

SHI SCARBOROUGH HEALTH NETWORK Scarborough

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STICKING TO OUR VISION

It takes grit to get things done. Our 2023-2024 achievements demonstrate the dedication and determination of everyone who stands up for Scarborough. Our generous donors, visionary leaders, and committed campaign volunteers are transforming healthcare in this region. At the same time, our dedicated staff show remarkable courage and resilience to meet the unique needs of our community.

Beginning with highlighting our story of being left behind through the *Love*, *Scarborough* campaign, our open letter to Toronto underscored the urgent need for our share of funds for the world-class healthcare Scarborough deserves. This message was heard loud and clear, and has since evolved to showcase our accomplishments despite limited resources, and to envision the possibilities with greater support.

Thanks to donors—philanthropists, large corporations, local businesses, and generous individuals—we reached \$167 million in pledges towards our \$200-million fundraising goal. These contributions are already transforming healthcare in Scarborough: this year, Scarborough Health Network (SHN) Foundation granted the largest amount of funds in our history to bring several projects to life!

In alignment with our forward momentum, both SHN and SHN Foundation introduced new strategic plans in 2024, designed to propel innovation and exceptional quality care.

Scarborough's own Maestro Fresh Wes, with his powerful message to "Stick to Your Vision" (featured in the most recent *Love, Scarborough* commercial) resonates profoundly with us all. After years spent sticking to our vision while providing compassionate care in outdated spaces, we are now realizing the tangible impact of donor support and our collective Scarborough grit. Donors are funding critical infrastructure and new technology, helping to make our longstanding commitment to excellence for Scarborough healthcare a continuing reality.

Together, we have taken a giant leap forward, and we are just getting started. We cannot wait to continue the *Love*, *Scarborough* journey alongside all of you.



Yours sincerely,



ALICIA VANDERMEER
President and CEO
SHN Foundation



DAVID GRAHAMPresident and CEO
SHN

WE ARE REIMAGINING CARE

SHN is rooted in community, and with our inaugural strategic plan coming to a close in 2023, it was vital for us to assess, identify, and prioritize what is most important for delivering exceptional quality healthcare for Scarborough.

Developed by those who work, live, and receive care here, our brand new Strategic Plan 2024-2029 is taking a bold, visionary approach in the healthcare sector. Built on key sets of population and health data that identify trends across Scarborough and Ontario, our new strategic plan uses five interconnected strategic directions to drive us forward:



SYSTEM
INTEGRATION AND
TRANSFORMATION



POPULATION HEALTH AND EQUITY



RESEARCH AND EDUCATION



PEOPLE AND CULTURE



QUALITY AND PATIENT SAFETY

SHN Foundation—the Network's second largest funder following government support—will continue as a key partner and enabler in executing our Strategic Plan 2024-2029. The *Love, Scarborough* fundraising campaign is essential to how our health network and community will advance into the future.



SCAN TO READ SHN'S STRATEGIC PLAN 2024-2029

WE ARE SCARBOROUGH HEALTH NETWORK

Across our three hospitals—Birchmount, Centenary, and General—and several community-based locations, we serve more than 850,000 people from the Scarborough community and beyond.



OUR DEDICATED TEAM

6,300 EMPLOYEES

950 PHYSICIANS

950 VOLUNTEERS

A TYPICAL DAY AT SHN

500 EMERGENCY VISITS

900 INPATIENTS TREATED

1,300 OUTPATIENT CLINIC VISITS

900+ DIAGNOSTIC IMAGING TESTS

140+ SURGERIES PERFORMED

330+ DIALYSIS TREATMENTS

12+ CARDIAC PROCEDURES

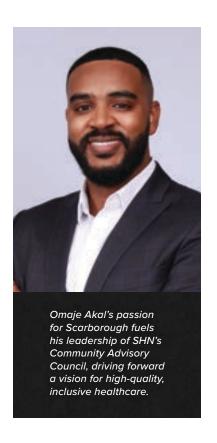
15 BABIES DELIVERED

LOCAL VOICES INFORM EXCEPTIONAL CARE FOR GLOBAL COMMUNITY

SHN's Community Advisory Council (CAC) represents the impactful voice of Scarborough in helping SHN to shape the future of care.

In 2023-2024, the CAC revitalized its membership with a blend of experienced prior members and bright new recruits. Its new Chair, Omaje Akal, previously enjoyed a five-year career at SHN, in clinical and non-clinical departments. Now, he brings his well-informed insight of Ontario's healthcare system to lead the CAC in supporting a healthcare environment that is not only responsive and inclusive, but exemplifies the highest quality of care.

Working in tandem with the Board of Directors, this volunteer body ensures that the diverse perspectives of the Scarborough community help to inform SHN's healthcare services. Their collective lived experiences in Scarborough empower them to advocate effectively for the community's best interests, on several key priorities including SHN's Strategic Plan 2024-2029 and *Build It Forward* redevelopment projects, which will transform healthcare for our growing community.



Diane Sinhuber's role on SHN's Board of Directors, including as Board liaison to our Community Advisory Council, reflects her deep commitment

to volunteerism, community

engagement, and governance.

MEET DIANE SINHUBER

Diane Sinhuber joined the SHN Board of Directors in 2022, following a distinguished 38-year career in finance. Her journey to the Board was a natural progression of her commitment to community service, evidenced by prestigious awards like the Queen's Golden Jubilee Award and Ontario Volunteer Service Award.

With deep ties to Scarborough, Diane has helped to reinvigorate SHN's volunteer Community Advisory Council, strengthening its link between SHN and the community. Her close family connections in Scarborough (including a family physician who worked at General Hospital) and her time-honoured volunteerism, notably as Past Chair of the YMCA of Greater Toronto and the Kidney Foundation of Canada's boards of directors (both of which have longstanding partnerships with SHN) are quintessential for this work.

Driven by a conviction that aligns her resources with her aspirations for community impact, Diane has cemented her commitment to exceptional quality care through the *Love*, *Scarborough* fundraising campaign. She is inspired by our grit and resilience, noting this determined spirit is a hallmark of SHN's organizational culture, from leadership to the front lines. It is what propels our courageous innovation, like building Canada's first emergency departments specifically designed to significantly reduce wait times, right here in Scarborough.

Diane's story of heartfelt commitment to governance and community engagement truly brings the essence of SHN's mission—improving lives through exceptional care—to life.

BORN ALL OVER THE NORLD. MADE IN SCARBOROUGH SCARBOROUGH

LOVE, SCARBOROUGH CAMPAIGN HIGHLIGHTS

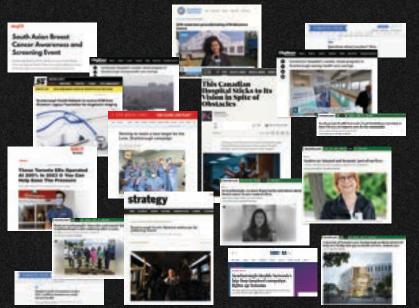
In January 2022, SHN Foundation launched *Love, Scarborough*, a landmark marketing campaign highlighting the stark healthcare disparities in Scarborough. Generous donors have rallied together to raise a game-changing \$167 million so far for Scarborough hospitals.

These funds allowed us to start bridging the gap between remarkable care and aging facilities.

The second chapter of *Love, Scarborough* marketing launched in January 2024, showcasing the resilience and determination of our healthcare workers as they provide exceptional quality care to patients in outdated spaces. This grit allows them to overcome and do more than anyone thought possible, with less than anyone could imagine. Like performing among the highest number of surgeries in Ontario's oldest operating rooms and caring for 200,000+ emergency patients in emergency departments built for half.

With donor support, we no longer have to imagine what we could do with more; we can make it a reality.

IN THE NEWS



- 350M media impressions
- \$4.2M in donated media
- Reached \$167M of \$200M fundraising goal
- 5,100 event participants
 (5.6X more than last year)

11 NEW FACES OF THE CAMPAIGN

Chef Aleem Syed

Community Member

Annisa Mohammed

Volunteer & Donor

Dr. Caroline Scott

Orthopaedic Surgeon

Dr. Derek Wong

Anaesthesiologist

Haymattie Beer

Social Worker

Hector Suazo

Registered Nurse and Nurse Manager, Nurse Resource Team

Kayla-Marie and her Lolo, Ben Tiangco *Grateful Patients*

Dr. Peter Azzopardi

Chief and Medical Director, Paediatrics

Dr. Mayoorendra Ravichandiran

Staff Emergency Physician and Associate Medical Director Emergency Services

Sam Ibrahim

Grateful Patient & Business Leader

Tamara Brown and her son, Rashaun Robinson

Registered Nurse and Clinical Practice Leader, Nurse Resource Team

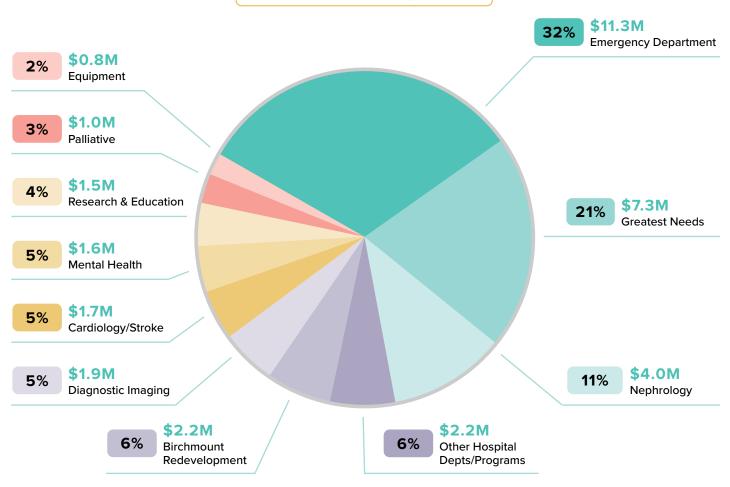
YOUR DONATIONS IN ACTION

\$35.5M RAISED IN 2023-2024

GRANTED FROM SHN \$16.0M FOUNDATION TO SHN-THE MOST EVER!

REVENUE BY DESIGNATION





This year, SHN purchased life-saving equipment thanks to the generosity of donors, including:



THE VELYS ROBOT

Innovating hip and knee surgeries



A PORTABLE X-RAY MACHINE

Allows our teams to perform imaging directly in the emergency department



A NEW 3T MRI

The first one in Scarborough and part of the brand new Northpine Diagnostic Imaging Department

RESOURCEFUL RESILIENT SCARBOROUGH

SCARBOROUGH BUSINESS LEADER SAM IBRAHIM EXPRESSES GRATITUDE FOR SON'S CARE

Sam Ibrahim is the epitome of "Made in Scarborough." As the owner of Scarborough's first billion-dollar company, he embodies the spirit and resilience of the community. His connection to SHN stems from a deeply personal experience.

His youngest son was born three months premature and weighed under two pounds.

"We basically lived at the neonatal intensive care unit at Centenary for months, and I'm so grateful for the care all of us received in those difficult months," he said.

The birthing centre was under construction, which meant limited space for families and staff.

"Despite these obstacles, I'll always remember the exceptional care my son received."

Sam's personal connection to healthcare is paralleled by his professional success. He founded The Arrow Group of Companies, a collection of more than 20 corporations including scientific research, finance, and sports.

Keeping its headquarters in Scarborough reflects his commitment to his roots and local economic growth. His leadership extends into sports, owning the Scarborough Shooting Stars basketball team, which after just two seasons, won the Canadian Elite Basketball League Championships.

CP24'S KAYLA-MARIE WILLIAMS INSPIRED BY HER LOLO'S CARE

In the summer of 2023, Kayla-Marie Williams' grandfather, Lolo Ben, checked into General Hospital for emergency surgery.

"Lolo needed surgery to save his life at the age of 91," said Kayla-Marie. "The amazing staff at SHN took such good care of him and gave him more time on this earth to be with his kids, grandkids, and great-grandkids!"

Kayla-Marie, a CP24 newscaster and proud Scarborough native, credits her Lolo as her primary inspiration. He immigrated to Scarborough from the Philippines over 60 years ago with big dreams for his family of nine. Despite minimal English skills, he secured a job at Sun Life Financial, where he became one of their top employees and the first Filipino inducted into their Hall of Fame. He also founded the PhilTor Bowling Club, a cornerstone of the local Filipino community.

As a committed donor and emcee for SHN ZOO DAY, Kayla-Marie actively supports SHN, the hospital that was there for her family when they needed it most.



DONORS POWER NEW ROBOTIC KNEE AND HIP SURGERY FOR SHORTER RECOVERY TIME

Veluppillai Navacodi, a 77-year-old Scarborough resident from Sri Lanka, has a renewed zest for life thanks to an innovative knee surgery new to SHN. He recently became one of the first patients to benefit from the VELYS surgical robot, a cutting-edge tool funded by generous donors.

"I had a knee replacement on my other knee in 2015 without robotic surgery and stayed in the hospital for two days. This time, with robotic surgery, I was able to go home the same day and had better flexibility," Veluppillai shared.

In January 2024, SHN became the first community hospital in Ontario to use VELYS technology for knee surgeries, completing over 100 successful operations in the first six months. Veluppillai's experience highlights the benefits of robotic-assisted surgery, which enhances precision, reduces operative times, and minimizes soft tissue damage. This allows SHN to handle more complex cases with greater accuracy.

"Using the robot allows us to address both straightforward and complex cases with better precision," said Dr. Caroline Scott, orthopaedic surgeon, SHN. "It's like a flight simulator, enabling us to test and visualize surgical outcomes before making a single incision."

Before his surgery, Veluppillai was experiencing a lot of pain and could not walk; now, he walks without a cane. His story, and the integration of the VELYS robot to the surgical program, reflects SHN's commitment to delivering world-class healthcare in Scarborough; SHN is a centre of excellence in orthopaedic care and has one of the largest orthopaedics programs in Ontario.

"We are a high-volume, high-efficiency centre performing the most total joint replacements of any community hospital in Ontario, including 1,800 total hip and knee replacement surgeries annually," said Dr. Warren Latham, Corporate Chief of Orthopaedics, SHN.

As SHN continues to invest in and optimize technology, to take exceptional quality and patient safety to the next level, Dr. Latham emphasizes the significant role of community and donor support in enhancing patient care.

"For years, Scarborough was seen as an afterthought, we were underfunded. Donations have fundamentally changed the face of working in Scarborough—donors are crucial to pushing our organization forward."



DR. WARREN LATHAM

Congratulations to Dr. Warren Latham on being appointed president of the prestigious Canadian Orthopaedic Foot and Ankle Society in 2023!

MEET KIMBERLY HEBEL

"The Love, Scarborough campaign and the dire need to support a significantly underfunded hospital caught our attention," said Kimberly Hebel, newly appointed to SHN Foundation's Board of Directors.

"My husband, Jeff, and I reached out to learn more and soon realized that this hospital network is run by an incredible team dedicated to providing the best healthcare possible."

Soon after, they came in for a tour of Centenary's emergency department. "We saw SHN's potential and wanted to enable greater possibilities for healthcare in Scarborough."

Now the Hebel Family Foundation is generously supporting the redevelopment of the emergency department. The Hebel family was also instrumental in fundraising for the new VELYS Robotic System.

"As a member of the Foundation Board, I am spreading the word about SHN to ensure the people of Scarborough have access to the state-of-the-art hospitals and technology they deserve. We knew it was the right thing to do."



Kimberly Hebel is committed to supporting SHN through philanthropy.

2023-2024 YEAR AT A GLANCE



SHN Foundation's Chinese Radiothon presented by Scarborough Area No Frills raises \$267,000.



JCC Restaurant Services' McDonalds' restaurants celebrate their annual McHappy Day, with a portion of proceeds benefitting SHN.



The first-ever SHN ZOO DAY brings the Scarborough community together to step up for our hospitals, raising an incredible \$450,000.



SHN breaks ground on the innovative Bridletowne Neighbourhood Centre with partners United Way Greater Toronto and YMCA of Greater Toronto.



Scarborough
Shooting Stars
host the first-ever
Love, Scarborough
game, raising
\$10,000 for SHN.



SHN Foundation's Tamil Radiothon presented by Canadian Tamils' Chamber of Commerce raises \$170,000.



SHN Foundation's annual Golf Classic surpasses \$350,000 in funds raised.



SHN and the University of Toronto's "Building Communities through Inclusive Health" conference brings together clinicians, community partners, and academics to address Canada's systemic barriers to health equity.



SHN's Breast Health & Awareness Workshop provides education and on-site breast cancer screenings to participants, in partnership with The Olive Branch of Hope, Black Physicians' Association of Ontario, and TAIBU Community Health Centre.



The Reimagining Care:
Strategic Planning
Process in-person
and virtual community
forums engage
the Scarborough
community in
developing SHN's new
Strategic Plan
2024-2029.



SHN's Kids Care
Sickle Cell Disease
Clinic Community
Town Hall explores
how to better
support and improve
access for kids living
with the disease.



Sip, Shop & Celebrate returns as the holiday shopping event of the season, raising over \$110,000.



Giving Tuesday raises the most in SHN history with over \$123,000 raised thanks to generous donors and a matching gift from Greer Elcombe.



Love, Scarborough
Holiday Gift Wrapping
and Planet Santa
in partnership with
Scarborough Town
Centre raises over
\$10,000 for SHN.



The South Asian Breast Cancer Awareness and Screening Event raises awareness of breast cancer symptoms and provides on-site mammograms, in partnership with SHN and community partners.



Scarborough
Muslim Community
reaches \$355,000
to support SHN,
and announces
their continued
commitment to
raise \$1 million.



Dr. Samir Grover, Executive Vice President, Education (fourth, from right) and his team bring the perfect combination of expertise and determination to building SHN's new education and research strategies.

SCARBOROUGH'S HEALTHCARE EDUCATION EVOLUTION

SHN is strengthening a longstanding legacy of healthcare education in Scarborough through a strategic partnership with the new Scarborough Academy of Medicine and Integrated Health (SAMIH) at the University of Toronto (U of T).

With a commitment to equipping medical and interprofessional students to meet the diverse healthcare needs of the Scarborough community through hands-on training, SHN is evolving its education programming, driven by our new Strategic Plan 2024-2029. At the helm is Dr. Samir Grover, who became SHN's inaugural Executive Vice President, Education, as well as SHN Research Institute's inaugural Research Chair in Education, in December 2023. Renowned in gastroenterology education, Dr. Grover's reputation is underscored by his development of U of T's endoscopic simulation course, and his lab, which conducts innovative education research and technology-enhanced learning in medicine, including virtual reality.

Dr. Grover has led the formation of a new multidisciplinary SHN Education Committee and an administrative team, which both provide oversight for education operations, including initiatives for SAMIH. An essential component of these operations includes the construction of a state-of-the-art Education and Research Centre right next to Centenary Hospital, complementing the November 2023 ground-breaking of the new SAMIH building at U of T's Scarborough campus.

"We are seeing tremendous interest from donors who want to help ignite the innovation, education, and research at the new Education and Research Centre," said David Graham, President and CEO, SHN. "Donors will play a vital role in enabling SHN to realize this new building and inspire every student and teacher who uses it. Our new training centre will be critical in supporting students to make the most of their education with spaces for collaboration, socialization, and well-being."

In spring 2024, Dr. Grover and Dr. Marcus Law, Associate Dean of the Temerty Faculty of Medicine MD Program, together appointed Dr. Caroline Chan to Director, MD Program, Scarborough Academy of Medicine, deepening a decades-long partnership. Dr. Chan is SHN's simulation co-lead for faculty development of emergency physicians, and a member of SHN's Emergency Services MD Council.

Starting with a visioning session including architects, project managers, and SHN staff, physicians, educators, and researchers, planning for the Education and Research Centre is well underway. Dr. Grover, Dr. Chan, and the dedicated Education Committee are eagerly awaiting its opening in a few short years, marking the beginning of a transformative era for tailor-made medical education. This momentous occasion will not only celebrate a world-class facility, but also the fruition of a shared goal to advance healthcare excellence in Scarborough.

"Thanks to the generosity of donors and our partnership with SAMIH, we will deliver made-in-Scarborough education to our community's future doctors and health professionals," said Dr. Grover. "This is how we will ensure Scarborough has the same access to healthcare, research, and clinical trials as the rest of Toronto."

CELEBRATING SHN'S TEACHING EXCELLENCE

Our bold vision at SHN is to be Canada's leading community teaching hospital. For us, teaching and medical education are not just strategic priorities, they are an integral part of who we are.

Building on our rich history that includes an affiliation with U of T dating back to the 1970s, medical education and research continues to grow every year at SHN. Together with our academic partners, we offer best-in-class teaching and research opportunities in the community hospital setting.

In 2023, U of T's Department of Family and Community Medicine (DFCM) bestowed 10 Faculty Awards to SHN faculty who showed extraordinary commitment over the course of the year; six Preceptor Awards to physicians who have made outstanding contributions to teaching; and nine Resident Awards to residents who excelled during their time in the program.

Congratulations to all our DFCM award winners!

SHN RESEARCH INSTITUTE IS ADVANCING HEALTH EQUITY FOR SCARBOROUGH

Now in its second year, SHN Research Institute has made significant strides towards understanding the unique healthcare needs of one of Canada's most diverse communities.

- SHN Research Institute joined Clinical Trials
 Ontario, an independent, non-profit organization
 established with support from the Government of
 Ontario, which provides SHN Research Institute
 with access to a wealth of resources, expertise,
 and interorganizational opportunities.
- SHN Research Institute was awarded a Canadian Institutes of Health Research (CIHR) grant to host the Research Education and Access for Community Health in Scarborough (REACH) Café Scientifique, which brought together researchers and community members to better understand barriers to research participation in Scarborough.
- SHN Research Institute was awarded a CIHR grant to address disparities in HIV care in Scarborough, through a multi-phase project aimed at informing public health policies, improving intervention programs, and developing a made-in-Scarborough healthcare model of HIV services for future use in highly diverse, racialized communities across Canada.
- SHN's Research Ethics Board, which examines
 potential risks and benefits, ethical implications,
 protection of participants, and relevance of
 research, recruited new members from the
 communities we serve to bring lived experiences
 and diverse insights to research at SHN.



(L-R) SHN panelists Dr. Rosemarie Lall, Dr. Christopher Yarnell, and Chantelle Morris, and community member Chantal Mukandoli, discuss community participation in medical research at SHN's REACH Café Scientifique.

CREATING THE WESTON PATIENT NAVIGATION PROGRAM:

THE LIFE-CHANGING IMPACT ON HEALTHCARE JOURNEYS

Hearing the words "heart failure" or "cancer" are frightening. For patients, waiting is one of the hardest parts—for the results of a screening or test, the next appointment, or for information about the surgery or recovery.

That is exactly how Alex Maxwell felt when she was diagnosed with breast cancer. Then, Alex and her family were introduced to Michelle, a Patient Navigator at SHN who is dedicated to guiding patients through their cancer care journey.

"Michelle became a part of our family during Alex's treatment," said Kristin Maxwell, Alex's mother. "I can't imagine how difficult it would have been to navigate without her. She was always there and relieved our stress and anxiety by making sure all of Alex's appointments were scheduled. She connected all of the healthcare providers and organized the many appointments to help Alex get the treatment and care she needed."

Now, thanks to a donation of \$5 million from the Hilary and Galen Weston Foundation, more patients will have Patient Navigators to guide them on their care journey. The new Weston Patient Navigation Program is available in five areas of care to support patients with a complex or life-threatening disease, including heart failure, severe wounds, breast cancer, prostate cancer, and colorectal and other cancers.

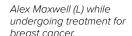
Patient Care Manager Pamela Bonsell oversees vascular surgery and has hired a Patient Navigator to support patients with severe wounds. She says the navigator role has made a huge difference in decreasing patients' length of stay and improving patient satisfaction.

"Our Patient Navigator is the first point of contact for patients with wounds and sees them every day," Pamela said. "Having her on the unit helps patients to fully understand their health and the next steps in their care plan."

These additional navigators will allow more patients to have a dedicated champion in their corner to help ensure every facet of their healthcare journey is manageable. Sadly, Alex passed away the summer of 2023 after a short but brave battle with breast cancer.

"Even though we lost Alex, our entire family can't thank Michelle and the team at SHN enough for what they did for her and our family," continued Kristin. "It's incredible to know the Hilary and Galen Weston Foundation is supporting more patient navigators, because Michelle may have been the most important health professional in Alex's healthcare journey."

While undergoing treatment, Alex shared her gratitude for Michelle and the need for patient navigators in a letter to SHN. "Prior to meeting Michelle, things felt like they were moving in slow motion. Once I met her, I finally felt like I had someone in my corner and things started moving quickly. Without her I would have been lost."





NAVIGATING INDIGENOUS HEALTHCARE WITH HEART

Last year, SHN introduced a new beacon of support for First Nations, Inuit, and Métis patients and their families: Ellie Henry, SHN's inaugural Indigenous Patient Navigator.

Ellie is a dedicated advocate, a bridge to traditional healing, and a guardian of culturally safe Indigenous patient experiences. Her services form a comprehensive blend of care, combining Indigenous cultural support, ceremonies, advocacy, education, and awareness to Indigenous health and culture.

Whether accompanying patients to appointments, arranging sacred medicines, or being a cultural safety resource for our staff, Ellie's role represents a pivotal, heartfelt commitment to ensure every patient and family's journey is respected and honoured.



SHN's new Indigenous Patient Navigator, Ellie Henry, is a Registered Practical Nurse who hails from Alderville First Nation, an Indigenous reserve just one hour outside of Scarborough.

HOW THE LATE AU BAK LING FULFILLED A LIFE-LONG WISH WHILE SUPPORTING SHN

As SHN continues construction on the innovative Bridletowne Neighbourhood Centre, we were thrilled to welcome a \$2-million donation that completed the fundraising for this vital project. Thanks to the generosity of the Au Bak Ling Charity Trust (ABLCT), Bridletowne will offer a new way of receiving life-sustaining dialysis treatment in the community. A partnership between SHN, United Way Greater Toronto, and the YMCA of Greater Toronto, it will feature important programs and services, healthcare, and inclusive community spaces to address the complex, multifaceted needs of the community—all easily accessible under one roof. SHN and our partners officially broke ground on Bridletowne in June 2023, alongside many generous donors and community advocates.

The late Au Bak Ling, Lord of Georgeham, was the founder of a successful global business group, Ling Kee Group, and active in philanthropy for over four decades. In 2009, he established ABLCT to help four major areas: emergency and poverty relief, education and training, youth development, and medical health. To date, ABLCT has given over 3.2 million kg of rice, benefitting over 60,000 poverty-stricken families and individuals in Hong Kong, and more than 350 scholarships for teachers-in-training in Hong Kong Special Administrative Region and China. ABLCT also sponsored agritech research at the University of Fraser Valley and the University of Guelph and provided scholarships to students at both universities.

During the last phase of his life, Lord Au Bak Ling suffered from chronic kidney disease. He understood first-hand the suffering arising from his weekly dialysis treatments and wanted to set up a haemodialysis clinic to better care for dialysis patients.

Unfortunately, that wish did not materialize during his lifetime. By chance, both Cynthia Wong of CBRE Group and Stanley Kwan of Legasus introduced SHN's Bridletowne Neighbourhood Centre project to Lord Au's third and fifth children, Allen and Angela Au. It was serendipity that Lord Au Bak Ling's children came across something that would fulfil their late father's wish.



SHN is honoured to create the Au Bak Ling Haemodialysis Unit within Bridletowne and we are tremendously grateful for their generosity.

Thanks to the generosity of ABLCT, SHN Foundation reached the fundraising goal for the Bridletowne Neighbourhood Centre this year! (L-R) are Dr. Robert Ting, Linda Tse, Cynthia Wong, Angela Au, Allen Au, Rea Ganesh, and Dr. Elaine Yeung.

KIDNEY HEALTH CHAMPION LAUDED FOR EXCELLENCE IN NEPHROLOGY CARE

Dr. Paul Tam, Chief and Medical Director of SHN's Regional Nephrology Program, was celebrated with the prestigious Laureate Award from the American College of Physicians (ACP) in 2023. This award is reserved for ACP Fellows displaying exceptional commitment to medical care, education, research, and community service, and recognizes Dr. Tam's significant contributions to nephrological study and kidney disease management.

His insightful presentation on "The Evolution of Chronic Kidney Disease Programs in Ontario" at the ACP meeting highlighted challenges faced in urban care and innovative strategies for resource allocation.

A visionary leader, Dr. Tam has long advocated for the Bridletowne Neighbourhood Centre and expanding dialysis programming in Scarborough.

His previous accolades include the Queen Elizabeth II Platinum Jubilee Award and the Kidney Foundation of Canada's George de Veber Distinguished Service Award.

In a reflection of our commitment to advancing excellence in nephrology and dialysis care, Dr. Tam credits SHN's collaborative spirit and institutional support for his success.

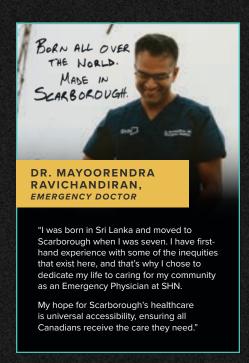


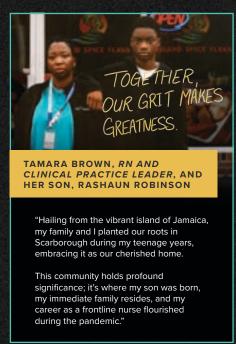
Dr. Paul Tam, Chief and Medical Director of SHN's Regional Nephrology Program, is an award-winning nephrologist and long-time advocate for kidney care in Scarborough.

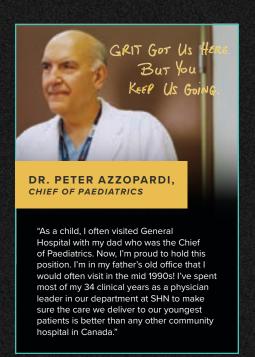
FACES OF LOVE, SCARBOROUGH FROM THE

FRONTLINES

The second chapter of the immensely successful *Love, Scarborough* fundraising campaign introduced 11 new individuals who embody Scarborough grit: a blend of resilience, determination, and compassion that defines our community. Meet three SHN frontline workers who are doing more than anyone thought possible with less than anyone could imagine in their delivery of exceptional care.







THE PHYSICIANS' CAMPAIGN

In November, the Physicians' Campaign hosted a dinner celebrating its second year milestone since its launch in 2022. This evening shared the progress of the *Love*, *Scarborough* campaign, recognized the generosity of our physicians and encouraged new support to this important initiative. As of March 31, 2024, the Physicians' Campaign has raised over \$1.4M in support of SHN. Dr. Elaine Yeung, Chief of Staff, says the outpouring of support from our physician team is "a testament to their dedication in transforming care for our patients and the Scarborough community."

WE ARE HOME TO AWARD-WINNING PHYSICIANS

SHN's culture of excellence supports us to attract and retain acclaimed physicians who are integral in our journey as we shape the future of care.

- Dr. Dhun Noria, Chief and Medical Director, Laboratory Medicine; Dr. Ying Lu, Division Head, Ophthalmology; and Dr. Paul Tam, Chief and Medical Director of the Regional Nephrology Program, received the Queen Elizabeth II Platinum Jubilee Award in 2023, for demonstrating Queen Elizabeth's qualities of public service, dedication, and commitment to bettering the community.
- Dr. Latif Murji, family and emergency physician and SHN's VaxFacts+ Clinic lead, won a 2023 Award of Excellence by the Ontario College of Family Physicians, for his leadership and commitment to health equity through the creation of VaxFacts+, a first-of-its-kind vaccine confidence clinic in Canada.
- Dr. Vinay Fernandes, surgical oncologist, won the 2022-2023 Best Mentor Award in the Surgical Foundations Quality Improvement Curriculum from U of T.

SHN IS WHERE THE WORLD COMES TO WORK

Our Where the World Comes to Work recruitment campaign is designed to attract diverse healthcare professionals by celebrating our vibrant workplace where cultures and experiences contribute to exceptional quality care. We are proud to share our staffs' stories with the world.

KASSANDRA'S STORY

"Born in Trinidad, I moved to Canada at age 18 to go to university. With a psychology degree, I pursued rehabilitation services education while working in community homes. In 2000, SHN's Adult Mental Health program hired me and by 2002, I transitioned to the Child and Adolescent Mental Health department, where I have been ever since.

I lead SHN's Child and Adolescent Day Hospital program for adolescents in grades 9 to 12 who are struggling with a psychiatric condition with a moderate-to-severe impact on school performance. We run a hybrid model of education (facilitated by the Toronto District School Board) and therapy-based groups for youths with conditions such as anxiety, depression, or psychosis. Our program teaches resilience, mindfulness, and character strengths, to help transition youth back to their school with community support services.

I consider myself a strong, independent woman of colour, and my childhood experiences in Trinidad help me relate with some of Scarborough's marginalized youth. I know what it is like to be an immigrant, and to be poor. I am from a country where many people buy expired medication as a normal practice, since often it is all that is available.

After 22 years with SHN, I am proud to have helped thousands of youths implement strategies to be successful in life. A significant personal achievement was leading the Top Fundraising Team and becoming the highest fundraising staff member for SHN ZOO DAY in 2023.

When people ask me why I fundraise, I say I have lived in Scarborough for 25 years and I am proud to celebrate my community and my health network. My daughter was born here, my husband works here, and my son and I have both received care here. Why wouldn't I want to help my hospital now?"

WHERE INNOVATION MEETS IMPACT

Where the World Comes to Work has enhanced our reputation as an innovative, inclusive employer, attracting top healthcare talent within a competitive recruitment environment. It has strengthened SHN's brand, boosted social media engagement and web traffic, and contributed to SHN being recognized at the Canada's Most Admired Corporate Cultures Summit, reinforcing our commitment to excellence in healthcare.



OUR CARE IS GROUNDED IN EXCELLENCE

- 2023 Canada's Most Admired Corporate Cultures[™] award from Waterstone Human Capital
- 2023-2024 Designated Best Practice Stroke Unit Award from Toronto Stroke Networks
- 2022-2023 Hospital Achievement Award for Provincial Eligible Approach Rate from Trillium Gift of Life Network, recognizing leading practices for facilitating organ donation discussions
 - Anne Montgomery, Clinical Practice Leader in Critical Care, also won a Provincial Donation Champion Award for being a dedicated facilitator of organ and tissue donation advocacy
- 2022-2023 Top Performance Award from the Ontario Renal Network, for achieving the highest Vascular Access Wait Time performance in Ontario



(L-R) SHN's David Graham, President and CEO; Michele James, Executive Vice President, People and Transformation; and Matt Ainley, Chair, Board of Directors, celebrate SHN's Canada's Most Admired Corporate Cultures™ award.



THE SLAIGHT FAMILY FOUNDATION SUPPORTS YOUTH MENTAL HEALTH

SHN is committed to providing comprehensive and accessible mental health care for children and adolescents, especially at a time when mental health support is crucial to developing minds.

Thanks to The Slaight Family Foundation's tremendous support, SHN launched the Slaight Dialectical Behaviour Therapy (DBT) Program, in partnership with Strides Toronto, both part of the Scarborough Ontario Health Team.

In September 2023, SHN Foundation received \$1.5 million to fund the new DBT program for children and adolescents. This program, the first of its kind in Scarborough, began in March 2024 at SHN's Shoniker Clinic.

Dialectical behaviour therapy is an evidence-based, structured psychotherapy program that has proven to be effective in helping people who experience intense emotions, chronic depression, intense anxiety, impulsive behaviours, and other forms of mental health conditions that put them at risk for self-harm and/or suicidal behaviours.

A 2023 study shows that 39 per cent of Ontario high school students display symptoms of anxiety and depression, while an additional 17 per cent indicate a serious level of psychological distress. This emphasizes the growing need for mental health initiatives, particularly for youth.

Thanks to the support of The Slaight Family Foundation, SHN is addressing this need by offering specialized care to children and adolescents in Scarborough who need focused and dedicated treatment.

"It has always been challenging to connect children and adolescent clients with DBT programs because of the lack of this type of therapy and education of it within our community," said Dr. Teresa Lam, Lead Psychiatrist, Child and Adolescent Mental Health.

"This program will help begin to close this overlooked gap in treatment. As a psychiatrist who cares deeply for my clients, I look forward to children and adolescents starting to receive this much-needed treatment modality."

PIONEERING CARDIAC CARE AND LEAVING A LASTING LEGACY

Dr. Robert S. Nitkin, FRCPC, FACC, was a pioneer in cardiac care at our Scarborough hospitals. He was instrumental in the development of the cardiac program at Birchmount Hospital, which is now part of SHN's premier cardiac program. SHN is the designated cardiac centre for the Scarborough-Durham region.

Dr. Nitkin led a team of physicians to many firsts in Scarborough, innovating the field of cardiovascular care. He also tirelessly cared for patients during the SARS epidemic, working day and night to meet its challenges. After he retired in 2021, he wanted to continue giving back to his beloved SHN by leaving a legacy donation.

"I have been truly inspired by the Love, Scarborough campaign as healthcare is so vitally important to society. I want to see SHN's cutting edge treatment of heart disease continue to flourish and I hope to inspire others through my legacy donation," said Dr. Nitkin.

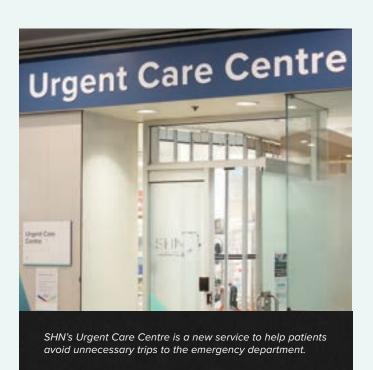
Learn more about leaving a lasting legacy at SHNFoundation.ca/Legacy.

A TRIBUTE TO TRIBUTE COMMUNITIES

Donor support is enabling SHN to profoundly improve emergency care by eliminating unnecessary waiting. Centenary Hospital will be the first in Canada to build a new emergency department that uses a unique model of care to triage patients more quickly and start any tests earlier.

That is not all. Support for this priority project means we can relocate the Fracture Clinic into a much-needed larger space to accommodate increasing volumes. We thank Tribute Communities for generously donating to help create a new, modern Fracture Clinic that will greatly improve the experience for people with mobility issues.

Thanks to generous donors like Tribute Communities, the fundraising goal for the new Centenary emergency department was met this year!



RIGHT CARE, RIGHT PLACE: URGENT CARE CENTRE NOW OPEN

SHN reached an important milestone with the opening of the new Urgent Care Centre at Centenary Hospital. Strategically located on the second floor of the Medical Mall, it began serving the community in March as an alternate care option to the emergency department, and is designed to provide prompt medical attention for non-life-threatening conditions. Services include point-of-care testing, casting, wound treatment, and prescriptions.

The Urgent Care Centre is staffed by a dedicated team of physicians and nurses equipped to handle a variety of ailments, including sports injuries, cuts, burns, fevers, and infections. The team currently welcomes patients on a walk-in basis. Open Monday to Friday from 3 to 7 p.m. and Sunday from 1 to 5 p.m., SHN's Urgent Care Centre is a direct response to some of Scarborough's most urgent health needs.

FOUNDATION FINANCIAL HIGHLIGHTS

FOR THE YEAR ENDED MARCH 31, 2024

The following information is excerpted from SHN Foundation's audited financial statements. Complete audited financial statements are available at SHNFoundation.ca.

STATEMENT OF FINANCIAL POSITION

	2024 \$	2023 \$
ASSETS		
CURRENT ASSETS		
CASH	13,942,044	3,643,191
ACCOUNTS RECEIVABLE	288,041	215,644
ACCRUED INVESTMENT INCOME	411,531	1,111,920
PREPAID EXPENSES	35,069	46,085
	14,676,685	5,016,840
INVESTMENTS	44,761,201	43,929,789
CHARITABLE REMAINDER TRUST RECEIVABLE	963,028	861,604
CAPITAL ASSETS	19,519	49,000
	60,420,433	49,857,233
LIABILITIES AND FUND BALANCES CURRENT LIABILITIES		
ACCOUNTS PAYABLE AND ACCRUED LIABILITIES	840,445	739,354
DUE TO SCARBOROUGH HEALTH NETWORK	149,720	109,716
DEFERRED REVENUE	20,770	123,177
	1,010,935	972,247
FUND BALANCES		
GENERAL FUND UNRESTRICTED	4,057,908	2,226,119
INVESTED IN CAPITAL ASSETS	19,519	49,000
INVESTED IN CAPITAL ASSETS	19,519	49,000
	4,077,427	2,275,119
RESTRICTED FUND	54,087,060	45,488,079
ENDOWMENT FUND	1,245,011	1,121,788
	59,409,498	48,884,986
	60,420,433	49,857,233

STATEMENT OF REVENUE AND EXPENSES AND CHANGES IN FUND BALANCES

,982,253 8,497,937 - ,480,190 3,981,916 8,491,002	40,324,464 1,353,383 8,239 41,686,086 3,040,150 3,490,571
,480,190 3,981,916 4,491,002	1,353,383 8,239 41,686,086 3,040,150
, 480,190 3,981,916 4,491,002	8,239 41,686,086 3,040,150
3,981,916 1,491,002	41,686,086 3,040,150
3,981,916 1,491,002	3,040,150
,491,002	.,,
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	3.490.571
450 700	
450,700	343,840
,923,618	6,874,561
,556,572	34,811,525
,032,060	11,106,146
-	45,350
,032,060	11,151,496
,524,512	23,660,029
,884,986	25,224,957
409,498	48,884,986
	450,700 ,923,618 ,556,572 ,032,060 ,032,060 ,524,512 ,884,986



HOSPITAL FINANCIAL HIGHLIGHTS

FOR THE YEAR ENDED MARCH 31, 2024

The following information is excerpted from SHN's audited financial statements. Complete audited financial statements are available at **SHN.ca**.

STATEMENT OF REVENUE AND EXPENSES (IN \$000'S)

	2024 \$	2023 \$
REVENUE		
MINISTRY OF HEALTH AND CANCER CARE ONTARIO	803,984	729,492
PATIENT REVENUES	56,195	46,315
RECOVERIES AND OTHER INCOME	75,871	50,039
ANCILLARY OPERATIONS	22,457	15,967
AMORTIZATION OF CAPITAL GRANTS AND DEFERRED REVENUE	9,356	9,620
AMORTIZATION OF DEFERRED REVENUE - LONG-TERM LEASE	62	62
	967,925	851,495
EXPENSES		
COMPENSATION	609.885	574,752
SUPPLIES AND OTHER	172,465	139,414
MEDICAL AND SURGICAL SUPPLIES	68,124	63,429
DRUGS	53,236	44,214
AMORTIZATION OF CAPITAL ASSETS	33,441	33,746
ANCILLARY OPERATIONS	17,276	12,444
INTEREST ON LONG-TERM DEBT	6,708	4,094
BAD DEBT	3,790	3,887
	964,925	875,980
EXCESS OF REVENUE OVER EXPENSES	3,000	(24,485)



WE ARE SHAPING THE FUTURE OF CARE

With our new Strategic Plan 2024-2029, SHN is designing sustainable healthcare for our community for generations to come.

New technology will play a key role in delivering exceptional quality care and empowering patients in their health journey, as we focus on health system integration, seamless care transitions between providers, increasing access to primary care and other services, growing our medical education and research footprint in Scarborough, and much more.



LEARN MORE

Strategic Plan 2024-2029

Find out what is in store for Scarborough's healthcare at SHN.ca/strategicplan

Build It Forward

See how we are ensuring our services and facilities meet Scarborough's evolving needs at SHN.ca/BuildItForward

Love, Scarborough

Help us Build It Forward by donating at LoveScarborough.ca

Attend our Board of Directors meetings

Find the Board of Directors meeting schedule at SHN.ca/board

Subscribe to our e-newsletter

Get SHN news emailed straight to your inbox by signing up at SHN.ca/subscribe and find out how your donations are improving our hospitals by signing up at SHNFoundation.ca/subscribe

SCARBOROUGH HEALTH NETWORK LEADERSHIP

AS OF MARCH 31, 2024

HOSPITAL BOARD OF DIRECTORS

Matt Ainley (SHN Board Chair)

Chair, Board of Directors, General Contractors Alliance of Canada

Michele Goddard

Patient Advisor, Bridgepoint Active Healthcare, and Past Chair, Women in Capital Markets

Gabriel Granatstein

CEO. La Cie Canada Tire Inc.

Dr. Lianne Jeffs

Director, Nursing/Clinical Research, Nursing Administration, St. Michael's Hospital

Jav Kaufman

President, KTA Inc. and KTA Centre for Collaborative Government

Senior Partner and Executive, Lifeworks (formerly Morneau Shepell)

Joseph Lo

Partner, Sagard Private Equity Canada

Gale Rubenstein

Partner, Goodmans LLP

Saniil Shah

Managing Partner, Alignvest Management Corporation

Diane Sinhuber

Retired Executive from TD Bank Group, and Past Chair, YMCA of Greater Toronto and The Kidney Foundation of Canada's Boards of Directors

Ali Suleman

VP & Treasurer, Hydro One Inc.

Krishan Suntharalingam

Owner, Suntharalingam Professional Corporation - CA

Karen Webb

Principal, KWebb Solutions Inc.

Dr. Catharine Whiteside

Emerita Professor, Former Dean of Medicine, University of Toronto, and Director, Partnerships, Diabetes Action Canada

Dr. Lynn Wilson

Vice Dean, Clinical & Faculty Affairs, and Associate Vice Provost, Relations with Health Care Institutions, University of Toronto and Temerty Faculty of Medicine

Ruth Woods

Retired Executive, Osler, Hoskin & Harcourt LLP

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Chief Venues & Operations Officer, MLSE

Chris Tambakis (Co-Chair)

CEO, Adgar Canada

George Cope (Honorary Chair)

Michael Friisdahl (Honorary Chair)

Former President & CEO. MLSE

Edward Rogers (Honorary Chair)

Chair, Rogers Communications Inc.

John Tory (Honorary Chair) Former Mayor, City of Toronto

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Head, Commercial Banking, Citibank Canada

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EVP. Retail Distribution Scotiabank

John Gallagher*

VP, Retail & Business Service Centres, Scotiabank

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Vice President, REM, Oxford Properties

Deland Kamanga

Group Head, Wealth Management, BMO

John Killam

President, Ostrich

Randy Lennox

Executive Chair, Elevate

Sushrhth Mehan*

CEO, Option Properties (Canada) Inc.

Tonv Pialis*

President & CEO. Alphawaye Semi

President, Travel Edge,

Former EVP and Chief Operating Officer, Canadian

Personal Banking, TD Bank

Jeffrey Remedios

CEO, Universal Music Canada

Demetra Streda

SVP Commercial Credit and Policy & Risk Oversight,

Steve Tyers

SVP, National Sales & Effectiveness, CIBC

* Also a member of the SHN Foundation Board of Directors

FOUNDATION BOARD OF DIRECTORS

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Retired Partner, Deloitte

Paul Torrie (Past Chair)

Founder & President, Global Resolutions Inc.

John Walters (Vice Chair)

Retired Executive

Tracy Chou (Vice Chair)

Director At Chou Associates Management Inc. EVP And Chief Investment Officer, Stonetrust Commercial Insurance Company

Matt Ainley

Chair, Board of Directors, Scarborough Health Network

Charlie Cutts

Arts and Entertainment Consultant

Diana Dunlop

National Transaction Advisory Services

Leader, RSM Canada

Ray Gupta

President & CEO, Sunray Group

Kimberly Hebel

The Hebel Family Foundation

Javaid Ali Khan

President, Islamic Foundation of Toronto

Senior Partner & Executive, Lifeworks (formerly Morneau Shepell)

Peter Lobraico

Owner, PA Leadership Inc. Stan Muthalingam

Founder & CEO. The CSI

Domenic Primucci

President, Pizza Nova

Shafiq Punjani

CEO, Bridlepath Properties Group Inc.

Shalini Sheth

Director of Operations and Supply Chain, Surati Canada, COO, Surati USA

Dr. Robert Ting

Nephrologist, Scarborough Health Network

Richard Wong

Mark Wood

CEO. Microart Services

Dr. Elaine Yeung

Chief of Staff & Interim Executive Vice President, Medical

President, Carpenters' District Council of Ontario

Sandy Zheng

Co-owner, Prime+ Care Health Centre; Owner, Perfect Choice Psychological Services Inc.

HOSPITAL LEADERSHIP

David Graham

President & CEO

Alicia Vandermeer

President & CEO, Scarborough Health Network Foundation

Dr. Elaine Yeung

Chief of Staff & Interim Executive Vice President, Medical

Glyn Boatswain

Executive Vice President & Chief Nursing and Allied Health Professionals Executive

Michele James Executive Vice President, People and Transformation

Dr. Samir Grover

Executive Vice President, Education

Cory Bryan

Vice President, Corporate Services and CFO

Faaiza Ali

Vice President, Redevelopment

Leigh Duncan

Executive Director, Public Affairs

David Belous Chief, Strategic Partnerships and Public Engagement

Lauren Rinaldo Director, Corporate Initiatives

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Alicia Vandermeer

President & CEO, Scarborough Health Network Foundation

Alayne Metrick

Special Advisor to the President & CEO

Tulla Bateman

Vice President, Community Development

Rea Ganesh Vice President, Philanthropy

Cameron Rogers

Vice President, Finance & Operations

Jennifer Lee

Associate Vice President, Marketing and Communications

WE DO MORE THAN ANYONE THOUGHT POSSIBLE. WITH LESS THAN ANYONE COULD IMAGINE. WHAT'S NEXT

FOR SHN

This year, SHN saw many exciting milestones made possible by staff, donors, and the support of the incredible Scarborough community. Priority projects that have been in the works for years began to come to life, and this is just the start for SHN.

Looking to the future, there are even more amazing things on the horizon that will continue to transform healthcare for our community. Together with government and donor support, we will redevelop our Birchmount Hospital, transforming it into a modern facility equipped to care for our growing community long into the future.

The Northpine Emergency Department at Centenary Hospital will begin construction to accommodate a unique model of care to significantly reduce wait times.

The Northpine Diagnostic Imaging Department will open at General Hospital, bringing together imaging services into a beautiful location with leading-edge technology.

As a partner of the University of Toronto's Scarborough Academy of Medicine and Integrated Health, SHN will become a training ground for the next generation of healthcare professionals, creating a new Education and Research Centre.

We will continue to adapt, innovate, and overcome any obstacles. Because that is who we are at SHN. With the support of our donors, community, and determined staff, the future of care in Scarborough looks incredibly bright.

We have done more than anyone thought possible with less than anyone could imagine.

Now, imagine what we could do with more.

Renderings to the right are conceptual and subject to change based on approvals.











3030 Birchmount Rd. Scarborough, ON M1W 3W3

2867 Ellesmere Rd. Scarborough, ON M1E 4B9 3050 Lawrence Ave E. Scarborough, ON M1P 2V5