

SOUTHLAKE REGIONAL HEALTH CENTRE
AND
SOUTHLAKE FOUNDATION

2017-18 Joint Report to our Communities



WE'RE HERE FOR YOU

We're here for you.

At Southlake, we provide patients in York Region and south Simcoe County with exceptional care, closer to home. But we can't do that alone.

Together with our patients, their families, hospital leaders, staff, physicians, volunteers, and donors, we are the Southlake community. We are a group with a shared vision to provide excellent care and a broad range of programs and services. And together, we will continue to make excellent care available for all residents.

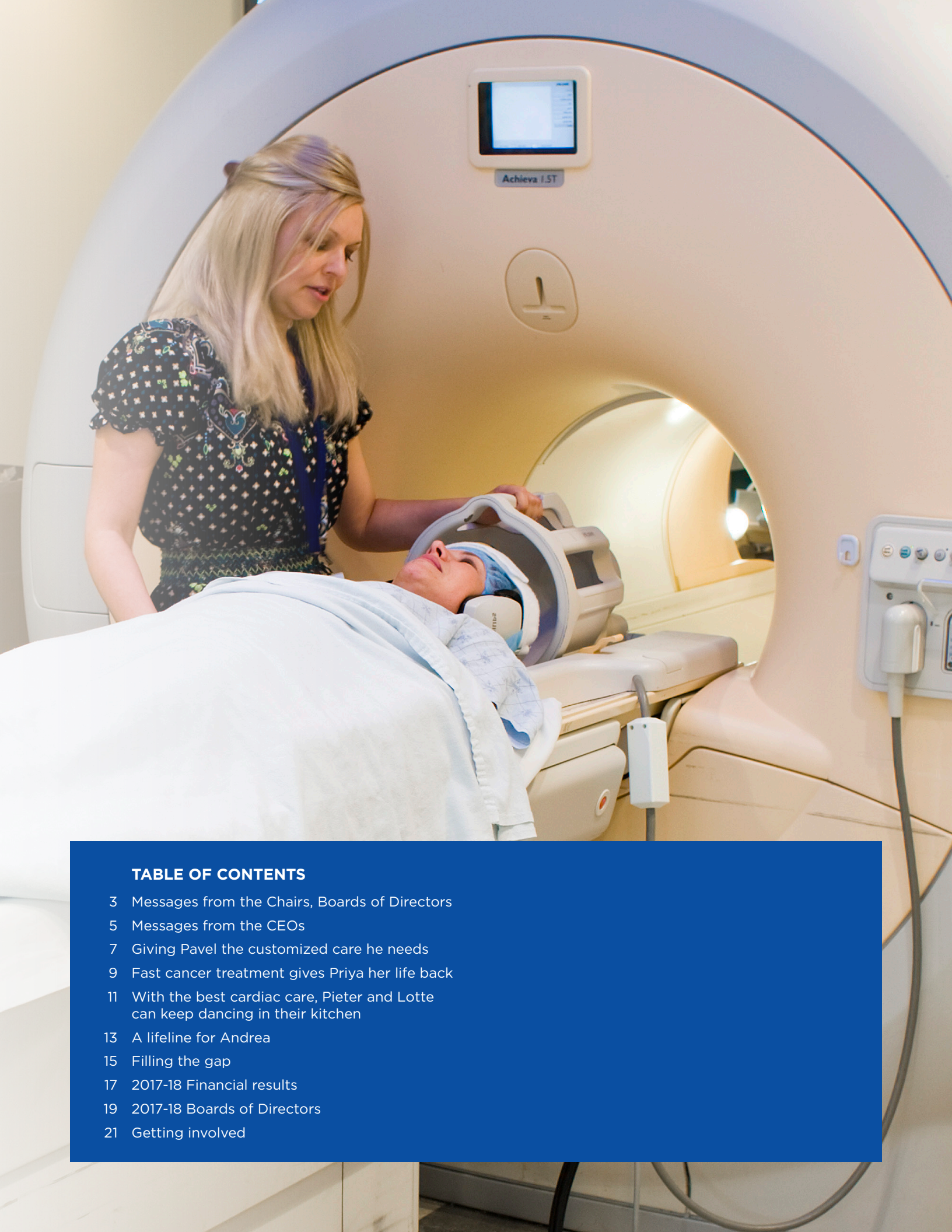


TABLE OF CONTENTS

- 3 Messages from the Chairs, Boards of Directors
- 5 Messages from the CEOs
- 7 Giving Pavel the customized care he needs
- 9 Fast cancer treatment gives Priya her life back
- 11 With the best cardiac care, Pieter and Lotte can keep dancing in their kitchen
- 13 A lifeline for Andrea
- 15 Filling the gap
- 17 2017-18 Financial results
- 19 2017-18 Boards of Directors
- 21 Getting involved

MESSAGES FROM THE BOARDS OF DIRECTORS



(left) Dave Watling, Chair, Board of Directors, Southlake Foundation and
(right) Colette Nemni, Chair, Board of Directors, Southlake Regional Health Centre

Building on our strengths and charting our future, together.

I'm tremendously proud to have served as the Chair of Southlake's Board of Directors for the past two years. As my term ends June 2018, I remain on the Board and am excited for the future of Southlake.

There are several significant achievements in fiscal 2017-18 to celebrate.

Quality remains a key focus for our Board; we successfully oversaw improvements in key quality indicators. Those metrics, more than numbers, represent a promise fulfilled to patients that they can trust Southlake to provide exceptional, safe care.

It's clear to me and the entire Board of Directors; Southlake needs to expand to care for our rapidly growing communities!

The Board was vocal in highlighting the challenges facing Southlake; our space is far too small, with funding inadequate to meet the needs of the 1.5 million residents across York Region and south Simcoe County.

Despite those challenges, Southlake continues to provide excellent care. In 2017-18, Cancer Care Ontario ranked the Central Regional Cancer Program number one; and our patients receive superb regional cardiac care from the third largest program in Ontario.

Southlake saw the vital need for a hospice to serve York Region. The Board took on that leadership challenge and I'm pleased to share that the Margaret Bahen Hospice for York Region became a reality in November 2017.

The Board also assured the financial stability of Southlake, ending the year with a balanced budget. Building on Southlake's strengths, the Board oversaw new funding in recognition of Southlake's vital role across our communities.

The Board conducted a national search for a new CEO. We're thrilled we recruited Arden Krystal from British Columbia as our new President and CEO. Arden and Chief of Staff, Dr. Steven Beatty, are leading critical changes to provide better health care in our increasingly complex world.

The Board and staff are embarking on a *Strategic Plan 2019-2024*. The development of priorities to carry us through the next five years will include a new capital plan to build the essential spaces needed to care for patients. Continuing our commitment to engage patients and caregivers, representatives from our Patient and Family Advisory Council are valued members of our *Strategic Planning Steering Committee*, which will drive the future of your hospital.

Our Board is proud to partner with the Southlake Foundation Board of Directors in realizing the vision for Southlake. Foundation Chair, Dave Watling, and I look forward to expanding Southlake's reputation of delivering excellent care, closer to home.

On a personal note, I'm grateful for the tireless dedication of Southlake's Board of Directors, staff, physicians and all the volunteers who believe in Southlake and are proud to serve patients and visitors.

I invite you to join us on this important journey.

Sincerely,

Colette Nemni

Chair, Board of Directors
Southlake Regional Health Centre

——— “ ———

The Board also assured the financial stability of Southlake, ending the year with a balanced budget. Building on Southlake's strengths, the Board oversaw new funding in recognition of Southlake's vital role across our communities.

- Colette Nemni

—————

——— “ ———

We can't thank our community enough for the impact your contributions have had and will continue to have on our patients.

- Dave Wattling

—————

It's been a year of much change at Southlake, and much progress. As we reflect on the achievements that have been made possible through the partnership with both our community and our hospital colleagues, there is a lot to be proud of.

Thanks to incredible support from our community, we were able to complete construction and open the doors of the Margaret Bahen Hospice for York Region in November 2017. Generous support for the *love lives here* campaign has meant more than 80 patients and their families have already been able to access this much-needed facility.

More recently, we celebrated the completion of the *Images for Life* campaign with the arrival and installation of the new 3 Tesla MRI machine. This important milestone would not have been possible without the widespread and generous support of you and others like you in the community. Because of your support, more patients now have access to advanced diagnostic tools that will help diagnose complex conditions faster and with more precision than ever before at Southlake. We can't thank our community enough for the impact your contributions have had and will continue to have on our patients.

And, most notably, we welcomed new leaders to both the hospital and the Foundation. In August 2017, Susan Mullin was appointed President and CEO of Southlake Foundation, followed shortly after by Arden Krystal who joined as President and CEO of Southlake Regional Health Centre in October. Both have brought a tremendous amount of determination and strategic understanding to their roles.

So, with new leaders in place, we now embark on our next journey. Together with the hospital, current and future health care needs and fundraising priorities will be explored to support that growth. Currently, the hospital is undertaking the development of a *Strategic Plan 2019-2024* and, once established, the Foundation will work hand in hand to build the fundraising plan to support the goals of the hospital.

Together, we will be able to maintain and enhance this treasured community resource – a place where we can continue to receive world-class care right here, close to home. After all, Southlake is our hospital.

Sincerely,



Dave Wattling

Chair, Board of Directors

Southlake Regional Health Centre Foundation



(left) Susan Mullin, President & CEO, Southlake Foundation and
(right) Arden Krystal, President & CEO, Southlake Regional Health Centre

Driving our future, together.

Southlake is a great hospital. As well as being an outstanding centre for advanced cardiac care and leading one of the top cancer programs in Ontario, Southlake also provides the care our local communities need. Southlake delivers a range of regional tertiary services to almost 1.5 million residents across York Region and south Simcoe County, including tertiary surgery and mental health care for adults and adolescents, among several others.

Since joining Southlake in October 2017, I have seen first-hand the demand pressures that come with serving our growing and aging population. I've learned of our expertise in mental health and the desperate need for additional spaces and resources to care for patients in crisis.

A new patient enters our emergency department every four and a half minutes. Many days, we have to find beds for 75 more patients than we have funding or space to accommodate. This is not surprising given that almost 115,000 patients are treated annually in our emergency department, one that was built almost 20 years ago to support 80,000 patients.

It is unacceptable to see patients cared for in our auditorium, gyms and patient lounges. Trying to rectify this situation has been my top priority.

We secured \$8.2 million in funding to add 12 new mental health beds to help those in crisis. This means 460 more patients each year will have a lifeline to medical care and

interventions at Southlake. We also received funding of \$8.7 million to turn temporary spaces into proper treatment beds.

Now I'm looking forward. We're embarking on developing a *Strategic Plan 2019-2024*, starting with an unprecedented level of staff, physician, volunteer, public and partner engagement across communities. That insight will directly inform the master plan for our organization – one that delivers the best care to residents who rely on Southlake.

This will be the blueprint for our future.

In close collaboration with my trusted colleague, Susan Mullin, President and CEO of our Foundation, we will provide care in the best spaces with the best equipment, delivered by experts with kindness, compassion and respect for all we serve.

Sincerely,

Arden Krystal
President & CEO
Southlake Regional Health Centre

“

We're embarking on a new *Strategic Plan 2019-2024*, starting with an unprecedented level of staff, public and partner engagement across communities. That insight will directly help us to deliver the best care to residents who rely on Southlake.

- Arden Krystal

“

As the Foundation establishes its new strategic plan, I know you, our generous community, will continue to show your support as donors, event supporters and Southlake ambassadors. Thank you for putting your trust in us – we take this responsibility seriously.

- Susan Mullin

Since joining the Southlake family in August 2017, I've had the pleasure of getting to know this generous community, and I have been truly inspired by the incredible things that our supporters – people like you – have accomplished.

Today, our community is expanding rapidly. By the year 2041, York Region and south Simcoe County are expected to jump from 1.5 million to 2.3 million residents – that's an additional eight hundred thousand people who will rely on Southlake for care. Not only is it a growing population, it's also an aging one. Both mean that the needs of our patients are changing, and we need to adapt in order to meet those needs now, and in the years to come.

As we look to the future, what I know for certain is that our community support will also grow. Our donors know that they help Southlake to care for our community by putting the right tools in the hands of our staff. As the Foundation establishes its new strategic plan, I know you, our generous community, will continue to show your support as donors, event supporters and Southlake ambassadors. Thank you for putting your trust in us – we take this responsibility seriously.

Looking forward, we will be partnering with our community more closely than ever. The Foundation's Strategic Plan will stem from Southlake's *Strategic Plan 2019-2024*, and will be the driving force behind our work to support the goals it sets out to achieve for our community over the next several years.

I look forward to working with my colleague, Arden Krystal, President and CEO of Southlake Regional Health Centre, to support our hospital and meet the growing needs of our community through strong partnerships and philanthropy.

Sincerely,



Susan Mullin, CFRE
President & CEO
Southlake Regional Health Centre Foundation



BRINGING THE BEST TO SOUTHLAKE

The *Images for Life* campaign was launched in 2011 with the goal of bringing the best in diagnostic imaging technology to Southlake. Today, the expansion and upgrades to our diagnostic imaging services are fully complete following the arrival of the second permanent MRI machine - a 3 Tesla MRI - which is up and running for patient scans.

We were thrilled to celebrate the official closing of the campaign this year. Thanks to the incredible generosity and support of our community, our hospital is now equipped to diagnose patients with complex conditions faster and more accurately than ever before.

GIVING PAVEL THE CUSTOMIZED CARE HE NEEDS

 [Click here for Pavel's story](#)

It was a beautiful, early morning for golf. But Pavel never made it to the tee.

In the clubhouse, his friend, Jim, started noticing some alarming behaviour. Pavel wasn't making sense. Luckily, Jim knew the signs of a stroke and called 911.

Before even arriving at the hospital, Southlake's emergency department nurses were communicating with paramedics to make sure he would be treated immediately, minimizing the effects of his stroke. An MRI, ECG and CT scan revealed what kind of stroke Pavel had suffered, helping our team determine the most effective treatment as quickly as possible.

Pavel didn't require surgery, but the stroke was severe. Despite his rapid treatment, he suffered significant loss of memory, mobility and the ability to speak.

Frustration and anger set in with this total loss of independence. But over time and with ongoing therapy, Pavel regained some of his strength and speech; his memory even began to improve. He was selected to move to the newly opened *Southlake Restorative Care Unit*, where he received physiotherapy, occupational therapy, speech and language therapy, and support from dietitians and recreation therapists, all customized to his needs.

Pavel thrived with this dedicated care and his condition improved. Although he cannot live alone, Pavel moved into a long-term care home where he can enjoy the company of others. Best of all, Pavel now has hope.

Pavel couldn't speak, but he was awake. We conducted a series of neurological tests, using our new MRI, an ECG and CT head scan.

Those critical tests helped our doctors determine what kind of stroke Pavel had to provide the most effective treatment, faster.

The *Southlake Restorative Care Unit* is a 30-bed facility located on Finch Avenue in north Toronto, dedicated to providing physiotherapy to help patients at a crucial time in their recovery to regain as much independence as possible.

Every year the Diagnostic Imaging department performs:



340,000+ diagnostic exams



19,000+ MRI scans



31,000+ CT scans



BRINGING THE BEST TO SOUTHLAKE

Our generous community has donated more than \$60 million to build the Stronach Regional Cancer Centre and bring leading cancer care to Southlake. As part of the *Central Regional Cancer Program*, the number one ranked regional cancer program by Cancer Care Ontario, Southlake's Regional Cancer Program provides comprehensive cancer care from diagnosis to treatment for thousands of patients every year, right here close to home.

FAST CANCER TREATMENT GIVES PRIYA HER LIFE BACK

 [Click here for Priya's story](#)

At 55, Priya leads a hectic life.

A mom of two boys with a full-time job, on top of two volunteer positions, Priya is always busy. That's why the routine mammogram she was scheduled for last year was a bit of an inconvenience, especially right before the holidays. But when her mammogram showed some abnormal results, she began to worry.

She underwent more tests at the clinic, but nothing was giving her the answer she so desperately wanted; a biopsy was the only thing that could give her that. Based on its reputation as one of the top cancer centres in Ontario and close proximity to home, Priya asked to be referred to Southlake. There, the biopsy confirmed her worst fear – the mass was cancerous.

Because of her family's history of breast cancer, Priya chose to have a full mastectomy at Southlake. Her patient navigator worked with the surgical team to ensure Priya had seamless care. Just a few months later, Priya underwent reconstructive surgery at Southlake.

From the moment she stepped through Southlake's doors, Priya says she knew she was in the right place. Her doctor always made sure she was informed, giving her a sense of control throughout her experience – not only for her, but for her family as well. Thanks to the expert teams who care for our patients and the generous donors whose support makes cancer care and diagnosis possible right here in our community, Priya is just one of thousands of patients who benefit from Southlake's *Central/Regional Cancer Program* every year.

Priya asked her doctor to refer her to the **Stronach Regional Cancer Centre at Southlake**, based on its reputation as one of the top cancer centres in Ontario. Plus it was close to home and family.

In addition to her social worker, specialized nurses and the dietitian, Priya had the telephone number of our after-hours symptom management hotline, giving her nursing advice and support overnight.

#1

**Central Regional
Cancer Program
in Ontario**



**62,000+ annual
out-patient visits**



**11,000+ annual
chemotherapy
and supportive
treatment visits**



BRINGING THE BEST TO SOUTHLAKE

In February, together with the support of our community, we completed a nine-month project to redevelop the cardiac catheterization (cath) labs, reopening three renovated labs with state-of-the-art imaging systems for diagnostic angiograms, angioplasty and structural heart procedures.

This will enable our teams to manage the current and growing volumes of patients needing complex cardiac interventions, increasing capacity and improving wait times so that we can deliver more advanced, leading-edge procedures.

**WITH THE BEST CARDIAC CARE, PIETER AND LOTTE
CAN KEEP DANCING IN THEIR KITCHEN**

 [Click here for Pieter and Lotte's story](#)

Pieter and Lotte had never spent a night apart.

At 91 and 92 years old, they have been married for 70 years and still live together in their own home. Both have suffered from serious heart issues, with symptoms that can be difficult to manage.

While they were making dinner one evening, Pieter took Lotte's hand and they began to dance in the kitchen – something they did often. But Pieter was gripped by sudden chest pain. Fearing a heart attack, Lotte called 911, desperate for help. Pieter was moved to Southlake where he underwent a number of tests, and was told that he would require a procedure called Transcatheter Aortic Valve Implantation (TAVI) – a complex but minimally invasive procedure in which a new valve is guided into the heart through a small incision in the groin, offered for patients considered too high-risk for standard surgical valve replacement.

Pieter's TAVI procedure went well, but during his recovery Lotte started having trouble breathing and collapsed. Incredibly, she needed the same procedure that Pieter had just undergone.

Fortunately, Lotte's TAVI went just as smoothly, and both noticed an immediate difference – they felt brand new. Suddenly they had more energy, and the pain they'd experienced for years was gone.

Pieter and Lotte left Southlake, holding hands.

Because of the care they received at Southlake, they are again able to dance in their kitchen after dinner each night.

**TAVI was made possible
at Southlake thanks to the
generous support of our
community.**

**With the move to
Newmarket's Magna Centre,
our *Cardiac Prevention and
Rehabilitation* patients will
now enjoy enhanced
facilities to support their
recovery.**



**3rd largest Regional Cardiac
Care Program in Ontario**



**80,000+ diagnostic
exams annually**



**1,300+ pacemakers and implantable
cardioverter defibrillators (ICDs)
inserted annually**



**1,000+ cardiac surgeries
performed annually**



**9,000+ cardiac
procedures performed
annually**



BRINGING THE BEST TO SOUTHLAKE

In March 2018, the Ontario government announced funding for 12 new in-patient mental health beds, which means that 460 more patients will have access to Southlake as their lifeline every year.

A LIFELINE FOR ANDREA

 [Click here for Andrea's story](#)

She'd felt this way before, but knowing the signs doesn't make it any easier.

It wasn't easy for her to walk through the doors of Southlake's emergency department, or to speak with the nurse and tell her what was wrong.

Because what Andrea needs care for is not the same as the other patients in the waiting room around her. It's not a broken bone or cancer.

Eventually, Andrea managed to explain what she was suffering from: physically debilitating depression and thoughts of self-harm. And not for the first time.

Although it was hard, Andrea knew that she'd made the right decision. Now here, she could get the help she so desperately needed, not only for herself, but for her two children who rely on her.

Andrea's care team helped her cope by establishing a routine that she could manage, helping her to sleep better, eat regularly and take care of her physical and emotional wellbeing. She participated in crucial group therapy and had the support of her care team. In addition to ongoing support through Southlake's out-patient clinic, Andrea's team connected her with resources in the community to support her wellbeing and enable her to return home to her family.

She will always have a lifeline at Southlake – a real alternative to harming herself. With empathy and expertise, Southlake helped Andrea cope, survive and, with hope, thrive.

Andrea is just one of thousands of people who come to Southlake in crisis. In fact, 12 patients with mental illness present to Southlake's emergency department every day. That's why Southlake is focused on meeting the growing needs of patients in our community, ensuring access to comprehensive care at every stage during their ongoing treatment.



**York Region has 84 adult
mental health beds for
1.2 million residents; 24 of
those beds are at Southlake**



**17 group homes in
Southlake's catchment area
– 8 within walking distance**



**32,000+ adult out-patient
admissions annually**



**1,000+ adult in-patient
admissions annually**



**12 patients with mental
illness present daily in
Southlake's emergency
department in crisis**



**8,400+ child and adolescent
eating disorder visits
annually**

**Privacy is a cornerstone
of therapeutic treatment.
But limited space means
that our patients are sharing
rooms, and have no access
to the outdoors, presenting
significant challenges
in creating the right
environment for recovery.**

**Southlake's Mental Health
Program is one of the most
extensive in the region,
providing treatment and
programs for children,
adolescents and adults.**



FILLING THE GAP

Since the doors to the Margaret Bahen Hospice for York Region opened in November of 2017, more than 80 people have spent their final days alongside their loved ones in this facility.

The *love lives here* campaign to build this residential hospice was launched after Southlake identified an urgent gap in palliative and end-of-life services in the region. This hospice is located on the Southlake campus and supports Southlake's commitment to provide comprehensive care through all stages of the patient journey.

The 10-bed residential hospice was built thanks entirely to community support and is named in honour of the late Margaret (Marg) Bahen who, along with her family, was an advocate for this project. The facility will provide as many as 250 patients every year with a home-like environment where they can spend their final days surrounded by family in peace and comfort. With the help of our community, Southlake is proud to have brought such an important facility to York Region.

Our goal was to bring the best in diagnostic imaging technology to Southlake. Our community made it happen.

Between 2011 and 2014, our community donated an incredible \$16 million towards this vital enhancement to diagnostic services across the hospital. Those funds were put to use expanding and upgrading the existing diagnostic imaging department at Southlake, including renovations to create new physical spaces for new state-of-the-art technology. The third and final phase of construction wrapped up in April 2018, with the arrival and installation of the new 3 Tesla MRI.

With the completion of the *Images for Life* campaign, our patients now have access to the very best in diagnostic imaging right here at Southlake. These advancements enable us to treat more patients faster and with more precision than ever before.

We are so grateful to the many donors who are dedicated and passionate supporters in bringing world-class care close to home. Corporate partners like GFL Environmental Inc., who contributed \$1 million to the *love lives here* campaign; individuals, whose gifts large and small show their commitment to bringing the best to our communities; and volunteers like those from our *Images for Life* campaign cabinet, who worked tirelessly with the community to successfully complete a \$16 million campaign.

Thanks to all of our donors and supporters, we can deliver on our promise to provide you and your loved ones with the exceptional care you deserve.

In 2017-18 Southlake Foundation had:



35,832 gifts

\$8.3 million+

granted to hospital



13,739 donors

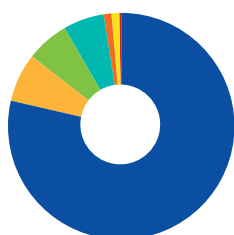
2017-18 FINANCIAL RESULTS



Southlake Regional Health Centre

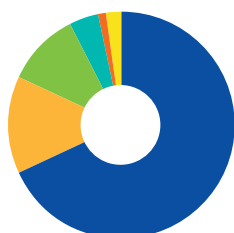
Financial results (\$ in '000s)	2017-18	2016-17
	\$	\$
Revenue	409,420	390,916
Expenses	409,124	384,589
Excess of revenue over expenses	296	6,327

BREAKDOWN OF REVENUE



Ministry of Health and Long Term Care	317,297
Cancer Care Ontario	27,955
Preferred accommodation and other	24,239
Patient care	23,795
Specified programs	4,302
Amortization of deferred equipment grants and donations	5,308
Gain on disposal of capital assets	112

BREAKDOWN OF EXPENSE



Salaries, wages and employee benefits	271,738
Supplies and other	54,615
Medical and surgical supplies	42,086
Drugs	17,539
Specified programs	4,319
Amortization of furniture and equipment	7,889

For complete audited financial statements, please visit: southlakeregional.org > About Southlake > Annual Reports



Southlake Regional Health Centre Foundation

Financial results (\$ in '000s)	2017-18	2016-17
	\$	\$
Revenue	9,180.3	13,662.4
Expenses	4,024.4	3,838.5
Impact		
Grants to Southlake Regional Health Centre*	8,450.8	10,787.4
Funds Available to Grant	121.1	4,085.2
Endowment Fund	26,069.3	25,442.7

*Includes grants to Southlake Village

WHERE DID THE SUPPORT COME FROM?



	\$,000	%
■ Individuals	3,601.2	39.3
■ Foundations and Corporations	1,838.5	20.0
■ Net Investment Income	1,435.3	15.6
■ Community Fundraising	1,002.3	10.9
■ Foundation Special Events	1,303.0	14.2
TOTAL	9,180.3	100.0

For complete audited financial statements, please visit: southlakefoundation.ca/about/finances

2017-18 BOARDS OF DIRECTORS



Southlake Regional Health Centre (at March 31, 2018)



Colette Nemni
Chair



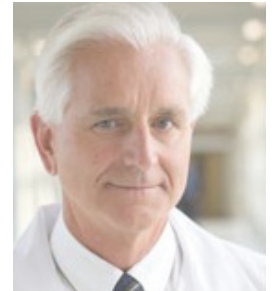
Debra Dobson
Vice-Chair



Arden Krystal
Secretary of the Board



Paul Roberts
Treasurer



Dr. Steven Beatty
Chief of Staff



Dr. Edward Chan
*Vice-President,
Medical Staff Assoc.*



Mayor Geoff Dawe (Town of Aurora) *Director*



Mike Downs
Director



Tim Hammill
Director



Jonathan Harris
Director



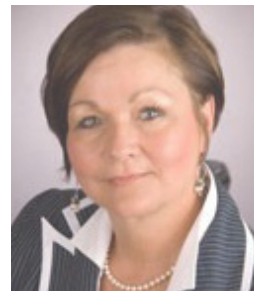
Steve Hills
Director



Patrick K. Horgan
Director



Annette Jones
Chief Nursing Officer



Kathy Proudfoot
Director



Dr. John Randle
*President,
Medical Staff Assoc.*



John Sabo
Director



Stacie Stanton
Director



Dave Watling
*Director, Chair
Southlake
Foundation*



Richard Wilson
Director



Southlake Regional Health Centre Foundation (at March 31, 2018)



Dave Wattling
Chair



Diane Gajewczyk
Vice-Chair



Susan Mullin
*President & CEO,
Southlake
Foundation*



Gord Lewis
Treasurer



Tatiana Hermanns
Director



Arden Krystal
*President & CEO,
Southlake Regional
Health Centre*



Colette Nemni
*Director, Chair
Southlake Regional
Health Centre*



Joe Nemni
Director



Chris Pfaff
Director



Stacie Stanton
Director



Dr. Julius Toth
*Director,
Physician's Council
Representative*



Judson Whiteside
Director



The community supports the Foundation, that supports the hospital, that supports the community.

Like all hospitals, Southlake does not receive government funding for new or replacement equipment – tools our expert teams rely on to provide you and your loved ones with the excellent care you expect and deserve. That's why we rely on the generosity of our community to support the ongoing needs of our hospital.

If you'd like to help, there are a number of ways you can get involved:

Participating in Signature Events

Southlake looks forward to our Signature Events as a great way to engage directly with our supporters – people like you – who offer such wide-spread and generous support, all year round.

Last year marked a milestone for each of Southlake's three unique Signature Events, and we were thrilled to celebrate with our community!

- *Run or Walk for Southlake*, presented by Nature's Emporium - 15 years
- *Southlake Black Tie Gala* - 20 years
- *Southlake Golf Tournament*, presented by AirBoss - 25 years

Huge impact through community fundraisers

From bake sales to golf tournaments to polo, and so much more, our community hosted many fundraisers in support of Southlake over the past year. Last year, together with their friends, families and coworkers, they brought in more than one million dollars!

To host a fundraising event or activity of your own, visit southlakefoundation.ca/fundraiseforsouthlake.

Recognizing Heroes

In October 2017, we launched the **Heroes of Southlake** program – a way for grateful patients and family members to thank the doctors, nurses, support staff and volunteers who go above and beyond to provide the *Ultimate Patient Experience*. Already, tributes have been pouring in, with incredible support and messages of thanks sent across all areas of our hospital!

Small gifts can make a big difference

Monthly gifts, no matter their size, have a tremendous impact at our hospital. By providing a consistent income stream, monthly contributions add up over time to make a big difference for patients in our community, and to the staff who rely on the right tools to provide the best possible care.

Remembering a loved one

A memorial gift in honour of a loved one can be an incredibly meaningful way to remember someone. They also make a difference for others in our community, as the funds support improved care at Southlake. In 2017-18, grateful patients and loved ones contributed over \$250,000 through gifts made in memoriam.

Estate gifts leave a legacy




Donors who choose to leave a bequest in their will to Southlake recognize that their generosity in life will be felt for generations to come in our community. These generous donors are true partners who make a lasting impact.



Southlake Regional Health Centre

596 Davis Drive
Newmarket, Ontario
L3Y 2P9

Tel: 905.895.4521
TTY: 905.952.3062
www.southlakeregional.org

 facebook.com/SouthlakeRegionalHealthCentre
 [@Southlake_News](https://twitter.com/Southlake_News)
 [@southlakerhc](https://www.instagram.com/southlakerhc)

Volunteering at Southlake:

Volunteer Resources at 905.895.4521, ext. 2104
or volunteers@southlakeregional.org

To give us feedback on the care received at Southlake:




Patient Relations at 905.895.4521, ext. 2290



Southlake Foundation

Medical Arts Building
581 Davis Drive, Suite 102
Newmarket, ON
L3Y 2P6

Tel: 905.836.7333
Toll Free: 877.457.2036
Email: foundation@southlakeregional.org
www.southlakefoundation.ca

 facebook.com/southlakefoundation
 [@southlakefndn](https://twitter.com/southlakefndn)
 [@southlakefndn](https://www.instagram.com/southlakefndn)



Charitable Business Number: 13179 7540 RR0001