

thrive

 Peace Arch Hospital & Community Health FOUNDATION

NEIL AND LISA YARMOSHUK'S
DAZZLING PHILANTHROPY AT
THE PEACE ARCH HOSPITAL GALA

THE GREAT PUMPKIN RUN WALK
CELEBRATES 10 YEARS

WHITE ROCK AND SURREY
FIREFIGHTERS MAKE
PRECEDENT-SETTING GIFT

DAVE AND RANI MANN OFFER A
MILLION REASONS TO GIVE TO ER

DR. JERROD HENDRY

An ER physician at the very heart of the new Emergency Department planning

MEET +



WELCOME TO OUR NEWEST EDITION OF **thrive!**

What an exciting summer and early fall we've had in our community. From the wonderful Picnic on the Pier and the My Shanti fundraising events to our inspiring Friends of the Foundation awards reception and 10th anniversary of our National Bank Financial Great Pumpkin Run Walk, it certainly was a time to celebrate.

Our biggest celebration will be when we wrap up our ER fundraising campaign, an endeavor that has come full circle after years of hard work, collaboration and the incredible generosity of our donors, medical staff and volunteers, to see it through. Fraser Health asked us to raise \$15 million in order to make a new emergency department a reality and we knew in our heart of hearts that our extremely philanthropic community was up for the challenge. We are almost at our goal, sprinting towards the finish line, and ready to break ground in 2017.

We sat down with Dr. Jerrod Hendry (page 6), who has been a supporter since the very beginning, to get his take on the new ER plans and how this desperately-needed redevelopment will positively affect our patients and their families who arrive unexpectedly through those emergency doors every day.

We're also thrilled to announce we've expanded our community grants program! See page 4 for all of the details. Speaking of collaboration, learn more about the unprecedented joint gift from both the White Rock and Surrey fire departments on page 13. They often work together in the field and now they have come together to support a cause they both feel very passionate about.

We wish you a cozy winter and a heartwarming holiday season filled with family and good friends.

Stephanie Beck

Siobhan Philips

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Healthy Community

GRANTS PROGRAM

Introducing the Healthy Community Grants Program

For 17 years, the Foundation has been funding a variety of innovative initiatives designed to enhance the health and wellness of the South Surrey and White Rock community. These grants, known as the Because People Matter Grants, funded community outreach programs, advocacy support, kids' activities, seniors' services and total health makeovers designed to reverse and prevent chronic health conditions, to name a few. The grants were extremely successful but we thought it was time to make some changes to make them even better.

To align with our Healthy Community strategy, the grants needed a name change! The program will now be known as the Healthy Community Grants.

Similar to the previous Because People Matter grants, the Healthy Community Grants program offers financial support for viable projects, programs and initiatives that enhance the health and wellness for those who live in the White Rock and South Surrey areas, whether through direct medical services, public health education or medical research.

There are also exciting new elements to the program! Here are highlights of the changes:

- Projects over \$100,000 will now qualify
- Consideration will now be given to projects lasting longer than one year
- Funding of capital expenditures may be included as part of the project budget
- Operational expenditures can be included in the application (capped at 5 per cent of the total project budget)

But the best part? Applications can be submitted year-round on an ongoing basis, with no deadlines to apply, and they will be assessed for approval as they are submitted.

Some things are not changing:

- Online application – it's easy to use and to submit!
- The program is open to departments within Peace Arch Hospital and within the South Surrey and White Rock community.

For more information on the guidelines and application, please visit pahfoundation.ca/grants.

Neil and Lisa Yarmoshuk's Dazzling Philanthropy

Neil and Lisa Yarmoshuk moved to White Rock in 1993 when Neil accepted a position in the wealth management sector. They knew immediately that this community was a wonderful place to raise kids and shortly after Neil started his career with CIBC Wood Gundy in 2000, their son Cole (14) was born, followed by Aidan (12) and Sofia (10).

They feel extremely fortunate to live and work in what they consider to be the most beautiful community in Canada. The whole family likes to be active and takes advantage of the many incredible outdoor spaces to run, ride or swim.

Today, Neil runs his own wealth management firm, the Yarmoshuk Financial Group. With team members passionate about providing the best service and advice in the industry, they work closely with just a small number of clients to ensure they understand their financial vision; implementation comes with a customized roadmap created specifically for them. For Neil and his team, it's all about trust. More than 80 per cent of their clients have been watching their wealth grow at the Yarmoshuk Financial Group for more than 10 years.

We feel really fortunate and want to set a good example for our children.

All three of their kids were born in Peace Arch Hospital and the entire family has used the hospital at one time or another. What has always stood out to them is the friendly demeanor of the doctors, nurses and staff, which Lisa feels is quite an accomplishment given the stress of working in that environment.

"Since we both live and work here, we felt it was important to give back to the community that continues to support us," Neil says.

After attending the Peace Arch Hospital Gala as guests, the Yarmoshuks decided they wanted to sponsor the event personally, becoming the title sponsors in 2014. This sponsorship has carried on to this day.

"Similar to the hospital, what most impressed us about the event were the people involved," Neil says. "From the Foundation members, to the organizers and the volunteers, everyone we've met over the years is equally committed as Lisa and I are to our hospital and community."

"I really enjoy listening to the shared stories of families who have had such a positive experience at the hospital and how it has impacted them," Lisa says.

We live in such a tight knit community and the hospital affects everyone.

The Gala is also an opportunity for Neil and Lisa to connect with friends that they may not see often throughout the year.

"We are all living busy lives and we think it's great to put that aside for one night, get dressed up and spend some time with friends, realizing how fortunate we all are," Neil says. "And of course, donate to the hospital!"

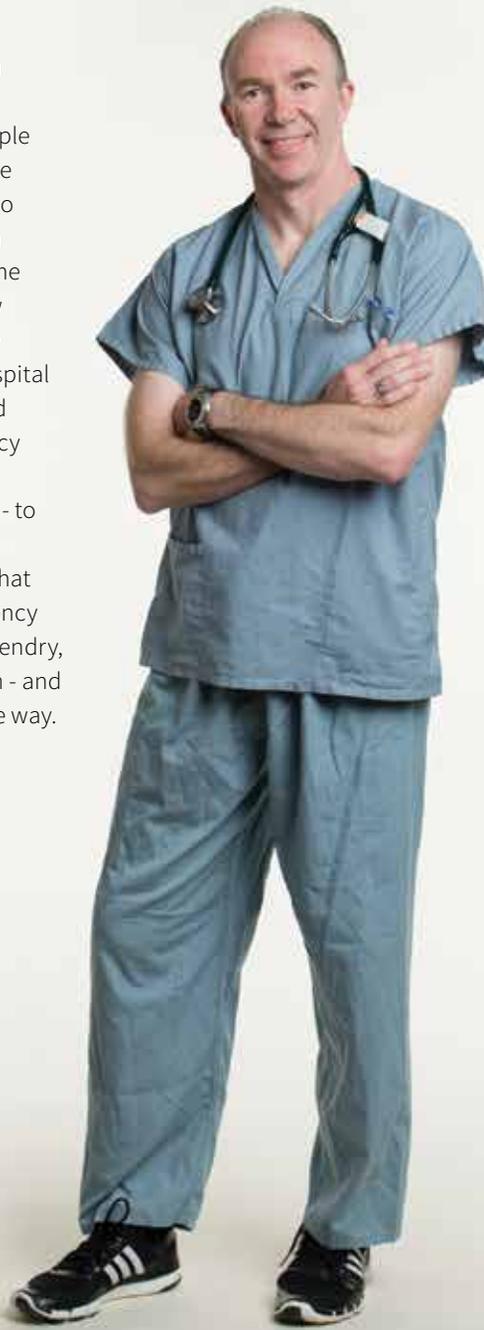
Heartfelt thanks to Neil and Lisa Yarmoshuk for their very generous support of our gala!



BUILDING A NEW ER, ONE EXPERIENCE AT A TIME:

One on One with Dr. Jerrod Hendry

For more than 50 years, Peace Arch Hospital has been the hub of our community – as a place where people come for care, as a galvanizing force for excellence in healthcare, close to home, and as a model for what can be accomplished when people come together. For most people, the flow of traffic moves from outside in the community, and in through the hospital doors. But when the team gathered to start planning the new Emergency Department, it was clear that they needed to look from the inside out - to create a place that met the unique needs of this special community. That considered approach, says Emergency Department physician Dr. Jerrod Hendry, ultimately infused the entire design - and brought unexpected insights all the way.



“Ninety-nine per cent of admissions come through ER. For every patient we see, radiology gets at least one imaging study. As our numbers go up, every department’s numbers go up, and that’s why we need to look at our operating rooms. If our numbers have doubled over the last 10 years, so have consults for general surgeons, interns, the demand for operating rooms, and the ICU.”



There's so much to consider planning a new Emergency Department – where to even begin?

We've been talking about a new ER since I first came here in 2004. Once it became more of a reality, it was a step-by-step process.

You're looking at a hospital that was originally meant to care for a much smaller community, and it's not only grown, it's really changed in terms of demographics. So we started by considering who we serve. We can see how quickly the area is growing and changing but we needed to know how – to know who was moving here, and to understand what they needed.

The people who live here are important to us, and when they need the ER, we want them to know we have thought about them, and that they can trust us. We want the community to feel like they are part of the new ER, so we shaped our design by what kind of experience we want them to have.

“We have to help 30-40 patients in an eight-hour shift, with equipment shoved into every corner, in current conditions. Volumes continue to increase. Over the last couple of years, we've been hiring new staff and buying new equipment to accommodate what we anticipate will be a 20 per cent increase in the first year.”

FAST FACTS

- The new ER will cost \$20 million. Fraser Health will contribute \$5 million, and with the help of the Foundation, the community is responsible for the remaining \$15 million.
- It will take one year to build the new ER acute area, and another to renovate and reconfigure the existing facility.
- The renovations will also accommodate future expansion – such as extending service halls under the hospital and future operating rooms.
- Ninety-nine per cent of all admissions to the hospital come through the ER.

Planning a Giant Puzzle



Jennifer McDuff, Clinical Coordinator for the new ER, equates her role in the new ER planning phase to working on a giant, intricate jigsaw puzzle.

“My job was to find out, and say, what made sense,” Jennifer says.

Often waking her in the middle of the night, those details can make all the difference for staff efficiency and patient experience. To make sure everyone had what they needed - and in the right place - Jennifer consulted with every department; she’s worked at the hospital for 15 years and

understands their needs and their frustrations. With quality of patient care in mind, all the requests and details were communicated to the project manager and the architects, and greatly influenced the design.

“We want to keep a patient progressing and always moving forward. At the moment, for example, patients move to reception, then triage, then registration. In the new ER patients will come to one place, and staff will go to them – and then they’ll be taken to their own care room with three walls, and either a curtain or sliding door for privacy.”

Particularly pleased that there will be no more beds in halls, Jennifer shares other features staff is excited about:

- Separate entry and exit doors to eliminate congestion
- Three zones for acute, moderate and minor care
- Trauma room/resuscitation room (three times larger) with two adult and pediatric-focused bays
- Nine pediatric beds (vs. the current one)
- New staff communication devices within name tags
- Twelve washrooms
- A dedicated calm, welcoming mental health area for evaluations and treatment without distraction
- Fifty treatment rooms
- Two isolation suites, and an air-controlled decontamination suite
- ECG and lab room for quick diagnostics
- Nursing stations with 360 degree corridor views

With the planning phase now complete, Jennifer has returned to her regular position as ER Clinical Nurse Educator, and will remain involved as the new ER becomes a reality.

How does that work?

We drew on the experiences that weren’t good because we want to do better for our patients. That’s the tough part. What can we give people when they are at their worst?

As a medical team, we want to strike a balance between being practical and being compassionate. Medically, we want to do the practical part of our jobs well – to be efficient, to order a test, and to give medications quickly.

But we’re not the ones in the bed, who are in pain, who need something fixed, who are anxious. We just want to help them, and to improve their suffering.

The biggest thing for me is to give someone his or her due self respect and confidentiality. I wouldn’t want to hear I have cancer in a hallway, and have everyone else hear it on the other side of a curtain, or have someone see me in a revealing hospital gown.

We never want to do that again, and this new emergency will ensure we don’t go back to those experiences.



What came next?

After we considered the community, we pulled in ER physicians, nurses, paramedics, and clerical staff to understand what's involved in their jobs. What's the flow of where and how a nurse would move from one area to the next? Where would people sit? How would paramedics move people around?

We also knew we could learn from others, and studied and toured expansions at Vancouver General Hospital, and emergency departments in Surrey, Abbotsford, Chilliwack and Nanaimo. Finally, we reached out to our networks to talk to other ER physicians to ask what worked - and what didn't - from their experiences, so that we wouldn't make the same mistakes.

Most mistakes happen by overlooking those little, repetitive things that add up to a lot when you do them every day - like using a printer, or putting something in a waste bin. We needed to understand where every piece of equipment needed to go: every single computer, cabinet, bed and chair. We asked, how can we do something in two steps instead of 10?

And then we sat down with the architects to create the new ER, piece by piece.

After considering the community and a million moving pieces, did you learn anything unexpected?

The biggest thing for me was a new understanding - and appreciation - of what everyone else does. It was only when I sat in a room with paramedics, unit clerks, registration staff, nursing and triage, all the different people who work in the ER, that I got to really understand what they do, what they need, and why.

It's easy for me to see my own perspective, of course. As a physician I'd ask for a piece of equipment to be put here because that's going to work best for me. But it isn't just my piece of equipment, it's everyone's. That process was very good for me to understand how others are impacted - and why it was so important to include everyone in the planning process.

It makes us better as a team.

How does staff feel about the new ER? There must be relief now that you're nearing the finish line.

It's actually harder on the staff now than it ever was. As more and more people keeping coming, our facility is more and more crowded. If our team wasn't so good, if we didn't trust each other, none of us would be here.

We are so grateful that the community and the Foundation are working so hard to allow us to do even better. We definitely had staff leaving because of the poor conditions, but now they are staying because they want to see this through.

That support is huge for us, and has made all the difference as we work through this time.

Born in Vancouver, Dr. Jerrod Hendry graduated from UBC and gained research experience before becoming chief resident in both Family Medicine, and the CCFP Fellowship Program at McGill University. He spent six years as an emergency physician at Vancouver Hospital's UBC site, and has been a clinical assistant professor at UBC's Department of Emergency Medicine since 2005. He and his wife, Danielle (a nurse at Peace Arch Hospital), live in South Surrey with their three children.

meet YOUR match

Dave and Rani Mann of the Mannkind Charitable Society and Isle of Mann Construction, Ltd. have generously offered to **MATCH ANY GIFT to the new emergency department made now until February 14, 2017, up to a staggering \$1 million!** That means a donation of \$20 is really like making a \$40 donation. This is an unprecedented philanthropic initiative in our community and a call to action for every one of us who lives here to donate what we can, knowing our donation will be **DOUBLED**. Every single dollar makes a difference and now every single dollar is actually **TWO!** Let's all band together, give what we can, and take Dave and Rani up on their incredible offer. Let's turn \$1 million into \$2 million with the power of our caring and devoted community. We can do it together! **THANKS A MILLION!**

Make your matching gift today at pahfoundation.ca/match





10th ANNUAL



NATIONAL BANK
FINANCIAL

WEALTH MANAGEMENT

GREAT PUMPKIN RUN WALK 5K 1K

SUNDAY, OCTOBER 30, 2016

Under spectacular sunny skies, it was a celebration of epic proportions when the National Bank Financial Great Pumpkin Walk hit the beach on October 30 for its 10th anniversary! Nearly \$90,000 was raised for our ER and close to 1,500 participants, many in costumes, ran and walked in support of their hospital.

“It was our 10th anniversary and we wanted this year’s event to be the best yet,” said Stephanie Beck, the Foundation’s Executive Director. “We’re almost at our fundraising finish line for ER and every dollar that was raised is going to help us reach that goal.”

This year’s event was made extra special by a community pancake breakfast, bouncy castles and mini golf for the kids and food trucks to feed the hungry participants after the race.

Thank you to our fantastic sponsors, donors, volunteers and supporters!



A Picnic on the Pier

Landmark Premiere Properties created a magical August evening on White Rock's iconic pier, raising \$33,800 for Peace Arch Hospital's ER. More than 200 guests dined alfresco on a long table set against the stunning backdrop of the Pacific Ocean.



Uncorking the Spirit of Giving

The Shops at Morgan Crossing and My Shanti restaurant held a wine-tasting fundraiser in support of the new emergency department. In total, \$4,205 was raised through ticket sales and a silent auction that included a dinner for six with Chef Vikram Vij.

La Van Tea

CELEBRATES GRAND OPENING BY GIVING BACK

New neighbourhood tea shop, La Van Tea, held their grand opening on August 5 and owner Khoi Pham raised \$1,135 for the hospital's area of greatest need. Thanks Khoi!



FUNDRAISING FLASHBACK

Coffee Plus

For many years Coffee Plus, a morning soirée, was held at the Centennial Pavilion Hall, kicking off the Christmas season in White Rock. Unlimited coffee and warm coffee cake was served, with the Plus being a good-sized glass of sherry, but just one of those! The room was abuzz with chatter and good cheer while beautiful Christmas crafts were for sale in support of the hospital. In 1978, the Sunset Group put together a holiday cookbook of the members' favourite recipes to sell at Coffee Plus.

CELEBRATING

Friends OF THE Foundation



IN LATE SEPTEMBER THE FOUNDATION HONoured THREE INDIVIDUALS, ONE FAMILY, TWO BUSINESSES AND ONE SERVICE GROUP AT ITS ANNUAL FRIENDS OF THE FOUNDATION CELEBRATION, GENEROUSLY SPONSORED BY PARC RETIREMENT LIVING. NOW IN ITS EIGHTH YEAR, THE EVENT RECOGNIZES HONouREES FOR THEIR EXTRAORDINARY CONTRIBUTIONS TO THE HEALTH AND WELLNESS OF THE COMMUNITY WITH SPECIAL FRIENDS OF THE FOUNDATION AWARDS.

THIS YEAR'S AWARD RECIPIENTS INCLUDED:

PHILANTHROPY **The Schill Family**, long-time residents of the community and active and caring contributors to Peace Arch Hospital. They recently made a significant gift to the ER campaign.

MEDICAL **Jennifer McDuff**, a registered nurse and clinical nurse educator in emergency who is a true champion for the ER campaign, leading donor tours, sitting on fundraising committees and volunteering her time.

LEGAL **Marjorie Mooney**, a lawyer who has facilitated many generous and transformational gifts to Peace Arch Hospital through her practice and is very involved in giving back to the community, through volunteering and as President of the Peace Arch Curling Club.

FINANCIAL **Westland Insurance** has a strong focus on community and giving back, and recently made a \$500,000 donation to the ER campaign.

VOLUNTEER **Joelle Paleologou**, a passionate volunteer and co-chair of the Foundation's gala organizing committee whose creativity and flair for design is largely responsible for the incredible décor featured at this important annual fundraising event.

OUTSTANDING SERVICE GROUP **Peace Arch Hospital Auxiliary Society**, was formed in 1948 with the mission of raising funds for the hospital's facilities along with patient comforts and care. This dedicated group of volunteers has raised more than \$13 million for Peace Arch Hospital.

AWARD OF DISTINCTION IN OUTSTANDING COMMUNITY SERVICE **Moby Dick Restaurant**, an iconic fish and chip shop on White Rock's waterfront that has raised more than \$25,000 for Peace Arch Hospital since 2000, through their annual March fundraiser.



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retirement
living

**Congratulations to all of the
award recipients and special
thanks to Parc Retirement Living
for their generosity!**

Surrey and White Rock Firefighters COME TOGETHER FOR MENTAL HEALTH

The fire departments of both Surrey and White Rock have collaborated on a monumental gift to Peace Arch Hospital, donating \$500,000 to the new emergency department breaking ground next year. This partnership in support of the hospital, which serves both of their service areas, is a testament to their commitment to improving health care services in their local communities.

“The White Rock Fire Fighters Charity Association and Surrey Fire Fighters Charitable Society are committed to identifying the needs and making a difference in their communities.” – MIKE MCNAMARA, SURREY FIREFIGHTERS ASSOCIATION PRESIDENT



Usually the first to arrive on scene, firefighters have a unique perspective on emergency situations and expanding mental health services is a growing passion for both organizations. As the population of White Rock and South Surrey increases, the number of patients requiring mental health treatment increases accordingly. The expansion of Peace Arch Hospital’s ER facilities, and the creation of a dedicated Mental Health Treatment and Substance Abuse Zone, will help ensure medical staff can provide a higher level of care for mental health

patients, many of whom are the most vulnerable and sensitive patients encountered at the hospital.

In recognition of their generosity and commitment to Peace Arch Hospital, the waiting area of the new Mental Health and Substance Abuse Zone, as well as the seclusion room and quiet/consultation room will be named in their honour.

Thank you to both firefighting teams for their care and dedication to their work and our community!

“As first responders, firefighters see firsthand the void in resources the medical system needs to provide a healthier community. The much needed expansion of Peace Arch Hospital will serve the needs of the citizens of both White Rock and Surrey.” – SCOTT BOOTH, WHITE ROCK FIRE FIGHTERS CHARITY ASSOCIATION PRESIDENT



The Community Realtor Challenge Takes Off!

We are thrilled to announce a new initiative by some of our local realtors to raise money for the ER redevelopment. Called the Community Realtor Challenge, this program brings together caring realtors and their customers who want to give back to their community and local hospital. Participating realtors make a donation to the \$15 million expansion and redevelopment of our ER from every home sale and purchase.

This one-year program is intended to stimulate discussion, awareness and increase philanthropy among White Rock and South Surrey's real estate agencies, agents and their customers in support of quality health care, close to home.

So far, we have realtors committing on average from \$25-\$200 per sale/purchase of a home to an extraordinary commitment of \$20,000 in the case of one Homelife Benchmark Realtor, Bernie Scholz. Local REMAX realtor Casey Whitworth is making philanthropic waves after a recent \$2,500 donation (\$500 per deal, bringing his total donations as of

now up to \$3,000!), and has committed to turning any October 2016 referral that results in a sale before Canada Day, into a \$1,000 donation!

The program is gaining ground with realtors from Sutton West Coast Realty, Homelife and REMAX, on board so far. Realtors and real estate offices choose to participate because supporting the hospital means supporting the people who live here, demonstrating their leadership and commitment to improving the quality of services at Peace Arch Hospital.

Purchasing a house is a big decision – help make it more impactful by signing on as a participating realtor, or by choosing a realtor who is participating in the challenge. Look for the green “member” stickers on real estate signs! By working with one of these realtors, you'll know that you are giving back to your local community hospital.

For more information, visit pahfoundation.ca/realtors

Help wrap up the ER campaign!

Make your gift today.
pahfoundation.ca/donate
604.535.4520



LE
CIRQUE
DU SOIRÉE

PRESENTED BY



The Yarmoshuk Financial Group

If you thought Vegas was fun, just wait until you step into our whimsical world of magic and merriment.

Join us for a peek behind the curtain of a spectacular night circus where nothing and everything is left to the imagination.

SAVE THE DATE!
Saturday, May 6, 2017

IT'S OUR EMERGENCY.

Your gift
goes **here.**

在此请见您的礼物

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ਵਰਤਿਆ ਜਾਂਦਾ ਹੈ।



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