



Promise.

The campaign for
St. Joseph's Health Centre



I've stood here for nearly a century.

I've watched a community grow, and I've grown with it.
I see everything. Hear everything. Forget nothing.

Every whisper, every scream.
Every laugh, every tear.
Every heartfelt promise. Every angry word.
Every shout of joy. Every cry of despair.

Every beginning and every end.

I see miracles and tragedies.
Breakthroughs and setbacks.
Old challenges met even as new ones arise.
I see what changes, and what remains the same.

The young and the old, the loved and the lonely,
the vulnerable and the compassionate.

I see both needs and what needs to be done to meet them.
And I see the hope for the future that we all have in common.

As long as there are new ways to care for this community,
together we will find them.

As long as you need me, I will be here.

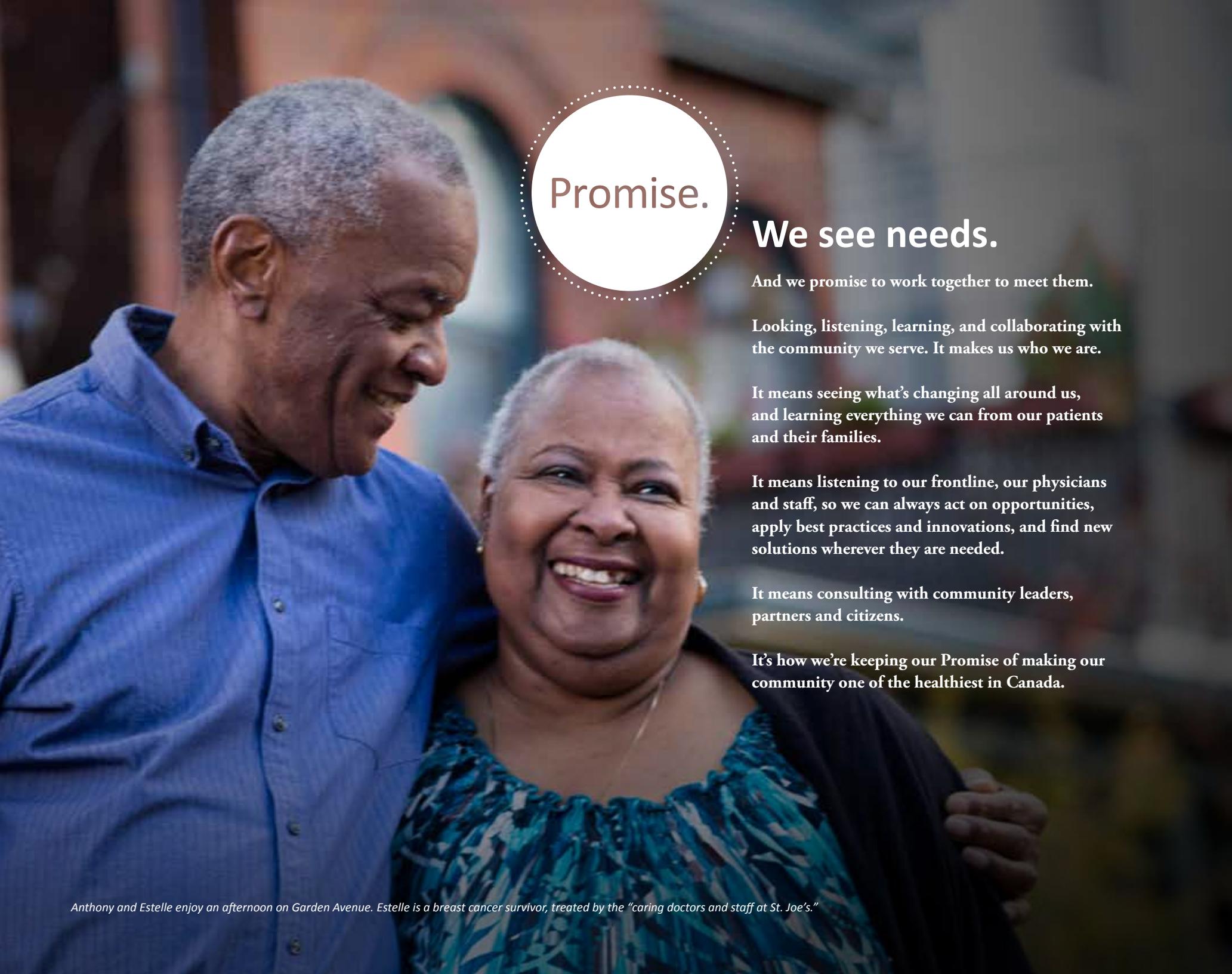
Promise.

Cover: Baby Nicole, just five hours old, born at St. Joseph's Health Centre

Hilary Roberts, with daughter Gemma, relies on St. Joseph's Health Centre
for her children's care.

Together,
let's keep the
Promise.

ST
JOSEPH'S
HEALTH CENTRE FOUNDATION



Emergency Services

WE SEE: Reducing wait times is always a priority. We need to redesign our emergency facilities and find better and more timely ways to treat those who come through our door.

WE RESPOND: We've developed Super Track, an innovative program to fast track emergency patients to ensure they see a physician or nurse right away. This initiative means that each patient gets the care that's right for them at the right time.

Mental Health

WE SEE: The highest concentration of people in need of mental health services in Toronto live in our west-end community. This uniquely vulnerable population needs special care.

WE RESPOND: We are building an expanded Mental Health Emergency Services Unit, providing a healing environment especially suited to these patients' needs.

Seniors

WE SEE: Members of our community are living longer. But that means more people living with chronic and complex disease.

WE RESPOND: We're designing programs and services to meet the unique needs of our seniors - to keep them home and healthy. For times when they need us, we are building a new, state-of-the-art palliative care centre, expanding oncology care and our dialysis centre, as well as improving our services for seniors.

Children

WE SEE: Our community is growing every day. That means more babies being born, more young families, more children coming to St. Joseph's. Last year, St. Joe's had more than 57,000 visits from children.

WE RESPOND: We're redesigning our spaces and services to treat children. We've dedicated an area in Emergency for just treating kids, in a more timely way. We're transforming our children's floor

We'll continue to find new ways to care for this community. Our Promise is to make our community one of the healthiest in Canada. But we can't do it alone. We need your help. Together, we'll keep this Promise.

The \$70M Campaign for St. Joseph's Health Centre.



My parents arrived in Toronto's west end more than 50 years ago. They worked hard to give their children opportunities in life, and I want to make sure that I'm there for others to have the same opportunity.

That's why I'm part of '**Promise, the \$70 million campaign for St. Joseph's in Toronto**'.

St. Joseph's is the heart of healthcare of the west end. People don't always realize how much they rely on it, but it's always there for you.

I was born at St. Joe's, my brother was born there, my father died there.

I'm really proud to be co-chairing the campaign because I'm passionate about St. Joe's. Together, we'll make sure St. Joe's will always be here whenever we need it, for whatever we need.

Every act of care that St. Joseph's provides is a promise to make Toronto's west end one of the healthiest communities in Canada.

Please join me.

Victor Dodig
Co-Chair, Promise Campaign
President & CEO, CIBC

I'm proud to come from a place where people really support each other, where hard work is valued, and where a promise really means something.

For nearly a century, St. Joe's has helped make Toronto's west end a great place to live and grow. It's always been there for my family and the whole community with compassionate care above and beyond the ordinary.

When St. Joe's asked me to play a role that would improve not just my life, but the lives of people I grew up with, I really wanted to help.

Now we can all make sure that St. Joe's is the very best it can be by supporting '**Promise, the \$70 million campaign for St. Joseph's, Toronto**'.

Together, we'll keep the Promise to help St. Joe's make Toronto's west end one of the healthiest communities in Canada.

Please join me.

Brendan Shanahan
Co-Chair, Promise Campaign
President, Toronto Maple Leafs



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“The space in which we provide care is sometimes just as important for patients as the care we provide. Modern, inspiring and well-designed spaces contribute to healing, help us be more efficient careproviders, and improve the overall experience of our patients and their families.”

Dr. Dan Cass, Vice-President, Medical, St. Joseph's Health Centre

Promise.

Better Space to Improve Care

Tom and Anne Karda have a long history with St. Joseph's Health Centre.

Emergency

Around-the-clock care when you need it the most.

Our Emergency Department is our front door. Our highly specialized healthcare team provides critical care to babies, children, adults and seniors around the clock. We also look after our community's vulnerable inner city populations: the homeless, people with mental illness and those with addictions.

St. Joseph's Emergency was built more than 20 years ago to provide care for 65,000 patients annually. Last year, our Emergency Department had about 100,000 visits, making it critically important that we redesign this essential service for our community.

A redesigned Emergency Department includes a larger, dedicated area for children who need emergency care. The new Emergency will also

adopt new innovations like Super Track, a patient-focused method of delivering emergency care. It's a North American first developed by St. Joe's. Super Track assigns a physician or nurse to a patient when he or she arrives to eliminate irrelevant steps for patients so they can get better, timely care.

Every patient's experience will be the best it can be in our new Emergency Department. There will be greater privacy. There will be dedicated space for doctors to discuss care plans with family members. Together, we can keep the Promise of building an Emergency Department that provides the best experience in the city.





Courtney gets a check-up by paediatrician Dr. Dilip Mehta.

Paediatric Emergency

**The best
care for kids.**

Parents look for the best care for their children. This is certainly true at St. Joseph's. More parents turn to St. Joe's for emergency care for their children than any other community hospital in Toronto. Why? Because parents know our doctors and staff are renowned for their expertise and compassionate care. In Emergency alone, parents brought their kids 19,000 times for urgent care last year. This number is growing.

Together with our community, we will build a Paediatric Emergency that is more child-centred. With your help, this redesigned space will be private, calming and will ensure parents and children are not there any longer than necessary. That's a promise.

Mental Health Emergency Services Unit

For our community's most vulnerable.

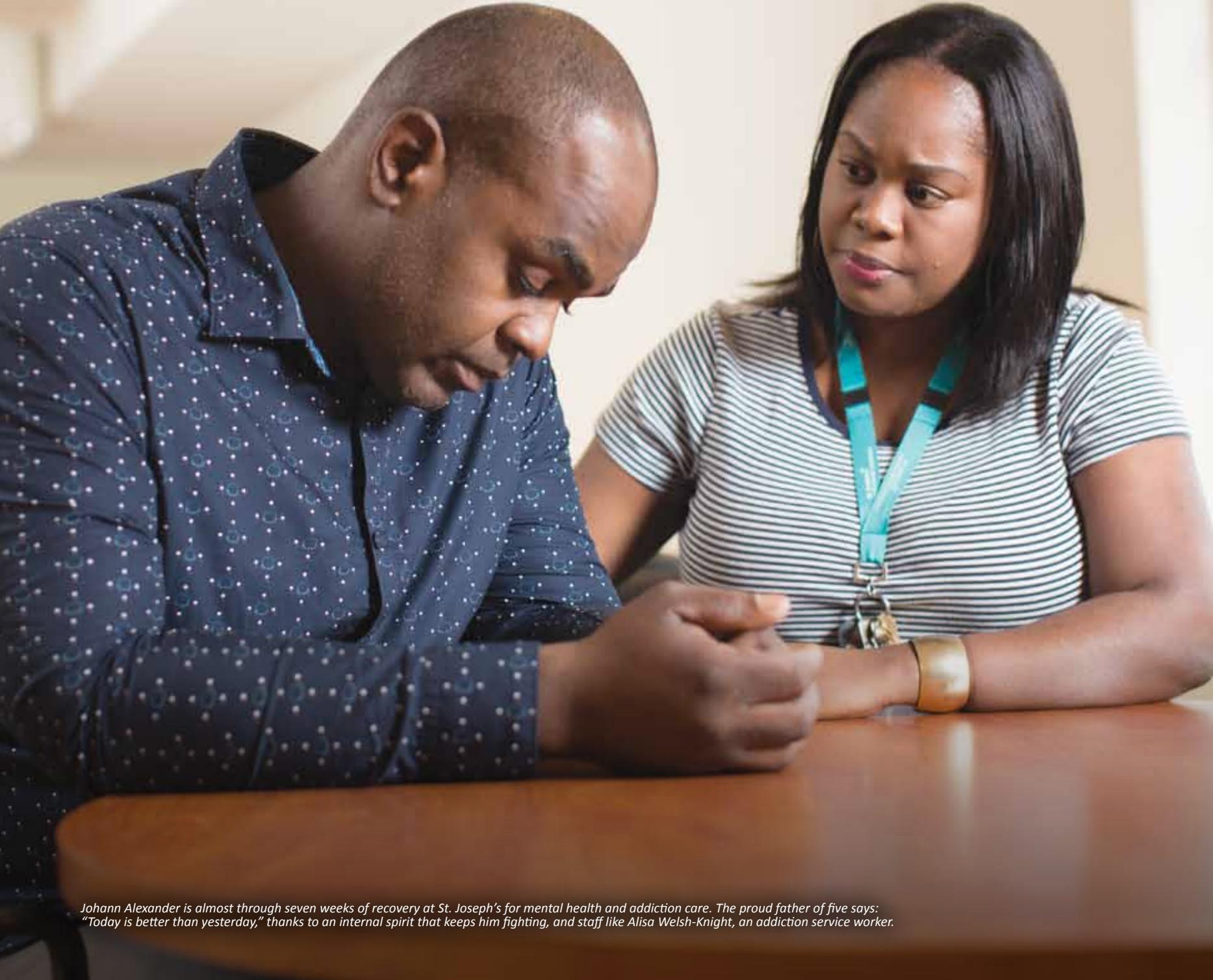
Our west-end community has the largest concentration of people with mental illness in Toronto. Every day, people come to St. Joseph's Health Centre's Emergency Department in distress. Every day, our specialized team of mental health experts saves lives. They see 50,000 adults annually for mental health care through our outpatient services, and about 6,500 men, women and children due to a mental health crisis or addiction issue through Emergency.

This is why St. Joseph's has a dedicated space called the Mental Health Emergency Services Unit: the first point of contact for people in crisis. With your help, we will expand this unit from three private rooms to eight, and will transform it into a more calming, healing environment.

This space needs to help people feel reassured and safe, to lessen anxiety. And it needs to be private. We need separate areas to treat adults and children.

St. Joseph's has the city's best experts in a community hospital to care for people in crisis. Now we need to build a redesigned, dedicated space adjacent to Emergency that keeps our Promise of providing expert, compassionate care to those in need.

An anonymous donor has come forward to match all donations to build the new unit up to \$750,000.





Gabriel spends the night at St. Joseph's to treat an infection.

Children's Care

**Our community
is growing,
so here's a floor
just for kids.**

Families in our community rely on St. Joseph's Health Centre to care for their kids from the time they are born through their childhood and adolescent years. St. Joe's is a Regional Paediatric Centre. We have 57,000 visits from kids each year. And this number continues to grow.

The care St. Joe's provides extends beyond casting broken bones and treating minor illnesses. Our paediatrics team can take care of 95% of all children's health issues. Families can rely on our experts when their child has a more complex medical issue, such as neurological or heart conditions, speech and language challenges, or even behavioural or developmental concerns.

We care for the most kids with asthma in the GTA and have more beds than anywhere else in the city for kids with mental illness.

The new children's floor combines all of our services for kids, including our beloved Just for Kids Clinic, Toronto's first walk-in clinic based in a hospital. The new space means getting seen by a paediatrician quickly, having more privacy, and feeling confident that this is the best place to care for kids in our west-end community.

PROMISE KEPT, \$1.5 MILLION RAISED

Oncology Clinic

**Our promise
when the
diagnosis
is cancer.**

Cancer care at St. Joseph's is in high demand. Our team of highly trained and skilled oncologists and staff are known in the community for their compassion in helping our patients on their cancer journey. We have a dedicated Oncology Clinic, a one-stop centre for everything from screening and diagnosis to treatment and support for patients and their families. Last year, this busy clinic had more than 9,000 visits, 3,500 of them for chemotherapy. These numbers continue to

increase as more people in the west end look to St. Joe's for expert cancer care and support.

Our Promise is to expand the Oncology Clinic so our teams can help more patients at every stage of their journey. We have the best physicians and staff: now we need to build the best environment for care and healing.



Larry McManus comes to St. Joseph's for chemotherapy treatment.



Valerie Shipman enjoys some company during her time at St. Joseph's. She is being treated for leukemia.

Patient and Family Spaces

When someone needs us, their family needs us too.

Being in a hospital is difficult. Families struggle to find a place to share special moments with loved ones. There's seldom a place to go and talk or try to relax. St. Joseph's has two lounges and waiting areas that people use. Two lounges, yet to be funded, have a beautiful view overlooking Lake Ontario. There is also a waiting area outside our Intensive Care Unit that needs to feel more comfortable and private for family members. St. Joseph's is also surrounded by gardens, including the Tranquility Garden at the main entrance where families find time to catch their breath.

But these areas need some TLC themselves. The furniture is old and mismatched. The walls are bare and drab. They don't feel comfortable or inviting. The outdoor garden needs to be beautified and its structure refurbished to feel modern and new again.

Part of our Promise is to give our patients and their families the best experience possible while they are at St. Joseph's. This Promise includes modernizing our current spaces for patients and families so they are comfortable and inviting. We are also investing in an Innovation Fund that works to fund new ways to make the St. Joe's experience better for our community.

The Bachir Yerex Family Dialysis Centre

Building a home away from home.

Toronto's west-end community is getting older. There is an increasing number of people who need dialysis care. Many of our neighbours come to St. Joe's over 150 times each year, for up to four hours at a time, for dialysis in a unit originally built for six, but is treating 12 at the same time.

Thanks to the support of the government and Salah Bachir, a resident of the west end and St. Joe's dialysis patient, St. Joe's is keeping its Promise of better care for dialysis patients. The new Bachir Yerex Family Dialysis Centre will be an

expanded centre that will allow for 24 treatment stations (double what we have now), four isolation rooms, a new water treatment and ventilation system, private areas for patients, families, staff and physicians, and windows that will bring in an abundance of natural light. It will be a home away from home for patients. At the same time, the funds raised for this project will support critical equipment needs for our Community Renal Centre on Islington Avenue.



RN Miriam Uruena shares a moment with Cvijeta Kralj, who comes to St. Joseph's three times a week for dialysis.

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In health care, there are three factors in providing the best care. You need the most knowledgeable and caring doctors and staff, great space, and the latest in innovative equipment and technology.”

*Mary MacLeod, Vice-President, Clinical Programs,
St. Joseph's Health Centre*

Promise.

**The Best Technology
and Equipment**



Leading-Edge Technology

The right tools for the right treatment.

Clinical Fellow in Urology Dr. Steve Kim performs a urological procedure under the guidance of Dr. Umesh Jain, Chief of Urology. A medical student and charge nurse look on.

St. Joseph's Health Centre has the best physicians and health professionals in the city; people at the top of their fields. Our transformative campaign promises new, modern facilities. But we need to put the right tools in the hands of our expert teams. There is a need for new equipment and technology across the Health Centre.

For example, thanks to donor support, \$265,000 was raised to purchase an Endo-Bronchial Ultrasound (EBUS) that is now in use to diagnose lung cancer and other conditions without the need for surgery. Abnormal tissues often lie deep in the body, making it difficult for physicians to diagnose cancer without a biopsy or performing surgery with

a large incision. With an EBUS, doctors and surgeons can get an accurate diagnosis in a minimally invasive way through keyhole incisions which means a faster recovery and less pain for patients.

Similarly, \$330,000 was raised for a new fluoroscopy table that will cut wait times in half for people who need a procedure to treat conditions like kidney stones, prostate problems and bladder cancer. The new table is now in use and has built-in diagnostic capabilities that allow doctors to watch what they are doing in real time through image-guided surgery. This means smaller incisions so patients can recover faster and return home sooner.

Expanding interventional care.

Interventional Suites

Gone are the days when every procedure required surgeons to make large incisions during surgery. Today, there are image-guided procedures that use high-resolution imaging to guide our teams in performing life-saving interventional care using a needle instead of making an incision. For patients, this means fewer complications, less chance of infection and a faster recovery. For this reason, our current Interventional Suite is in higher demand than ever before.

It's no wonder our highly skilled and specialized team performs up to 15 procedures every day, each taking multiple hours.

For example, they:

- Perform biopsies to diagnose and stage cancer and other diseases
- Insert tubes (called stents) to open up the kidney or biliary tract
- Insert special devices to deliver chemotherapy
- Stop bleeding from post-surgical complications
- Run access lines for dialysis patients
- Give stroke patients a feeding tube

The need is great. We need to build and equip two new interventional suites in Diagnostic Imaging to increase the number of procedures this team can do every day. Our Promise is to treat more patients, but we need your help.

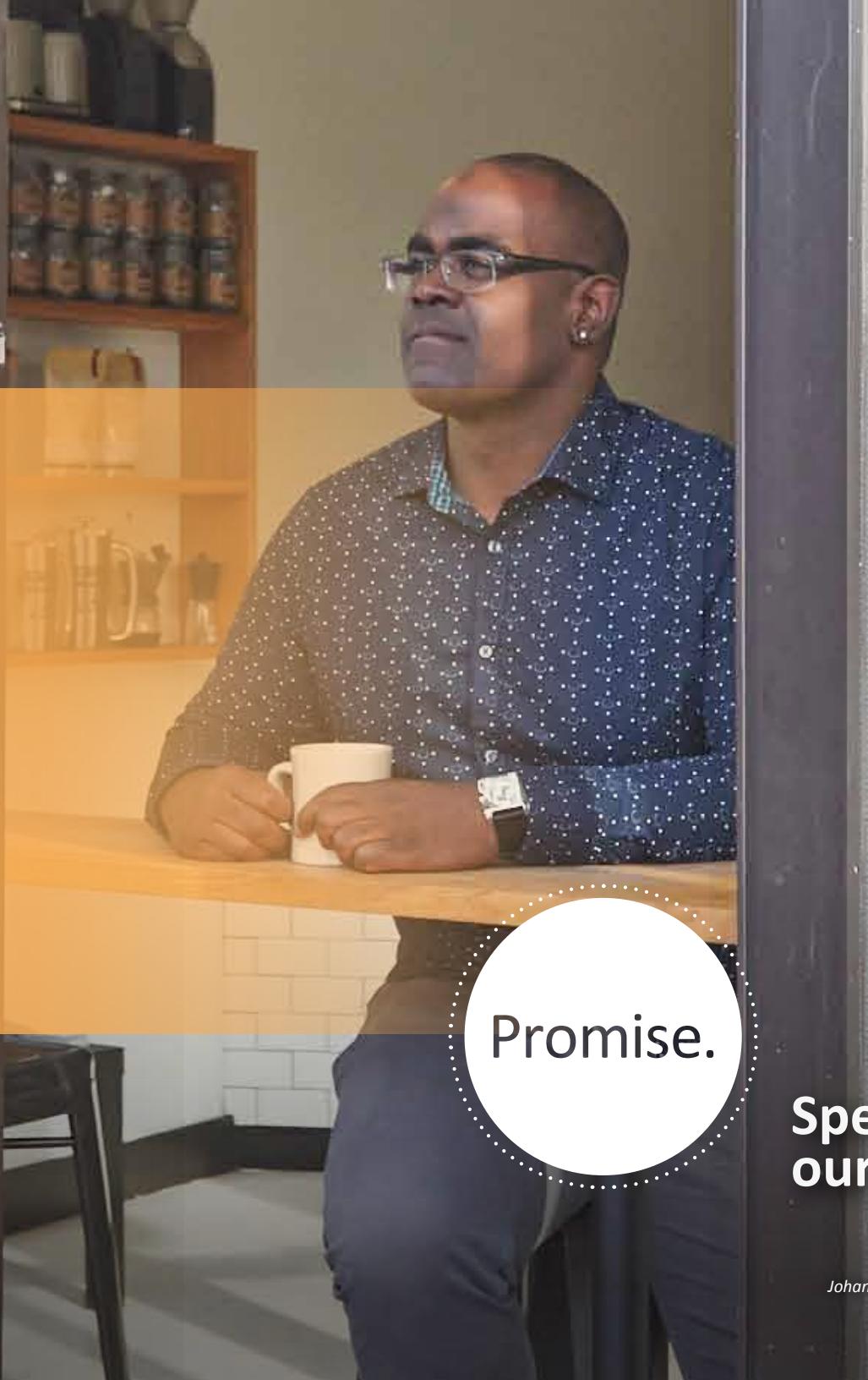


A patient is prepared for an interventional procedure in our current suite that is in high demand.

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“Everything we do starts with our people. Together, we will attract and retain the very best people to care for our patients. With the help of our community, we will build opportunities for our teams to learn, train and specialize in areas that will help make this one of the healthiest communities in Canada.”

Dr. Ted Rogovein, Chief of Staff, St. Joseph's Health Centre



Promise.

**Specialized care for
our community**

Johann Alexander is feeling better after seven weeks of care at St. Joseph's Health Centre for a mental health and addiction issue.



Centre of Excellence in Specialized Care

One-stop access to care.

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Our Promise is to make this one of the healthiest communities in Canada. This means taking care of our people living in our community and not just those in our Health Centre.

We live in a rapidly changing society and every year we see more people with chronic diseases. People are living longer and the population is constantly growing.

We are building a better St. Joseph's to make sure everyone who comes to the Health Centre experiences care that meets their individual needs. To do this, we are always connecting with other community agencies and health care providers to create a coordinated network of services.

At St. Joseph's, we have a team of knowledgeable and caring staff who work with our patients, their families and our community partners to assess, diagnose and treat patients who are referred for a variety of reasons. Our Centre of Excellence

in Specialized Care will bring our specialty outpatient clinics together. Last year, St. Joseph's had 262,000 ambulatory visits from people on an appointment basis.

With your support, patients who need care for asthma, diabetes, and conditions related to heart health, eye care or skin concerns will come to our Centre of Excellence in Specialized Care. This new Centre will include specialty areas like surgery and minor procedures, orthopaedics care, and care for women. It also means better care for seniors. Last year, of our approximate 100,000 visits to Emergency, more than 10,000 were seniors. We're working with community partners to help seniors through their care journey. The Centre of Excellence in Specialized Care will include our Elderly Community Health Services Clinic so seniors can get the care and support they need to stay healthy and independent.



Ms. Tal gets some help leaving the Elderly Community Health Services Clinic.



A look inside the operating room with Dr. Shiva Jayaraman and the surgical team.

Minor Surgery and Procedure Centre

**Same day
surgery, same
great care.**

St. Joseph's is a leader in surgical care. There are 10 operating rooms that are used on a priority basis for people who need surgery for serious conditions. Last year, St. Joseph's performed more than 25,000 surgeries and interventional procedures. Not every surgery or procedure needs to be done in the main operating room. Now with the help of our community, we will have a dedicated centre for people who need minor surgery and procedures that can be done in one day.

With the help of donor support, St. Joseph's will update an existing centre to move minor surgeries and procedures into our Centre of Excellence in Specialized Care. Our vision is to improve the care of all our patients, including those who are here for same-day care. This means patients who need procedures like minor plastic surgery, eye or gynecologic procedures can come to one location to prepare, have their procedure and recover to go home the same day. And it means keeping the large operating rooms open for those who need more complex surgery.

Learning and Innovation Centre

The promise of excellence.

St. Joseph's Health Centre takes pride in its history of teaching and education. Medicine trainees and students choose to come to St. Joe's more than any other community hospital in Toronto. Providing our physicians and health care providers with access to the latest education and training on best practices means better care for patients.

St. Joe's is building a dedicated Learning and Innovation Centre to give our more than 600 medical students and 570 interprofessional practice students on-the-spot training. The first phase includes renovating 7,000 square feet of existing space into a 200-seat auditorium, a new entrance and two classrooms with touch-operated, big screen monitors. Technology will be a key focus in the second phase. Features will include a modern, future-oriented library and additional learning space.

An anonymous donor is matching all donations up to \$600,000.

The 28,000 square foot Centre will also have an inter-professional simulation and skills lab. Our goal is to bring our health professionals together to learn and train so they can deliver an exceptional experience to our patients, keeping our Promise to the community.



Chief of Surgery Dr. Chris Compeau (far left) has a teaching moment outside the Operating Room.



Centre of Excellence in Breast Cancer Screening and Treatment

One-stop care for women.

Women have unique care needs. St. Joe's wants to build the best place to care for the women in our community. Those facing a potential breast cancer diagnosis and women who need treatment and support are of particular concern. An estimated 9,500 women in Ontario will be diagnosed with breast cancer this year and 1,950 will die from the disease. The good news is that the breast cancer survival rate is among the highest for all cancers in Ontario.

St. Joe's is known as a leader in breast imaging, performing almost 3,000 mammograms every year. Dr. Andrea Miller, Radiologist and Divisional Director for Breast Imaging at St. Joseph's, is one of Canada's top mammographers.

Every woman who turns to St. Joe's for diagnosis and treatment requires very specialized care and support. Creating a Centre of Excellence in Breast Cancer Screening and Treatment will make St. Joseph's a full-service centre. The new Centre will have a second mammography machine, as well as dedicated space to perform biopsies, along with private, tranquil areas for consultations with women.

Together with our community, our vision is to build a new model that offers a one-stop experience for women when they come to St. Joseph's anxiously wondering if they have breast cancer and not knowing the next step. Together, we will build a new centre where women come to one place to see the specialists they need, have the tests they require, and leave St. Joe's with a treatment plan specific to their needs. All of these steps – from mammogram to treatment plan – will be completed in one day. That's a promise.

An anonymous donor has
MATCHING DONATION CHALLENGE MET

Orthopaedic Services

One easy location for people with mobility issues.

St. Joseph's Health Centre has one of the busiest fracture clinics in all of Ontario. Our orthopaedic surgeons and physicians are among the best; that's why they're in such high demand. They see more than 20,000 people every year.

Young or old alike need access to mobility care, whether for a fractured wrist from playing sports to more significant injuries resulting from a serious auto collision, industrial accident or fall. Some of our patients need knee or hip replacements, have traumatic injuries and complex fractures and need care to help them regain their ability to enjoy life. Many are in wheelchairs, on crutches or have

difficulty walking, especially our older patients, so getting to multiple locations for ongoing care is difficult.

Together, we're making a Promise to expand and consolidate our specialized orthopaedic services into one location to care for and support people with bone and joint complications. This project includes bringing the Fracture Clinic, Rehabilitation and other services into one accessible, more spacious and comfortable space. It's all about making the experience of coming to St. Joe's easier for our neighbours.



Ortho-technologist Johanna Arias puts a cast on Sarah.



Ana Bridgemondal is a social worker who provides care and support for patients nearing the end of their lives.

Palliative Care Centre

The best care until the very end.

Every patient deserves the best, most compassionate and expert care at every turn no matter how young or old they are. A new Palliative Care Centre will give patients nearing end of life the compassionate care and support they need.

This new centre will have two integrated components. The first is a beautiful, dedicated centre that provides solace, comfort and support for patients facing life's end.

PROMISE MADE, NOW FUNDED



I've been told by patients many times that the care at St. Joseph's Health Centre is different. I see it too.

Every act of care is a Promise kept. Our Promise is to make Toronto's west end one of the healthiest communities in Canada. For 80% of us, all the care we'll ever need is delivered by our community hospital.

Everything we do. Every family we see. Every person we treat. Every life we bring into the world... and every life we save... is a Promise to our west-end neighbours that we are here for them. To keep our community the healthiest it can be, we need you.

Our \$70 million Promise Campaign promises better spaces, the best technology and new specialized areas to improve patient care for our west-end families. With the help of our neighbours, we will build an even better St. Joseph's Health Centre.

**We hope you will join us in helping
keep our Promise.**

Elizabeth Buller
President & CEO
St. Joseph's Health Centre



I received a note recently from a donor who wanted to share her story.

She wrote: "I was born at St. Joseph's in 1936. And in 2014, doctors removed my cancer. They took a piece of my lung but will always have a piece of my heart."

Powerful words and a sentiment that we hear often. People give to St. Joseph's because it has always been there for them and their families. That's because we've been keeping the Promise for almost 100 years. Please join our many volunteers and donors.

**Together, with your support,
we'll keep the Promise.**

Maria Dyck
President & CEO
St. Joseph's Health Centre Foundation



Together,
let's keep the
Promise.

Join us in helping care for the 500,000
people living in our west-end community.

Together, let's keep the Promise.

Contact us to talk about how you can support the campaign.

ST
JOSEPH'S
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