with bilateral pulmonary embolism - blood clots in the lungs.

"Without treatment, she would have died," says Tony. He also experienced hospital care during that tough period. "I had dizzy spells, from stress and exhaustion."

Today, the whole family is thriving, and Tony and Jesse have an abiding appreciation for their local hospital.

"Ours is a happy story; it could have been very different," says Tony. "We're very grateful."



Tony & Jesse Eleftheriadis with sons, Nicholas and youngest Evan

What's next:

New Outpatient BMO Paediatric Care Centre

Our vision is to implement the best-practice model of Family-Integrated Care, bringing together a broad spectrum of outpatient programs for expecting and new families, as well as families with older children, into one, child and familyfriendly space.

Children hold a special place in the world and in our hearts... and they are a priority at our hospital. We have a long tradition of dedication to children's health, providing exceptional care close to home.

To further enhance our paediatric centre's services, a key element in our redevelopment project will be the co-location of a wide range of outpatient paediatric services into a state-of-the-art Paediatric Care Centre.

Providing multiple supports for families — from pregnancy, through infancy, childhood and adolescence — the Centre's services will include pre and post natal clinics and education classes; as well as a wide array of clinics, consultation services and outpatient procedures for newborns, children and teens. In addition, it will accommodate an expanded Child Development Centre, for children with cognitive. communication and/or sensorimotor concerns; and our Healthy Lifestyle Clinic, for children and their families who struggle with obesity.

Bringing our outpatient services together in the BMO Paediatric Care Centre will improve access to care and will play a vital community role in supporting parents, and helping each child become a healthy adult.



Nanda Ramdass, RPN (left) and Dr. Constan a young family in the Child and Teen Clinics



Excellence in Emergency Paediatric Care

As an east ender and the mother of two active children. Lovisa McCallum has made more than a few visits to the hospital's Emergency Department. The efficiency of triage and treatment has always impressed her.

One particular visit brought home the benefits of local access to specialized care for sick or injured children.

"My 11-year-old son, Ethan had a broken hand and our paediatrician sent us to a downtown hospital Emergency," she recalls. "We showed up at 7:30am on a Saturday and were told there would be a 9-hour wait. Then a trauma came in - adding several more hours."

At that moment, Lovisa and her husband took their son to Michael Garron Hospital's Emergency Department. "We were whisked through the system," she says. "We had x-rays taken and saw an appropriate physician within 35 to 40 minutes. I was amazed!"

Children make up one-fifth of Michael Garron Hospital's emergency patients. For over a decade, they have received high-quality, paediatric-focused care, thanks to a partnership with SickKids.

The partnership, renewed in 2016, enables teams to share expert knowledge in paediatric emergency medicine and provides specialized training for paediatric nurses in our Hospital's Emergency Department.

For Lovisa, the experience demonstrated the value of her local hospital. "Our son received SickKids' level of care, with access to a SickKids specialist if needed, in a much shorter time. The team at Michael Garron Hospital's Emergency Department did a wonderful job."

Philanthropy — A Family Tradition

When the late Steve Stavro championed the hospital's Emergency Department in 1988, he began a family tradition.

Since then, leadership gifts from the Stavro family have established the Stavro Emergency Department, one of most advanced emergency facilities in the city, and funded the purchase of critical pieces of equipment.

In 2016, a generous gift from the Stavro family enabled the hospital to add a paediatric glidescope - a fibre-optic intubation device - and new ceiling lifts. These much needed pieces of equipment have contributed to an already high standard of emergency patient care.

"My father gave to many organizations, but this hospital was one of his closer connections," says Connie Stavro Giamos. "My grandfather and my father supported the hospital, my mother and my aunt were volunteers and my uncle was on the Board of Governors." Connie herself has chaired six Hospital galas and served on the Foundation board for 12 years. Currently, her daughter, Christina is a member of the Foundation board.

"We've been involved for so long, it's natural that the family keeps the hospital's welfare in mind," she says. "The support we give to Michael Garron Hospital is for all our benefit."



Stephanie Stavro, Sally Stavro, Dr. Paul Hannam (Chief and Medical Director, Department of Emergency Medicine), Connie Stavro-Giamos and Bill Giamos with the new GlideScope

What's next:

State-of-the-Art Diagnosis and Treatment at the Point of Care

"Our number-one diagnostic imaging need is always leading-edge equipment. Radiologists really are doctors' doctors - essentially here to serve other doctors as they diagnose and treat their patients. We must have the tools to do this effectively. Moreover, we need to have up-to-date equipment in order to attract bright, young, subspecialty radiologists, to enhance our current generalist team."

-Dr. Aaron Glickman Radiologist-in-Chief and Medical Director, Diagnostic Imaging

Our emergency physicians order close to 10,000 CT scans each year. Until now, porters have had to move emergency patients requiring these scans to our busy Diagnostic Imaging Department where our radiologists perform more than 15,000 inpatient and outpatient CT scans each year and then back to the Emergency Department for care.

The vision and generosity of some of our most generous supporters is allowing us to purchase two, new, state-of-the-art CT scanners, to offer our patients the most advanced diagnostic imaging capabilities.

The addition of two new scanners, will allow us to locate one right in our Emergency Department - providing vital assessment and treatment at point of care — making a potentially life-saving difference to patients, when every second counts.

We are exceedingly grateful to Myron and Berna Garron, and Eric Tripp and Maria Smith for making this possible.



CT scanner

Giving Without Bounds

Unrestricted Support —an Invaluable Gift

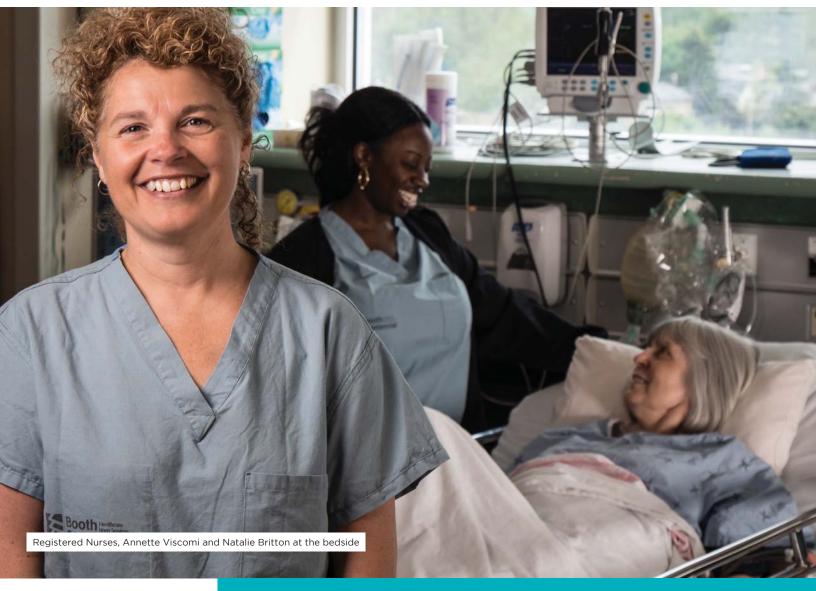
The future of health care is important to us all, affects us all and never before has philanthropy played a more vital role.

The generosity of our friends is an essential underpinning of Michael Garron Hospital. We look to our donors to put vital equipment into the hands of our medical professionals; to support community research and innovation for better patient care and a healthier community; and to help us create the healing spaces our patients need.

Every gift matters and every dollar counts.

Unrestricted donations can be used, at the discretion of the hospital leadership, to meet our most pressing priorities, including our redevelopment project. These undesignated gifts provide the most flexibility for the hospital, allowing us to direct each gift to where the need is greatest.

Unrestricted donations enable us to respond to all types of patient needs, empowering us to ensure that all community members who come through our doors receive the best possible care, with the best possible equipment, in the best possible spaces.





Building for a New Era in Patient Care

Redevelopment Update

"This is the next step in our transformation of community care for east Toronto residents and beyond. We at Michael Garron Hospital are inspired by the passionate belief that a healthy community is a strong community. Our redeveloped campus will be designed as a welcoming and supportive space that promotes health and wellness."

President & CEO, Michael Garron Hospital

Michael Garron Hospital is in the midst of a multi-phase redevelopment that will transform health care delivery in east Toronto.

The focal point of this monumental project is the new Ken and Marilyn Thomson Patient Care Centre, to be built at the corner of Coxwell and Sammon Avenues. This striking eight-storey facility — which recognizes the extraordinary, \$5 million gift Diana and Peter Thomson made in honour of Peter's parents — will be an embodiment of our commitment to world-class, patient-centred care.

In addition to the construction of the Ken and Marilyn Thomson Patient Care Centre, our historic renewal includes dramatic changes to our existing physical facility, construction of a new, welcoming main entrance, and expansive front landscaping to integrate the hospital with our neighbourhood.

Some of the preliminary physical work, such as geotechnical testing to acquire information about elements such as soil consistency and groundwater, is already underway.

In February, 2017, following a comprehensive assessment of firms who responded to our Request for Qualifications, we issued a Request for Proposal to the three teams invited to bid on the project: EllisDon Infrastructure Healthcare, PCL Partnership and Walsh Toronto East Health Partners. Over the coming months, we will be participating in more than 100 bidder meetings. We will receive proposals in early August and, after extensive evaluation, will select the winning bidder in fall, 2017.

We expect to have a shovel in the ground in early 2018. The Ken and Marilyn Thomson Patient Care Centre is scheduled to be finished in early 2021. We look forward to the completion of the future hospital campus redevelopment in 2024.

Thank you

Building Canada's healthiest community through the spirit of generosity

Michael Garron Hospital Foundation's List of Donors recognizes the generosity of individuals, corporations, foundations, community service clubs and estates. We are deeply grateful for your support. We also acknowledge the ongoing support of our many event sponsors, prize donors, volunteers and committees. While all gifts to the Foundation are greatly appreciated, due to space limitations, only cumulative gifts received of \$500 or greater between April 1, 2016 and March 31, 2017 are listed. New pledges made in this same period are also acknowledged in this list.

In the event of an error or omission, please accept our apologies and contact the Foundation at 416.469.6003. To see our list of cumulative lifetime giving, please visit our Donor Recognition Wall within the Hospital.

C Margin Minds American Addition American Additio

Proceeds from the Tom Andrikopoulos Memorial Golf Tournament support Cardiac Medicine at MGH

New Pledges

We are proud to recognize the following donors who committed to new pledges between April 1, 2016 and March 31, 2017

Visionary \$1,000,000 - \$4,999,999

BMO Financial Group The Tripp/Smith Family

Grand Founder \$250,000 - \$499,999

Ralph & Rose Chiodo Family
The Lawson Foundation

Innovator \$100,000 - \$249,999

Dr. John Abrahamson &
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Builder

\$50,000 - \$99,999

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Benefactor \$25,000 - \$49,999

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Method to FOUNT

Jesse Barfield signs autographs for fans at the Grand Slam Celebrity Softball Tournament



The Global News team competes for the coveted Golden Bed Pan at the 10th Annual Danforth Dash Bed Race



Martin Reader, Mike Zigomanis and Spider Jones with Shoppers Pharmacist & Owner Jay Tailor and staff launching Growing Women's Health in support of MGH

Gifts Received

between April 1, 2016 and March 31, 2017

Visionary

\$1,000,000 - \$4,999,999

Michael Albert Garron Foundation

Grand Founder \$250,000 - \$499,999

Estate of Charles Edward Hebert

Innovator \$100,000 - \$249,999

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Reginald Bronskill

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Subhash Gujrathi

The caring doctors, nurses and staff at the hospital made a world of difference to my son and me, when we were both treated at the hospital last year. MGH is my community hospital, and giving back just feels like the best way to say thank you.



Rosemary Vandierendonck Grateful Patient and Annual Donor

I support the hospital as a monthly donor because it means the world to me and my family. We have always received wonderful treatment from caring hands, and I will be forever grateful to everyone at MGH for the incredible support I received during my cancer diagnoses and treatments.



Barbara Griesdale Grateful Patient and Monthly Donor



refreshment stand in support of Michael Garron Hospital.



Myron Garron receives sabering instruction at the 8th Annual Food & Wine Celebration

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We are grateful for the donations we received between April 1, 2016 and March 31, 2017 in memory or in honour of the following individuals or organizations.

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The following partners donated their products or services in support of MGH Foundation special events that took place between April 1, 2016 & March 31, 2017.

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Team MGH running in the 2016 Jazz Run in support of Michael Garron Hospital

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Anonymous (52)

An attempt at a world record in champagne sabering at the 8th Annual Food & Wine Celebration



Guests Deborah Stavro, Diana & Peter Thomson, Connie Stavro-Giamos & Bill Giamos at the 8th Annual Food & Wine Celebration



Roberto Alomar gets drafted by team Hausta Bautista Baby at the Grand Slam Celebrity Softball tournament



Saul Korman of Korry's Clothiers enjoys the scenery from the verandah at the 22nd Annual Golf Classic

Growing up in the east end of the city, East General Hospital was quite simply the place to go when you needed help.

The hospital has grown and evolved over the years and even has a new name but it is still my "go to" place.

I offer my heartfelt thanks to the doctors, nurses and others who have provided wonderful care to my family and myself over the years and am happy to be able to pay back in some small way.

I hope my legacy gift will help the hospital as it continues to grow, innovate and expand the quality care it provides as the heart and soul of our east end community.



Stephanie Meredith Joseph H. Harris Society Member

Michael Garron Hospital

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Inspired to help?

With the help of a generous philanthropic community, Michael Garron Hospital — the heart of the east delivers compassionate, patient-centred care in a multicultural community that contains some of Toronto's most marginalized families. There are so many ways you can get involved:

- Become a MGH champion and ambassador by joining one of our fundraising committees
- Volunteer in a variety of areas of the hospital, suited to your interests and talents
- Come in for a personal tour or join us at one of our Foundation Behind-the-Scenes evenings
- Include the Hospital in your estate planning
- Introduce an interested friend or colleague
- Host a Fundraising Dinner for us
- Provide input on one of our hospital committees such as a Patient Experience Partner
- Follow us on Facebook, Twitter or Instagram

Please contact us at community@tegh.on.ca or 416-469-6459 to learn more about how you can become involved.









Michael Garron Hospital Foundation

825 Coxwell Avenue, A128 Toronto. ON M4C 3E7

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