Foundations

BUILDING EXCELLENCE IN HEALTH CARE



KGHFOUNDATION

CONTENT

02. Seeking Comfort

A message from Allison Ramchuk, the new CEO of the KGH Foundation.

03. Meet the New CEO

From CDO to CEO.

04. Caring for Cara Centre

Hope, health and generous grilling.

05. Time for Comfort

Highlighting the volunteers of JoeAnna's House.

07. Perinatal Care on PAR

Keeping access to cuddles close by.

09. Collaborating for Mental Health

The bold plan to address the crisis in the Southern Interior.

11. Wired for Ultrasound

New life-saving diagnostic equipment.

13. White Hearts for Healthcare

Taking care of those who take care of us.







"...the good medicine your generosity makes possible is wonderfully beneficial."

Allie Ramchuk

A MESSAGE FROM NEW CEO ALLISON RAMCHUK

SEEKING COMFORT

As I sit to write this message, my first as the newly appointed CEO of the KGH Foundation, I find myself taking a quiet pause, a practice that has become increasingly important to me over the past few years. The world has felt noisy, complicated and unpredictable for some time now. I suspect I am not alone in seeking comfort in this uncomfortable time. Grandma would say we could all use a little chicken soup right about now – that time-tested, soothing, mysterious but effective cure-all. A bowl of comfort to warm the body, heart and spirit can be good medicine.

It strikes me that, like chicken soup, the good medicine your generosity makes possible is wonderfully beneficial. Indeed, your gifts allow for the acquisition of world-class, state-of-the-art equipment and support our brilliant health care teams to perform life-saving procedures and treatments more efficiently, right here at Kelowna General Hospital. But giving is also the "chicken-soup" that our ailing health system, our dedicated (and exhausted) health care workers, and the thousands of patients who pass through our hospital every year desperately need right now.

And so it is that in this issue of Foundations, you'll find a few of the many "chicken soup" stories that your generosity facilitates. I hope they warm your spirit as much as they do mine. From providing care and comforts for KGH and community health care workers through the White Heart Project to literal chickensoup-making over at JoeAnna's House, giving changes everything in ways that simply can't be measured.

You will also learn how, together, we hope to begin treating our beleaguered health system by starting with one of the most critical health care crises we face: mental health. In the coming weeks we will launch a significant fundraising effort to support a bold plan to advance mental health care supports in our community. As the pandemic has surely revealed, it is an area of health care that compels us to take immediate action.

As Brené Brown writes in her *Manifesto* of the Brave and Brokenhearted, "With skinned knees and bruised hearts... we write our own daring endings." Though we may be bruised and broken-hearted, we are also brave.

Together, we can do this.

Be well,

Allie Ramchuk, CEO KGH Foundation

ALLISON RAMCHUK

MEET YOUR NEW CEO

After an extensive, nationwide search, we are thrilled to have found a perfect candidate for the position of CEO close to home. Allison (Allie) Ramchuk is the KGH Foundation's new Chief Executive Officer.

Many of you know Allie from her previous role as the Foundation's Chief Development Officer. Allie demonstrates the vision and qualities needed as the organization embarks on a new era of innovation and growth. She has established strong relationships with the Board, our strategic partners in health care and the community, and Foundation staff.

Most importantly, Allie is committed to continuing to create deep and meaningful relationships with each and every one of you.

Allie joined the foundation in 2017 following successful development roles with Okanagan College and YMCA Okanagan. She served as a founding board member of AFP Okanagan and currently represents B.C. on the National Council for the Association of Healthcare Philanthropy professionals. In addition to her professional work, Allie was also recently awarded her Master of Philanthropy & Not-for-profit Leadership Degree from Carleton University. All



while raising two fine young men, her sons, Will and Ethan.

Perhaps Dr. Jeremy Harris, Chief of Staff and Vascular Surgeon at Kelowna General Hospital summarizes Allie's strengths best.

"Allie's passion and enthusiasm for people, collaboration, and advancing health care in our community really sets her apart. She is curious, driven, and not afraid to take on some of the most pressing challenges we are facing."

We are at a pivotal time in history. There has never been a more important time for courage, creativity, and commitment in driving the KGH Foundation's mission to facilitate world-class health care for all who call the southern interior of B.C. home forward.

Congratulations, Allie. We welcome your leadership.

"Allie's passion and enthusiasm for people, collaboration, and advancing health care in our community really sets her apart."

CARA CENTRE BBO

CARING FOR CARA CENTRE



"Cara Centre was the beginning of a positive journey in Paul's life."

Stella Majic



TRIBUTE GIVING

A donation in someone's honour is a gift that will have lasting impact. A commemorative donation in memory or celebration of a loved one is a special way to share your acknowledgements.

Learn more at kghfoundation.com/in-honour

There's something genuinely cathartic about barbequing, from the open flame to the unmistakable aromas, and of course, the fantastic meal at the end. For the residents of Cara Centre – a 10-bed psycho-rehabilitation (PSR) facility in Kelowna – their barbeque provides more than just delicious dinners: it also offers the opportunity to gain valuable independent living skills. The centre's main objectives are to promote recovery from mental illness, improve quality of life, and foster community integration. Teaching patients how to cook is a prime example of how the centre accomplishes these objectives.

Paul Longo was one resident who made the most of the barbeque. Paul stayed at Cara Centre where he made significant progress in his recovery journey, allowing him to eventually move on to his own apartment. Sadly, Paul passed away in May of 2021. Cara Centre staff remember him as caring, gentle, and polite, noting that that he had a smile that could light up a room. As a man of Italian heritage, food and cooking were central to his culture and identity. From grilling veggies to cooking burgers, Paul put the barbeque to good use – he loved a good meal.

GRATEFUL GRILLING

Paul's family graciously asked for donations to the KGH Foundation in his memory in lieu of flowers. "We chose Cara Centre to be the recipient of the donations made in Paul's memory for several reasons," says Stella Majic, Paul's mother. "Firstly, Cara Centre was the beginning of a positive journey in Paul's life. Despite his struggles, he found hope and health there. The bonus was for us (his family) to see him safe, supported and making positive changes for himself. We are incredibly grateful for the time he spent at Cara Centre."

Well aware of his affinity for food, the decision was made between Paul's family and Cara Centre leadership to use the donations to purchase a new barbeque for the facility, as the old one was purchased in 2011 when the centre first opened and needed an upgrade.

"Paul was generous to a fault, and we know he would be proud to contribute a new barbeque for Cara Centre," says Alex Longo, Paul's sister.

FROM COOKING TO COMMUNITY

The new barbeque arrived at Cara Centre in January. When it's fired up for the very first time, it will carry on Paul's memory. It stands as a representation of compassion, kindness, and generosity. Above and beyond that, it also serves to further the mission of Cara Centre. By learning to cook on the barbeque, residents will acquire transferable skills that can be used for both independent living and employment.

"With a multi-disciplinary team approach, Cara Centre's programming is designed to assist people who have been diagnosed with a mental illness to move along the independence continuum in many areas including activities of daily living (ADLs), medication management, illness/symptom management, household management, meal preparation, budgeting, volunteering, leisure and work," says Pam Rees, Team Leader, Cara Centre.

It's not often that a barbeque fills so many roles... Talk about grilling that's good for the soul.



JOEANNA'S HOUSE

THE TIME FOR COMFORT

As with any good recipe, the care with which one selects ingredients is paramount to a successful meal. And as any guest of JoeAnna's House can attest, the select group of volunteers who give of themselves each week are the crème de la crème.

In 2021, 22 JoeAnna's House volunteers gave over 1,250 hours to support guests at the house. Volunteers have varied backgrounds, from nurses to university students, including a set of siblings with their sights set on medical school. During a given shift, volunteers can be found tidying up the house, tending the gardens, or providing support for a guest with a family member receiving treatment at KGH. Fundamentally, JoeAnna's House volunteers help keep the house in pristine shape but perhaps, more importantly, they provide a source of kindness and compassion for guests, often when needed the most.

JoeAnna's House volunteers are essential to the operations of the house, and they regularly receive rave reviews because they give so much more than their time. They give comfort, support, and connection, making all the difference in the world for guests.

"Winter is the time for comfort, good food and warmth, for the touch of a friendly hand and for a talk beside the fire: it is the time for home."

Edith Sitwell



BECOME A VOLUNTEER

Our volunteers are part of a caring community of dedicated individuals of all ages, stages and walks of life. They aren't making a difference, they ARE the difference. To learn more about different opportunities available, please contact us.

Learn more at kghfoundation.com/volunteer



CHICKEN SOUP... FOR THE SOUL

Clare Mallow is a staple at JoeAnna's House every week, whether out in the garden, in the kitchen or on the phone calling to thank donors from the Quiet Room. Her presence is warm, grounding and medicinal... just like chicken soup. One day recently, a JoeAnna's House guest excitedly bought everything required to make chicken soup for her husband, who was about to have his feeding tube removed. When she learned that plans had changed and the feeding tube had to remain for a while longer, she was in the midst of throwing out the ingredients when Clare noticed how upset she was. A heart-to-heart was ordered up. Feeling comforted and grateful, the guest insisted that Clare take the chicken and vegetables home for herself.

What a beautiful surprise then, when Clare showed up on the following Monday, having made chicken soup for the guest, along with a cranberry orange loaf. Of course, it was no surprise at all.

HERBS OF HELPFULNESS

In a rush to leave his home, following his wife in an ambulance to Kelowna, Mike, a previous JoeAnna's House guest and avid cook, threw the contents of his fridge into a cooler with the intention of making supper for himself that evening at the house. Upon arrival, he chastised himself for not having grabbed some fresh herbs from his garden.

The very next day, Athena, a young JoeAnna's House volunteer, presented Mike with a bag full of fresh herbs, picked from her very own garden. The gift also contained a little note of support. "That one act of kindness, that thoughtful gift, melted all of my anxieties," shares Mike. "Miles from home, amidst all of the uncertainly of my wife's medical emergency, I felt safe – knowing there were people who had my back."

At JoeAnna's House, we've got you. Because we are all better together.

SIBLINGS GIVING BACK

Athena isn't alone in her support for JoeAnna's House. Her brother Tristyn is also a volunteer. "We enjoy volunteering at JoeAnna's house because of our ninemonth stay at the BC Ronald McDonald house in 2017," say the duo. "The experience had such an amazing impact on our family, so we wanted to pay it forward."

The siblings recently applied to medical school and we're pretty confident that a positive bedside manner isn't something they'll need to be taught.

For more information about JoeAnna's House, please visit **joeannashouse.com**

CHILDREN'S CARE FUND

PERINATAL CARE ON PAR FOR MOMS & BABIES

There are some fundamental actions that bring us comfort, be it a warm hug or simply being close to someone we love. This is especially true for moms and their newborn babies – there is a physiological need for contact after birth and during the hours and days that follow. Prioritizing keeping moms and babies together is a part of the family-centered care that the clinicians of the Perinatal Unit at KGH strive for.

In 2016, following the success of the Foundation's \$3 million Giving Giggles campaign, donors and KGH staff celebrated the opening of a brand new, state-of-the-art perinatal unit on the fourth floor of the Interior Heart & Surgical Centre at KGH. The unit contains a surgical suite dedicated to new mothers with scheduled Caesarean sections (c-section) to deliver their babies. A c-section is a surgical procedure by which one (or more) babies are delivered through an incision in the mother's abdomen, often performed because a vaginal delivery would put the baby or mother at risk. The mother is required to be anesthetized for the procedure. When recovering from anesthesia, she must be monitored carefully by a specially trained nurse, known as a PAR (post-anaesthetic recovery) nurse. A PAR nurse monitors everything from vital signs and level of consciousness to any side effects the mother may be experiencing.

"When the unit is busy, as is often the case, we may not be able to spare a nurse from the case room to go to the main PAR

with the mother and baby. As a result, mom and newborn are separated during recovery, during the first few hours of baby's life," explains Dr. Amber Burridge, Department Head, Obstetrics and Gynecology at KGH. "This is profoundly difficult for moms. The best place for a neonate is with mom."

"Initially, we worked through several temporary solutions that were not feasible for the long-term," explains Dr. Burridge. "We needed a dedicated c-section PAR nurse that would allow us to provide the standard of obstetrical care that our patients – mothers and babies – deserve, and avoid short-staffing other areas of the hospital when we had to pull nurses to help cover our service."

Thanks to the tireless efforts of Dr. Burridge and support from donors to the KGH Foundation Children's Care Fund, the perinatal unit has received a very special gift. A person. A dedicated PAR Nurse for the perinatal unit. They start in early 2022.

"This is an incredible gift," says Dr. Burridge. "Having a dedicated perinatal unit PAR nurse will have such a huge impact for our team, and most importantly for moms and newborns. We are so grateful to the donors who made this possible."

The KGH Foundation's Children's Care Fund supports the areas of greatest need in the treatment of young patients at KGH. Funds are granted to support



the purchase of equipment and patient care supports that will directly benefit our littlest patients at Kelowna General Hospital. For more information visit kghfoundation.com.

"Having a dedicated perinatal unit PAR nurse will have such a huge impact..."

Dr. Amber Burridge





THE BOLD PLAN TO ADDRESS THE MENTALHEALTH CRISIS IN THE SOUTHERN INTERIOR

ADVANCING MENTAL HEALTH CARE

The birth of a child. The passing of a loved one. A life-altering injury, trauma, or sometimes (often), seemingly no reason at all. By the age of 40, one in two people has experienced mental health challenges. It affects so many of us. For ourselves, our loved ones, co-workers, and neighbours, care for our mental health is among the most pervasive health challenges we face.

Being well is more than physical. Mental health care integrates various strategies and resources to support optimal thinking, mood, and behaviours that affect our lives and relationships.

Mental health care is health care that affects us all.

The current crisis

The COVID-19 pandemic is responsible for exacerbating one of the greatest challenges to mental health of our time, affecting people of all ages, genders, and socio-economic conditions. A recent poll found that 50% of Canadians reported worsening mental health since the pandemic began.

The result is the significant increase in acute mental illness we now see in our communities. The current mental healthcare system is over-loaded with simply triaging the demand.

From January 2019 to December 2021, there was a significant increase in moderate to severe mental health referrals in the Interior Health region. Demand for mental health support is increasing faster than ever, with an estimated 900,000 (1 in 5) British Columbians currently experiencing a mental health issue or substance use disorder. Mental healthcare has been a critical challenge in our region for some time. But, there is hope.

A bold step forward

This spring, the KGH Foundation will publicly announce a brave new initiative to facilitate immediate support and long-term system innovation and advancements in mental healthcare for all who call the Southern Interior of B.C. home. With a goal of raising \$1.7 million, the campaign will fund the bold, proactive approach needed now to address the mental health crisis in our communities. Immediate funding is required to support programs and resources already in place. Investment in research, innovation and people is also needed to develop a sustainable, equitable system of care in our region.

Such an undertaking requires collaboration. A cabinet of some of the region's best and brightest working in mental health care has been assembled (pictured) to support the campaign and its' outcomes. The cabinet consists of representatives from community partner organizations and Interior Health. Each individual brings a unique perspective and holds a vested interest in the transformation that the campaign seeks to deliver.

From the foundation up

The KGH Foundation's mental health fundraising initiative includes the following key components.

COMMUNITY PROGRAMMING & SPECIALIZED TRAINING (\$600,000)

Funding community programs will allow for earlier access to services upstream, helping to alleviate the pressure of therapeutic interventions downstream. The much-needed support will be provided right away, granting the time required to work on systems-level transformation while also addressing the immediate needs of our community. This fund will also be used for specialized training. Due to the complexity of treating mental health, it is paramount that clinicians and support staff have the education and training required to provide the best patient-centered care.

RESEARCH & INNOVATION (\$1.1 MILLION)

"Every day I am amazed by the dedication, professionalism, and compassion of the Mental Health and Substance Use teams here in Kelowna and across the region. Yet at the same time, every day the demand for service continues to grow," says Clinical Operations Executive Director Danielle Cameron. "In the wake of dual public health emergencies, and recognizing the broad impact of mental health, we need innovation, collaboration, and a renewed focus on prevention in order to continue to meet the needs of our communities." The development of the KGH Foundation's Mental Health Collective Impact Fund will support systems-focused research, planning, evaluation, and seed funding. This will include developing a continuum of care model for mental health and substance use. This fund aims to identify, articulate, and address systemic issues in mental health care through investment in people capable of re-imagining the system. Furthermore, this fund will engage many community mental health care partners and facilitate continuous knowledge development and exchange.

We are all the future of mental health care.

If we ever hope to truly heal the system, we must see that mental health care is health care that affects us all and supporting advancements to mental health care will benefit us all.

We are all the future of mental health care in our region. And together, we are the solution.

To learn more about the KGH Foundation's campaign for Mental Health visit kghfoundation.com/mental-health.



NEW LIFE-SAVING DIAGNOSTIC EQUIPMENT

WIRED FOR ULTRASOUND

The Emergency Department (ED) at Kelowna General Hospital is a busy place, built for noise or "wired for sound" as the saying goes. Being able to make quick decisions in this environment, especially when time is of the essence. is critical.

Such is the case when a patient arrives in the ED in cardiac arrest. When an emergency physician conducts their initial cardiac assessment, they may need to look at the heart, the lungs, the IVC (inferior vena cava), and will require clear images to be able to make quick decisions. Having the most advanced, state-of-the-art diagnostic tools on-hand at a moment's notice can be the difference.

Thanks to the generosity of donors, the ED at KGH will soon be the exclusive home to two sets of life-saving pieces of diagnostic equipment: the Sonosite PX Ultrasound System and TEE (transesophageal echocardiography) probes. Regardless of the area of the body being scanned, this

highly advanced diagnostic equipment helps physicians get the answers they need faster – answers that are crucial in an emergency.

"The use of ultrasound to support the practice of emergency medicine is well-established," says Dr. Geoff Sanz, an emergency department physician at KGH. "The scope of our practice has expanded to use ultrasound to help guide invasive procedures and support faster patient evaluation."

"Our department is incredibly excited – and grateful – to be receiving the two additional Sonosite PX Ultrasound Systems and the TEE probes," says another KGH ED physician, Dr. Neil Long. "We currently have one system, provided through Interior Health, and it has been a game-changer for how we manage numerous emergency situations presented in our department. The TEE probes, in particular, take our cardiac arrest care to

"Thank you to everyone who has made this possible. These machines will save lives."

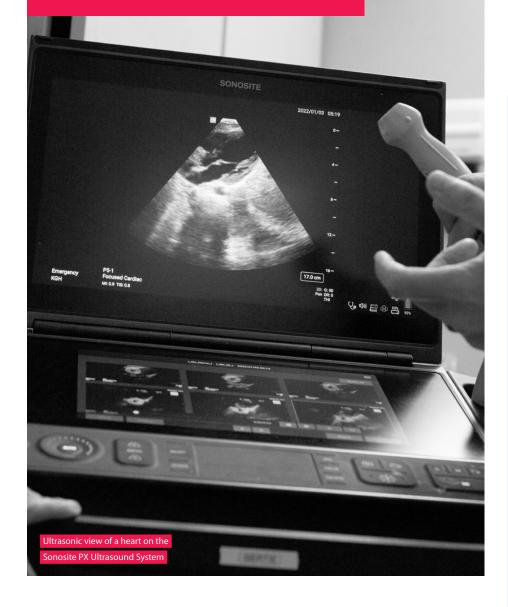
Dr. Neil Long

a whole other level and we are the first emergency department in Interior Health to use them."

"Thank you to everyone who has made this possible," says Dr. Long. "These machines save lives. In one case a young patient may have died from the biggest clot in an inferior vena I have ever seen had we not used the Sonosite Ultrasound Machine."

"There will be hundreds of good news stories from the new ultrasound machines and TEE probes to follow," promises Dr. Long.

The ultrasound machines, which cost approximately \$100,000 each, are funded entirely through generous donors of the KGH Foundation. Patient care at this level wouldn't be possible without the commitment of living donors and legacy donors through endowments and an Estate gift.





VISIONARY GIFTS

Endowment and Estate Giving at KGH Foundation

Our Future, Our Vision

An endowment gift to KGH Foundation today can advance innovative programs and stimulate health care improvements with far-reaching impacts. When you establish an endowment fund with the KGH Foundation, you provide a gift with both immediate and long-term benefits in your preferred area of care.

Because endowment donations are invested, a portion of the annual income can address immediate priorities at KGH while the remaining funds are reinvested to ensure support in perpetuity.

Philanthropic Dreams Made Real

When you are planning how to donate, our team is here to provide expertise and partnership.

To learn more about KGH Foundation gift planning options like endowment funds, gifts of securities, and bequests, please contact Colleen Cowman, our Director of Planned Giving, at 250-862-4300 x. 7011 or colleen.cowman@interiorhealth.ca.



TAKING CARE OF THOSE WHO TAKE CARE OF US

WHITE HEARTS FOR HEALTHCARE

It was another difficult year for all, but 2021 was particularly tough for local health care workers. The year was filled with challenge after challenge while health care workers did their best to remain steadfast, dedicated to delivering the best care possible to everyone who set foot in a healthcare centre in our community.

The protest outside Kelowna General Hospital on September 1, 2021 was a tipping point, though. It was a devastating blow to already demoralized hospital staff and a simultaneous call to action for all who sincerely appreciate them. The community stepped up in monumental ways to say thank you. The White Heart Project – launched initially at the start of the pandemic to show support for local health care workers – was brought back to help lift the spirits of health care workers at KGH and in the community and provided a meaningful way for everyone to show their support.

Taking care of those who take care of us.

Response to the White Heart appeal poured in from individuals and businesses alike. Some donated, others offered inkind gifts such as meals or discounts to products and services, and many shared messages of support. The cumulative result was a robust fund used to purchase care and comfort items that helped relieve some stress and brighten the days of health care workers.

One initiative funded by the White Heart Project was the KGH Coffee/Treat Days,

where staff could stop by the Perking Lot and receive a complimentary drink and treat. Five of these coffee days were held throughout September and October.

Seeing the smiles brought about by the KGH coffee days, a local ownership group of three Tim Horton's locations (Mission Park, Canadian Tire & Hollywood Rd), as well as Starbucks (Guisachan, Mission Park, Bluebird Rd & Bertram St), and The Bread Company partnered with the Foundation to extend the

reach of the White Heart Project and make Community Coffee Days possible. Through this project, coffee, tea, and treats were delivered to over 1,000 staff on three separate occasions for a total of over 3,000 staff served in community care facilities in the Interior Health region. As eloquently put by Lori Olsvik, owner of the three participating Tim Horton's locations, "Our health care professionals take such good care of us, so we need to do what we can to take care of them."







Managing mental health

Long hours, compounded stress, ongoing uncertainty, and rigorous new procedures have taken their toll. The White Heart Project – rooted in the generosity of the community – promised to help support the mental well-being of staff.

Part of this focus included providing eight live counselling sessions held in the Wobble Room at KGH - a room dedicated exclusively for hospital staff to rest, read about staff wellness, share affirmations, and receive counselling/ coaching on a variety of topics related to the effects of the current crisis including compassion fatigue, burnout, and working through conflict. Over 100 participants attended the sessions over four weeks. "The impact that these sessions have had on participants, those they work with, and those they live with just makes me happy," notes Derek Koch, Spiritual Health Practitioner at KGH.

Funds from the White Heart Project also provided complimentary, weekly fitness and yoga classes for all Interior Health staff at Oranj Fitness, a local fitness studio in Kelowna. The uptake from Interior Health staff was significant, with over 400 classes taken throughout October and December. The impact has been tremendous.

"It has helped encourage me to get moving, especially in these winter months, and has also been a good way for me to connect and decompress with my nursing coworkers. My mental wellness has drastically improved," notes Claire Merriman Campbell, a Registered Nurse at KGH. "I appreciate the care and thought put into improving and supporting our mental and physical health."

Tina Joslin, the owner of Oranj Fitness, noticed something else. "What was really cool was the team building occurring. IH employees rarely came in alone; they were typically in a group of two or more, holding each other accountable and boosting each other up."

The COVID-19 pandemic continues to be an arduous journey for health care

workers, and community support has provided a beacon of hope. In big and small ways, these efforts show our health care workers that they are seen and heard in the face of the ongoing hardship. The white heart has become a symbol of courage, gratitude and solidarity.

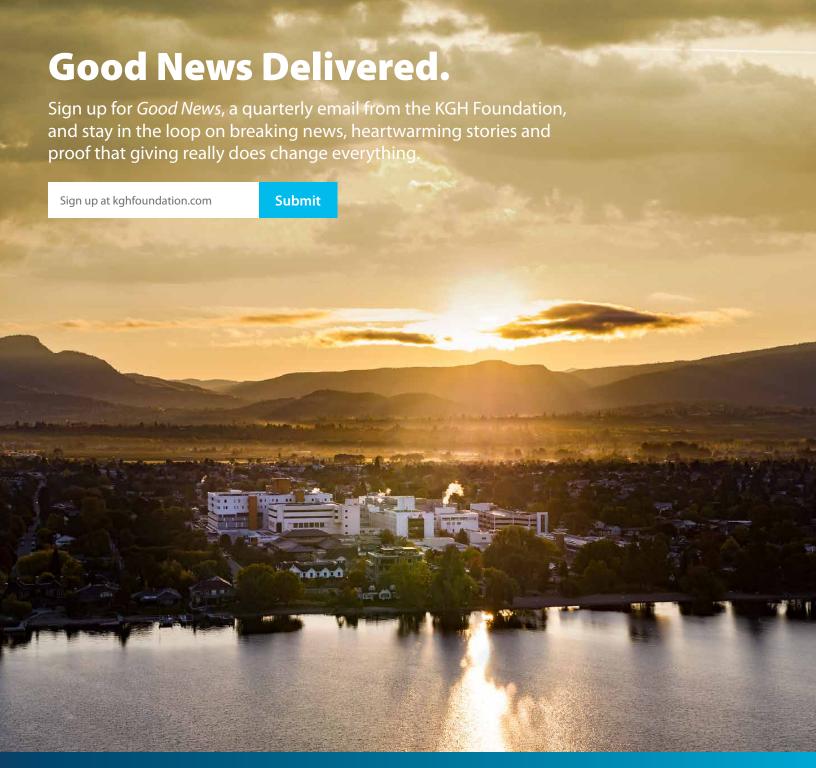
To our partners in healthcare, we still see you. We always will.

Learn more at kghfoundation.com/whiteheartproject.

"The impact that these sessions have had on participants, those they work with, and those they live with, just makes me happy."

Derek Koch







Giving Changes Everything.

KGHFOUNDATION

