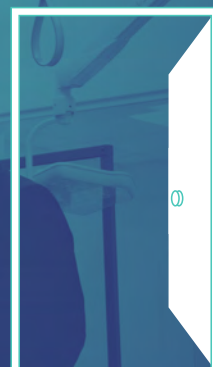


IMPACT UNPACKED



ANNUAL REPORT 2024 – 2025



Love,
Scarborough



OPENING DOORS TO BETTER CARE

Because of you, doors are opening at Scarborough Health Network (SHN). Doors that lead to modern, new facilities that match the world-class care we're known for.

This year, thanks to generous donors, visionary leaders, and committed campaign volunteers, two new spaces were unveiled here at SHN: the 100% donor-funded Community Mental Health Centre, and the Northpine Diagnostic Imaging Department at General Hospital.

Thanks to the generosity of so many, impact has been unlocked. Our healthcare teams are no longer imagining what could be possible. They are now caring for patients in spaces with greater privacy, with the most advanced technology at their fingertips, and more patients can now get the tests and care they need faster.

Because of your support, SHN Foundation granted **over \$29 million** to SHN—the most ever—enabling funding for critical infrastructure and technology projects. And, in 2024-25, donors gave a record-breaking **\$48 million** to help SHN open new doors to care.

It takes grit to get things done, and we continue to be inspired by the generosity of our donors, the compassion and dedication of healthcare teams, staff, and leaders of all kinds who are putting us on their backs so we can continue to open doors at SHN for world-class care.

Thank you for being on this journey with us to *Love, Scarborough*.

Yours sincerely,



ALICIA VANDERMEER
*President & CEO
SHN Foundation*



AL DONALD
*Board Chair
SHN Foundation*

Love, Scarborough

SHN BY THE NUMBERS

SCAN HERE TO
DISCOVER THE
2024–2025 SHN
365 REPORT



6,200+
EMPLOYEES

1,000+
PHYSICIANS

800+
beds &
80+
bassinets

5,800+
BABIES

delivered, supported
by donor-funded
purchases such as
4 blanket warmers

64,000+
SURGERIES

performed including **413** procedures with the
donor-purchased VELYS surgical robot

221,000+
EMERGENCY VISITS

including care provided in the renovated
Deepa and Narinder Lal Emergency
Department at SHN's General Hospital

96,000+
DIALYSIS
TREATMENTS

administered, with donor-
supported expansions underway
at General and Centenary
hospital to increase capacity

2024 – 2025 AT A GLANCE

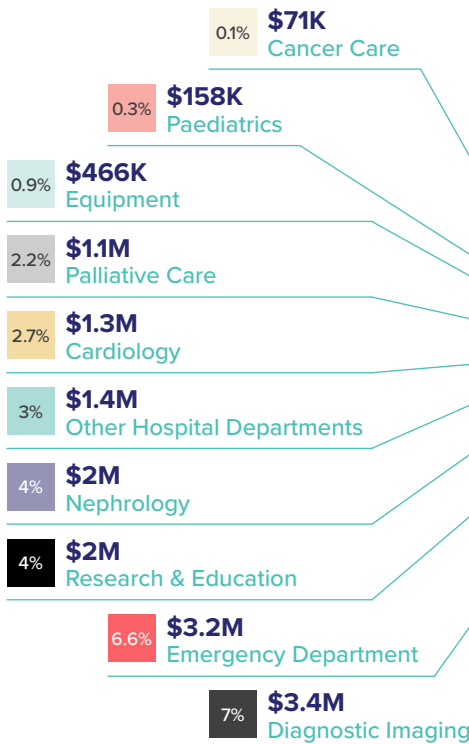


VELYS surgical robot in action

GRAND TOTAL FUNDRAISED

\$48.3M

YOUR DONATIONS IN ACTION: REVENUE BY DESIGNATION



25% **\$12.3M**
Mental Health

24% **\$11.4M**
Birchmount
Redevelopment

20% **\$9.6M**
Greatest Needs

\$29.8M GRANTED* TO SHN – THE MOST EVER!

\$23.3M invested in **Major Capital Projects**, including the **Northpine Emergency Department** at Centenary Hospital and **Birchmount Redevelopment**.

\$3M directed to **equipment and infrastructure upgrades**, including the **Deepa & Narinder Lal Emergency Department renovation** at General Hospital.

\$3.5M supported innovative programs like the **Northpine Surgery Quality Improvement Project**, **Weston Patient Navigator Program**, and **Rowntree Palliative Care**.

**With many major hospital construction projects on the horizon, we're setting aside funds now so they're ready to grant when building begins.*

>> THIS YEAR, YOUR DONATIONS HELPED PURCHASE LIFE-SAVING EQUIPMENT LIKE:

- The **MOLLI 2 System**, a wire-free, radiation-free tool making breast cancer surgery more precise and less invasive.
- A **StealthStation FlexENT Navigation System** to provide minimally invasive, image-guided navigation for sinus surgeries.
- New **Continuous Renal Replacement Therapy Machines** to provide 24/7, life-sustaining dialysis to patients in the ICU.



Dr. Michael Chang demonstrating the FlexENT at the 2024 Annual Donor Reception.

DOORS OPEN

TO A NEW ERA OF IMAGING
IN SCARBOROUGH

The hum of a new 3T MRI, the quiet efficiency of the expanded CIBC Breast Clinic – these are the sounds of hope echoing through the newly opened doors of the Northpine Diagnostic Imaging Department at our General Hospital. This state-of-the-art facility, bringing together eight specialties into one advanced location, wasn't just built with bricks and mortar; it was built with belief.

Through the *Love, Scarborough* campaign and the generosity of donors, including a transformational gift from the Northpine Foundation, a vision that was 20 years in the making turned into a vibrant reality. No longer would patients navigate multiple locations for crucial diagnostic tests. Now, advanced technologies like Scarborough's first 3T MRI, and thoughtfully designed spaces including two interventional radiology suites, offer **comfort, privacy, and timely diagnoses.**

"Today, we are no longer imagining better care; we are witnessing the reality," shared Alicia Vandermeer, President & CEO of SHN Foundation, at the grand opening in February. This milestone is a powerful testament to the impact of community coming together. Because of our donors, the **850,000** people who rely on SHN now have access to exceptional diagnostic imaging, right here in Scarborough. **Your belief has built more than just a department; it has built a healthier future.**



DR. JANICE NAZARENO
Breast Imaging Lead at SHN

>> THE JAIN FAMILY GIVES BACK

The Jain family's commitment to SHN reflects a deep, personal investment in our community's health. As transformational donors to the Northpine Diagnostic Imaging Department, their generosity will name one of two new Interventional Radiology Suites—where doctors use advanced imaging to perform minimally invasive procedures like unblocking arteries, stopping internal bleeding, or treating cancer—ensuring accessible care for all. Furthering this dedication, Hans Jain's recent appointment to SHN Foundation's Board of Directors brings valuable leadership to our mission. Beyond their significant philanthropy, the Jains have inspired many through their steadfast support and willingness to share their story, embodying the spirit of giving back to Scarborough.



Gyan and Kanchan Jain, Donors



DR. PAUL TAM

Chief and Medical Director of
Nephrology



Did You Know?

More than 6,000 patients rely on SHN for life-saving hemodialysis each year—many spending 3–4 hours per visit, several times a week.

Thanks to donor support, we're expanding and modernizing our dialysis clinics to create calmer, more comfortable spaces for care:

- Building a **new 22-bay dialysis clinic** at Centenary to meet growing demand.
- **Six new treatment stations** at the General, including isolation units for vulnerable patients.
- **Renovations throughout the General clinic** to enhance patient and staff experience.

These significant upgrades are now possible because of support through the *Love, Scarborough* campaign.

IMPACT UNLOCKED: **THE COMMUNITY MENTAL HEALTH CENTRE OPENS**

The new Community Mental Health Centre began welcoming patients in June—a space made possible entirely thanks to donor support. Since opening, our team of psychiatrists, mental health specialists, and staff has had more than 20,000 visits to this easy-to-access, beautiful new centre, which consolidates our services under one roof to remove barriers to care and reduce stigma.

“We used to have a lot of small, less than ideal spaces where we would see patients. They were outdated and didn’t always feel like the safest places to visit. They weren’t that accessible,” says Dr. Ilan Fischler, Chief of Psychiatry. “In the new centre, patients have access to everything they need in one place. They can receive psychiatric care. They can get medications through a pharmacy dispensary. And they can even get group or individual therapy, all right there.”

Thank you for making this possible.



DR. ARIAN BEHZADI
Psychiatrist, SHN

>> “People seeking care for mental illness often have feelings of neglect or not being valued. When they get the courage to go for treatment and the space looks dated or in need of repair, it unconsciously taps into these feelings of neglect. Now when they come to SHN, they see a beautiful centre for healing that shows we care about them and their experience.”



THE ONG FAMILY SUPPORTS WORLD- CLASS CARE

In 2025, **Rodolfo and Elizabeth Ong** will celebrate their 48th wedding anniversary—a milestone that reflects a life built on love, hard work, and a deep commitment to community. Since immigrating to Canada from the Philippines in 1983 with four young children, they’ve called Scarborough home. Just six months after arriving, they launched APO Products Ltd./UNO Foods Inc. from Rodolfo’s parents’ kitchen, filling a gap in the availability of affordable Filipino and Asian foods. Today, it’s Canada’s largest distributor of its kind, serving over 1,000 retail partners nationwide.

Now, as proud members of SHN Foundation’s Founders’ Circle, an exclusive group of visionary donors to SHN, the Ong family is making history again, becoming **SHN’s first transformational donors from the Filipino community**. Their extraordinary gift is advancing three of our most critical priorities: the new Northpine Diagnostic Imaging Department, the expansion of the Coronary Care Unit, and the development of a new inpatient mental health centre at Birchmount Hospital.

In 2024, **Dr. Ken Lee Choi** and his wife **Lisa Seeto** committed to a **landmark \$1 million donation to support medical education, one of the first endowment gifts to SHN**. Their gift will establish two awards for incoming medical students from the University of Toronto Scarborough Campus’ new medical school, who will train at the upcoming Scarborough Health Centre of Excellence at SHN. Support will begin for the inaugural cohort in 2027.

Believing that financial barriers shouldn’t stop someone from becoming a doctor, the couple aims to support students from modest backgrounds. Dr. Lee Choi, a dermatologist who practiced nearly 40 years in Scarborough, also mentored future physicians. Lisa is a retired project management consultant who shares his passion for education.

After years of considering legacy giving, they chose to act now. “We wanted to see the fruits of our labour,” says Dr. Lee Choi. Their gift reflects a deep commitment to mentorship, learning, and giving back.



LEAVING A LASTING LEGACY AT SHN

IN AND OUT IN AN HOUR



HOW SHN IS REDEFINING THE EMERGENCY EXPERIENCE



Emergency department (ED) wait times are a persistent issue across Ontario. But at SHN, that's changing—thanks to **AcceleratED Care**.

For Jessica* and her 18-year-old daughter, Maya*, past ED visits had been frustrating and exhausting.

On March 1, Maya finished work with an aching wrist. The pain from a growing cyst was unbearable. The two headed to SHN's Birchmount ED, bracing themselves for a long night.

"I hate going to the emergency department," Maya says. "The waiting, the uncertainty, being around sick people—it's always been really stressful."

**Names changed for privacy*

Except this time, the experience was completely different. Within 50 minutes, Maya was registered, triaged, assessed, referred for surgery, and discharged. "It was such a relief," says Jessica. "We were in and out so fast."

It was such a relief. We were in and out so fast.

This seamless experience was made possible by AcceleratED Care—SHN's innovative front-end model that quickly connects patients with nurses and doctors to start treatment sooner. The first of its kind in Canada, the model has drawn national attention. Other hospitals, including Nova Scotia Health, have visited SHN to explore adopting similar approaches.

Since launching the model in May 2023, SHN has improved first-hour physician assessments from 33% to 54%, even during peak months. In 2024, despite record-breaking ED volumes, SHN maintained reduced wait times.

Maya's story is one of many that reflect the program's impact. "It barely felt like an emergency room visit," she says.

Following Birchmount's success, the model launched at SHN's General Hospital in December 2024. Next, SHN will expand AcceleratED Care to the Northpine Emergency Department at Centenary Hospital after transforming the space to support the model.

"These improvements are only possible thanks to our incredible donors and partners," says Alicia Vandermeer, President & CEO, SHN Foundation.

THE ROAD TO BETTER EMERGENCY CARE HAS BEGUN



Thanks to the incredible generosity of our donors, pre-construction work is now underway at Centenary Hospital for the new Northpine Emergency Department (ED)—a key priority of the *Love, Scarborough* campaign. On December 2, 2024, crews began shifting Neilson Road (south of Ellesmere Rd.) to create a temporary roadway, the first major step toward building Canada's first ED to feature the AcceleratED Care experience.

This milestone marks the beginning of a multi-phased transformation that will significantly improve emergency care and reduce wait times for our community.

GIVING BACK *WITH* Gratitude

DR. VICTOR LO
Medical Oncologist

Last July, Nim Hing Yip went to the Emergency Department at the Birchmount Hospital with shortness of breath.

Within 10 days, he was diagnosed with lung cancer and had his first consultation with Dr. Victor Lo at Centenary Hospital. Dr. Victor Lo and his team have been there for him ever since.

“He has always gone the extra mile to ensure I receive the right treatment and ongoing support,” he says. “He always communicates clearly about my condition and treatment plan. This has brought great comfort to me and my family.”

Nim Hing says his team has been “so kind, patient, and helpful,” singling out the many people in his office for their ongoing help, and to Jennifer, a nurse on the team. “We are deeply grateful for everything they have done for us during this challenging time.”

Nim Hing and his family have made a donation in honour of the oncology team as part of our **With Gratitude Program** to recognize the compassionate and outstanding care he has had since receiving a life-changing diagnosis.

24
25

OUR YEAR IN REVIEW



SHN celebrated donors at an event styled like a science fair, featuring interactive stations with the VELYS Surgical Robot and Image-Guided Sinus Technology that WOWed the crowd.

ANNUAL DONOR RECEPTION

Apr. 2, 2024

Apr. 18, 2024 CHINESE RADIOTHON

Our Chinese community came together to raise over **\$207,000** in support of our three hospitals.



Jun. 9, 2024

SHN ZOO DAY

A ROARing success! Over **1,600** community members joined us for a special day at the Toronto Zoo.



Jun. 15, 2024

BLUFFS GATES OPEN HOME & GARDEN TOUR

Guests got an exclusive look at 7 Scarborough homes, including a float home in the Bluffs!



Jun. 20, 2024

SHN COMMUNITY MENTAL HEALTH CENTRE GRAND OPENING

SHN marked the grand opening with donors, staff, Premier Doug Ford, and government officials.





Sept. 10, 2024
& Sept. 19, 2024
GOLF CLASSIC

Over 260 golfers participated in our prestigious annual tournament at two beautiful courses.

Sept. 13, 2024
FRIENDSHIP FRIDAY

SHN staff celebrated each other (T-Swift style!) during World Gratitude Day, exchanging over 1,300 bracelets.

Sept. 25, 2024
TAMIL RADIOTHON

Our Tamil community came together to raise money in support of our three hospitals.

Nov. 21, 2024
SIP, SHOP & CELEBRATE

This annual holiday shopping event showcased local merchants and key healthcare initiatives.



Feb. 10, 2025
NORTHPINE DIAGNOSTIC IMAGING DEPARTMENT GRAND OPENING

Incredible donor support brings modern imaging and Scarborough's first 3T MRI to SHN.

Mar. 6, 2025
HER HEALTH NETWORK

This brand new event engaged guests in important issues in women's health.



Sept. 21, 2024
TRUTH AND RECONCILIATION EVENT

SHN & the Scarborough Centre for Health Communities gathered at Thomson Memorial Park to reflect on our commitment to truth and reconciliation and exploring ways to build a welcoming health care system for all.



Apr. 8, 2024
STROKE DISTINCTION AWARDS

Hospital Events

Nanji Foundation Stroke Centre staff and leadership celebrated the Integrated Stroke Unit's 2023–2024 Designated Best Practice Stroke Unit Award from Toronto Stroke Network.

May 30, 2024
PRIDE MONTH

SHN raises the PRIDE flag at Centenary Hospital to kick off Pride month, a celebration of the history, resilience, courage and diversity of our 2SLGBTQI+ community.



Jul. 17, 2024
EMERGENCY BOOTCAMP

At the Family Medicine Emergency Bootcamp held at Centenary Hospital, medical students honed the skills needed to excel in emergency situations.



Feb. 22, 2025
SICKLE CELL DISEASE TOWN HALL

SHN hosted its second Sickle Cell Disease (SCD) Town Hall at Centenary Hospital, gathering patients, families, healthcare professionals, and community leaders to co-design better SCD care.



BORN ALL OVER THE WORLD. MADE IN SCARBOROUGH.

Love, Scarborough returned from November to March, spreading our message through TV, billboards, radio, social media, newspapers, and more.



528 million media impressions



\$3.5 million in-kind media donations

MARISSA PAPACONSTANTINOU

Marissa Papaconstantinou, a three-time Paralympian and World Championship Medalist, was born without a foot and raised in Scarborough. Early care at SHN helped her thrive, and by age 12, she had her first running blade and joined Phoenix Athletics. Her journey took her to the global stage, but Scarborough remains her foundation. “Scarborough taught me resilience, strength, and how to push forward no matter what challenges come my way,” she says. It’s a place that embraced her differences and gave her the confidence to chase her dreams. Today, she proudly represents the *Love, Scarborough* campaign.

DR. JASON SMITH

Dr. Jason Smith, Orthopaedic Surgeon at Scarborough Health Network and Consulting Orthopaedic Surgeon for the Toronto Blue Jays, chose SHN not for prestige, but for purpose. “I’m amazed at what people do, with how little they have,” he says. After treating both elite athletes and determined young locals, he found his place in Scarborough’s hardworking, diverse community—eventually moving here himself. Over 18 years, he’s performed life-changing surgeries on everyone from high school stars to Olympic medalists. What inspires him most is the resilience of Scarborough’s people, and that’s why he proudly represents the *Love, Scarborough* campaign.



IMPACT UNLOCKED: **\$2 MILLION** **RAISED BY SHN** **PHYSICIANS!**

This year, the SHN Physicians' Campaign hit a major milestone: \$2 million raised by 177 incredible physicians, including 130 who pledged \$10,000 or more. Launched in November 2022, this campaign reflects the deep commitment of our medical staff to go beyond the bedside and help shape a stronger, healthier Scarborough.

Special thanks to our campaign cabinet volunteers and co-chairs Dr. Tim Devlin, Dr. Raymond Chan, and Dr. Marty Betts, and as well as to founding co-chairs Dr. Elaine Yeung and Dr. Albert Lauwers. Your leadership is driving real impact.



DR. DHUN NORIA, O.ONT

Chief of Laboratory Medicine

When Dr. Dhun Noria moved to Scarborough from Mumbai in 1968 with just \$8, she never imagined leading one of Ontario's busiest hospital labs. Now Chief of Laboratory Medicine at SHN, she oversees four million tests a year for 250,000 patients—and has given back every step of the way.

A founding physician of Birchmount Hospital, Dr. Noria helped build SHN from the ground up—literally. **Together with her husband Farokh, she has donated over \$1 million to SHN Foundation.** "Scarborough gave me everything," she says. "Now I give back, because our patients need us, and this community deserves the best care possible."

SCARBOROUGH HEALTH NETWORK LEADERSHIP

AS OF MARCH 31, 2025

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Chief Operating Officer, MLSE

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CEO, Adgar Canada

George Cope (Honorary Chair)
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Executive Chair, Rogers Communications Inc.

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Founder & CEO, LOFT Entertainment

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Andy Pilkington
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President, Strategic Development, Republic Collective, Universal Music Group

Demetra Streda
SVP and Group Head, Corporate Client Group, RBC

* Also a member of the SHN Foundation Board of Directors

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Dr. John You
Chief of Vascular Surgery, SHN

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Co-owner, Prime+ Care Health Centre;
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Eli Lilly Canada

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Sanjil Shah
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Alignvest Student Housing

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

Ruth Woods
Retired Executive, Osler, Hoskin & Harcourt LLP

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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

Jennifer Lee
Associate Vice President, Marketing & Communications

Vani Visva
Vice President, Finance & Operations

** Also a member of the Hospital Leadership team

HOSPITAL LEADERSHIP

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President and CEO

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Chief of Staff and Chief Medical Information Officer

Dr. Martin Betts
Executive Vice President, Medical

Glyn Boatswain
Executive Vice President and
Chief Nursing & Allied Professionals Executive

Michele James
Executive Vice President, Patient Care Services, Community
Partnerships and Health System Integration

Dr. Samir Grover
Executive Vice President, Academics

Faaiza Ali
Vice President, Redevelopment and Technology

Cory Bryan
Vice President, Finance, Business Development &
Chief Financial Officer

Andrea Gates
Vice President, Strategy & Information Management

Leigh Duncan
Chief Communications and Public Affairs Officer

David Belous
Chief, Strategic Partnerships and Government Relations

Noura Gharibo Shaw
Chief Human Resources Officer (CHRO)

Dr. Jonathan Hummel
Physician Lead, Primary Care Engagement and Innovation

Lauren Rinaldo
Director, Corporate Initiatives

LOVE, SCARBOROUGH CAMPAIGN UPDATE

Thanks to your generosity and the unprecedented support of donors, the *Love, Scarborough* campaign continues and has raised more than **\$193 million** towards our **\$200 million** goal. We are also thrilled to see progress on priority projects that will significantly improve care for the people of Scarborough.

CREATING THE BEST ENVIRONMENT FOR MENTAL HEALTH CARE

Now that the new **Community Mental Health Centre** opened for adults and youth seeking treatment for mental illness, SHN has turned its attention to improving the inpatient experience. Plans are underway to create a calming environment at Birchmount Hospital for healing and recovery that provides a seamless transition between our in-hospital services and our wide array of outpatient services.



EXPANDING CARDIAC CARE AT SHN

SHN has a premier **Cardiac Care Program** across our health network, as the designated Cardiac Centre for the Scarborough–Durham region at our Centenary Hospital. From advanced cardiac procedures and diagnostics to rapid intervention to treat a severe heart attack, our teams are changing and saving lives. Now to continue meeting the needs of our growing community, plans are underway to build an **expanded, modern Coronary Care Unit** to meet the growing demand in caring for our sickest patients.



A HISTORIC REDEVELOPMENT OF THE BIRCHMOUNT HOSPITAL

This will be the largest redevelopment in our history. Our community of supporters is investing in a **new Birchmount Hospital** to better meet the growing needs of Scarborough. A new patient tower will be home to new surgical suites, areas for critical care, and more inpatient beds, along with a three-storey podium for an expanded Emergency Department.



INVESTING IN EDUCATION

With donor support, SHN will build the **Scarborough Health Centre of Excellence** to address the shortage of health professionals in this region. This facility will offer best-in-class education, combined with research and primary care to University of Toronto medical students and other learners. This dynamic environment will feature simulated environments for hands-on learning and training, a dedicated space for research, and a new Family Medicine Teaching Unit.



Love, Scarborough

BIRCHMOUNT HOSPITAL

3030 Birchmount Rd,
Scarborough, ON M1W 3W3

CENTENARY HOSPITAL

2867 Ellesmere Rd,
Scarborough, ON M1E 4B9

GENERAL HOSPITAL

3050 Lawrence Ave E,
Scarborough, ON M1P 2V5

SCARBOROUGH HEALTH NETWORK FOUNDATION

314-3030 Lawrence Ave E, Scarborough, ON M1P 2T7
416-431-8130 | foundation@shn.ca

CHARITABLE REGISTRATION NUMBER: 11914 2263 RR0001

SHN.ca | SHNFoundation.ca | LoveScarborough.ca