

ANNUAL REPORT 2020-2021

Inspiring Stories Inside

FOUNDATION

RIH

RIHY

RIH

FOUNDATION

Our Mission

The Royal Inland Hospital Foundation is commited to inspiring donors and building meaningful relationships to support Royal Inland Hospital and our community's health care needs, both now and into the future.



MESSAGE FROM THE CEO and Board Chair

Health care: two words that mean so much to us all. Collectively, we learned how precarious our health and that of our loved ones can be. We also learned how precious care is, when we cannot visit our loved ones in the hospital and have to trust that others are providing optimal care to our loved ones. The healthcare teams at RIH are the heart of what we do each day. Your support by funding equipment at our hospital provides staff with the ability to do the work they need to do to save lives.



This year, we were able to celebrate with our donors, staff and stakeholders—albeit distanced—the topping off milestone for the RIH Patient Care Tower. The tower has reached its full nine-storey height, a new landmark in the city. The state-of-theart patient-centred and elder-friendly tower with its enhanced infection control, being ever more important—will open to its first patients in the summer of 2022 with all brand new equipment, thanks to your support.

It has meant a great deal to our staff that their skilled and brave service to all patients in the time of COVID-19 was recognized across our city and region. From "Cups of Comfort for RIH staff" to hearts on display in windows, from the banging of

MESSAGE FROM THE Royal Inland Hospital

This past year has been a remarkable time, characterized by truly extraordinary people. We are overwhelmed with gratitude as we reflect on the resiliency, adaptability and unwavering support of our Kamloops community. The members of RIH and our healthcare team have demonstrated incredible strength and perseverance as they overcame numerous obstacles and continued to show exemplary leadership. Despite many unanticipated challenges and



ever changing protocols, RIH maintained the capacity to deliver high quality patient care.

We look ahead towards a bright future for RIH, with a true sense of optimism and pride. As our community continues to grow and evolve, we have applied all that we have learned to rise up and forge ahead with major improvements for the benefit of all patients and families who utilize Royal Inland Hospital. With the tremendous support of the RIH Foundation, we will see a new Patient Care Tower (PCT) come to fruition with beautiful new spaces and innovative technology. Projected for



pots in the streets to thank you signs on hospital grounds, the kindness and compassion displayed by our community proved that together we can get through anything.

The generosity of you, our donors, never wavered. With imagination and innovation, you continue to support RIH. This past summer, amongst the devastation of wildfires surrounding us, your commitment to Community was steadfast. We always come together in a time

of crisis to support our neighbors, friends, and loved ones. For that we are grateful.

We look forward to building on the energy and generosity of our community as we move forward and take the next steps to achieve excellency in healthcare in Kamloops and the surrounding areas. Thank you for your important role in bringing health and care together. Take care and be well.

Kerri Priddle BOARD CHAIR

Heidi Coleman CHIEF EXECUTIVE OFFICER

summer of 2022, the PCT will provide new care areas for our mental health clients, neonatal babies requiring higher levels of care, patients requiring surgery, and many others. Earlier this summer, the Advancing Care Electronically (ACE) Project went live. ACE will result in enhanced patient, family and clinicians experience by increasing safety through better coordination, clinical decision support at point of care and improved overall access to information.

As we move forward towards the completion of these projects, we are thankful for all those who have made this possible and are grateful for the community support.

Tracey Rannie EXECUTIVE DIRECTOR, CLINICAL OPERATIONS

Dr. Todd Ring RIH CHIEF OF STAFF



The Power of Love and Unity: The Garcia Family's Story

Love is what binds us to all whom we care about and unity is what gives us the strength to overcome life's greatest challenges. This was very evident in the case of Frank Joseph Garcia, who after contracting COVID-19, went from a strong and fit 65-year-old, to a man fighting for his life. And for his daughter, Marcy, who just two months after Frank recovered, was admitted to Royal Inland Hospital in premature labour, giving birth to her son just hours later.

Frank Garcia was diagnosed with COVID-19 in March, 2020. He was intubated and sent by ambulance from Merritt to the Royal Inland Hospital. Following his admittance, he spent 67 days in the ICU with 42 of them in a coma. When Frank regained consciousness, the recovery process required hard work and dedication from Frank himself and the team of medical staff working alongside him but **TOGETHER** they made it possible.

In the months following Frank's discharge, his pregnant daughter Marcy was admitted to RIH as a result of a premature birth. She had her son, Chase, 8 weeks early and believed that the stress she suffered due to her dad's lengthy hospitalization may have been a contributing factor. The staff in the Neonatal Care Unit provided exceptional care to Marcy and her newborn son. As a result, baby Chase is healthy and strong. Marcy claims, *"The Kamloops hospital is amazing and the NICU team, incredible."* **TOGETHER** they converted an initially terrifying experience into one of life's most precious memories.

Strong love, combined with excellent healthcare, enabled the Garcia's to overcome not one, but two, huge health hurdles. Frank is fully recovered, Chase is growing and thriving, and the entire family is very grateful.



A Frontline Perspective

A MESSAGE FROM THE Emergency Department

Working in the emergency department, one always expects to be surprised by the unexpected, but even the most experienced of us could not have predicted the COVID-19 pandemic and the significant impact it would have on our healthcare system as a whole but also on our local region specifically. The pandemic compelled us to be 'all hands on deck'! Our Emergency Department was already overcrowded and under strain before COVID-19 hit and suddenly we had to redesign the complete flow of our patient load through the Emergency Department. With immediate effect, the complete triage screening system had changed to allow for patients to flow through the Emergency in either red (higher risk for COVID-19) and green stream (lower risk for COVID-19). The logistics and practical geographical and structural ways to do this needed to be redesigned and placed in action at tremendous speed as the pandemic unfolded. We had a lack of negative pressure areas and had to 'manufacture' more negative areas for high risk Covid patients. The need for PPE and the logistics of making sure all staff members were safe was another huge challenge for all. The Emergency staff rose to the occasion and we had magnificent support from our RIH Foundation on financial fronts and also organizationally with aspects like resourcing. As the pandemic raged on, RIH Foundation also supported the Emergency staff with moral support on many fronts, including for example, by intermittently arranging for meals for overworked and overstressed staff. This team work was marvelous and kept the wheels of the emergency room turning. In addition, the RIH Foundation continued all its pre-COVID commitments and supported the emergency room in other ways like replacing and funding state-of-art new ultrasound machines that is now standard of care in modern first world emergency medicine. We thank the RIH Foundation for helping us through this tough year! **Together** we rose!

Yours sincerely,

Dr. Henk van Zyl Medical Director Emergency Department, Royal Inland Hospital Head of Emergency Department, Royal Inland Hospital Emergency Physician Royal Inland Hospital Shanta Rishy-Maharaj Registered Nurse Manager, Clinical Operations, Royal Inland Hospital Emergency Department





A MESSAGE FROM Housekeeping

"This past one and a half years has been quite a journey into the unknown with the pandemic spreading rampantly and then the wildfires. The housekeeping staff have been working tirelessly to ensure the services we provide are delivered as best as possible. Since the pandemic it has been a bit difficult seeing everyone wearing masks everyday. We have a few staff that live on the outskirts of Kamloops so they are affected by the wildfires and cannot leave their home as they have to evacuate or stay home to protect it. We work short staffed on a regular basis but we all manage to come to work ready to make a difference everyday.

My hope for the future is that we are all COVID free and everyone will take the time to love those around them as life is short, especially in these difficult times."

- Sandra Moore, Head of Housekeeping Supervising

At the beginning of the pandemic the fear of COVID-19 was at the forefront of everyone's minds. Things change daily and sometimes even hourly. Our staff learned to adapt and evolve with the ever-changing protocols and did our best to keep everyone calm and safe during this time while maintaining our services. We have a dedicated team in housekeeping, overall and they have done an amazing job during this unprecedented time.

- Tara Harvey, Manager of Housekeeping Services

A MESSAGE FROM THE Intensive Care Unit

Our world changed suddenly and drastically one and a half years ago. No one has been unaffected by the myriad of challenges that COVID-19 has presented to our community yet, through all of this, I have remained impressed and touched by the care provided by our team in the RIH Intensive Care Unit (ICU) and the visible and palpable support provided by the people of Kamloops. On a daily basis I see the dedication, perseverance, professionalism, and cohesiveness of the ICU staff in providing advanced critical care with a personal human touch to each individual patient. Our comprehensive team includes our managers, physicians, nurses, respiratory therapists, clinical pharmacists, dieticians, physiotherapists, occupational therapists, social workers, care aides, unit clerks, housekeeping and the list goes on. Everyone has invested their personal time, energy and spirit into providing patient centred care despite the personal challenges that they have all faced during these times outside of work. You, the people of Kamloops, are what has kept us going. Experiencing the grace of the patients and families has been part of the privilege of working here, we have been enriched by every interaction with you. I believe every one of us has shed a tear when leaving the hospital after a difficult shift and seeing those signs of support outside, you give us strength and hope. Clearly, Kamloops

is a community that deserves the best and gives back. That is why we will make it through this, **together**.

Dr. Tim Schmidt, Medical Director, Intensive Care Unit, Royal Inland Hospital



TOGETHER WE RISE

Since construction began in late 2018, Kamloops and the surrounding communities have watched the new 9-storey Patient Care Tower project at Royal Inland Hospital (RIH) with interest, anticipation and questions abounding. On April 21, 2021, many questions were answered when the Together We Rise (TWR) Campaign officially launched.

The virtual launch included a presentation by Dr. Todd Ring, Chief of Staff at RIH, which gave invitees a glimpse of the beautiful interior of the tower. It includes 100+ private patient rooms, along with other highlights such as the helicopter landing pad on the roof, a spacious main entrance and inviting atrium. The new building will also include youth and adult mental health units, a new surgical floor with 13 operating rooms, maternal and child health services, a rehabilitation unit, and trauma, stroke & neurosciences units. It is the largest fundraising campaign in the history of the RIH Foundation, with a goal of raising \$35 million by 2023.

To date, fundraising has been done by a committee of volunteers, chaired by Jim Reynolds. Their efforts have been rewarded with almost \$20 million raised to-date. Funds raised will go toward medical equipment and patient comfort items located in the new Tower in areas such as the Pediatrics Unit, Emergency Department, and Post-anesthetic Recovery. Areas of the existing hospital will undergo major renovations starting in 2022 once the Tower is open. With a total project budget of \$417 million, the Ministry of Health is contributing \$202 million, Interior Health \$23 million, while the Thompson Regional Hospital District is funding \$172 million. The RIH Foundation committed to raise \$20 million for new equipment in the tower but thanks to the generous support of our donors, we committed to raise a further \$15 million to meet continual demand for priority equipment at the hospital and toward cancer care.

As the only tertiary referral hospital in our region, our facility is one that our city and region is proud of and will continue to be proud of for years to come. The 9-storey Tower and subsequent extensive renovations will dramatically change our Hospital to a thoroughly modern one, and one that will continue to provide exceptional patient care.

Together We Rise. Our Time is Now.



QUESTIONS?

Information contact: Caroline Thompson Phone: 250-314-2836 Cell: 778-581-7517 Email: Caroline.Thompson@interiorhealth.ca



Scan this QR code to visit the Together We Rise campaign website. togetherwerise-rih.com





NEWTOWER		EXISTING HOSPITAL
Level 10	Roof Top Helipad	
Level 9	Mechanical Penthouse	
Level 8	Inpatient Unit: Neuroscience, Trauma & Stroke	
Level 7	Inpatient Unit: Rehabilitation & Medicine	
Level 6	Inpatient Unit: Mental Health & Substance Use	
Level 5	Spaces for Surgical Personnel & Mechanical	
Level 4	Surgical Services (13 Operating Rooms)	New Post-anesthetic Recovery Unit
Level 3	Maternal & Child Services (Labour & Delivery, Post Partum Care & NICU)	New Pediatrics Unit & Ronald McDonald House Family Room
Level 2	Child & Adolescent Mental Health Unit & Respiratory Therapy Services	Expanded Emergency Department
Level 1	Main Lobby & Atrium, Patient Registration, Coffee Shop, Gift Shop	
P1 & P2	Parking	

MESSAGE FROM SHANAH SKJEIE, DEVELOPMENT OFFICER, SPECIAL EVENTS **Together**, Anything is Possible

This past year, I have witnessed healthcare professionals and public health teams, with fierce determination, overcome unprecedented adversity. Similarly, when it came to hosting fundraisers and special events during a global pandemic, we had to adapt to new realities and develop innovative solutions to challenges we have never encountered before. The strength and resilience expressed by the community inspired us to evolve and persevere to stay on track with our fundraising goals. As a result, we were still able to host numerous incredibly successful community events, albeit more virtual than not, while simultaneously learning about new ways to reach our community in the process. Throughout everything, our vision of supporting exceptional healthcare at RIH stayed the same, while looking a little different. I feel proud of what the Foundation and our supporters can achieve together in a time of great crisis."



RIH FOUNDATION'S

OTHER THIRD PARTY EVENTS **BCLC Online Community Project** Bella's 4th birthday Dave Robinson Memorial Fund Deadly Awesome Detailing Wash for a Cause Express AutoSpa's Grand Splash Guru Nanak Fund ICCHA/Wish Drive Thru Dinner - 50/50 -Row for the Heart with Tara Sales IndoCanLinks Golf Tournament Kamloops Arts Council -Wishing Well Princesses Kamloops Ford Lincoln Pay it Forward Kamloops Holiday Foodie Box **Kamloops Retired Professional** Firefighters Lisa's Tupperware Lounge Cups of Comfort Morgans birthday Roadmen Car Club - Rolling car show Stingray's Toys For Kids Breakfast Teck HVC Fundraising Events Telus Nancy Greene Downhill Corporate Challenge Tim Francis Art Show Uptownchefs Catering + Events + Romeos Kitchen + Spirits Cookies and Cocoa with Santa Westmount Elementary School Valentine's Day fundraising

Coming Together for a Cause

24TH ANNUAL SOUTH CENTRAL TRUCKING & INDUSTRY (SCT&I) CHARITY GOLF TOURNAMENT The 24th Annual SCT&I Charity Golf Tournament concluded on August 20th, 2021 at Rivershore Estates



and Golf Links. On course, golfers had the opportunity to purchase food and drinks from one of the many vendors, participate in an array of contests, and golf alongside LPGA Tour Champion, Lorie Kane, who was on location for the majority of the day. The SCT&I committee incorporated a virtual component to the tournament with the addition of an online raffle, online silent auction and a Golf Anywhere initiative where participants were encouraged to donate online and golf anywhere for a chance to win a cash prize. For this tournament, the RIH

Foundation partnered with a matching sponsor, CP, who generously matched all funds raised up to \$75,000. Yet again, the tournament was a huge success and the goal of raising \$150,000 to benefit cardiac care at RIH was reached. We are grateful to our loyal supporters for making this possible!



"I am so proud of the way our committee was able to adapt and put on this important event in the face of a global pandemic. We cannot thank our sponsors enough for the support through the last year. Kamloops has a wealth of community spirit, and our tournament is only one of the ways in which we have shown it!"

- Jeremy Gauthier, Kamloops Tirecraft, SCT&I Tournament Chair

#sharpdressed saturday



SHARP DRESSED SATURDAYS

"The healthcare workers at Royal Inland Hospital continuously make tremendous

While dine-in service at restaurants with enhanced health and safety measures gradually resumed across the province, physical-distancing directives issued by the Provincial Health Officer still limited social gatherings. Recognizing the importance of social interactions and that not everyone may be able to or be comfortable with the idea of dining-in at a restaurant yet, the RIH Foundation wanted to provide the community of Kamloops with an opportunity to come together virtually to share a meal and show its support for health-care workers. Sharp Dressed Saturdays hosted by the RIH Foundation in partnership with BCLC started a new trend in fundraising within the community. Hosted on May 23rd 2020, June 13th 2020, October 11th 2020, and December 5th 2020, people who purchased tickets were provided with a take-home meal and encouraged to dress up, take a photo, and enjoy a fun-filled evening at home! Over the span of the 4 events, participants enjoyed meals from Earls, Terra Catering and the Colombo Lodge. All proceeds raised went to support RIH's COVID-19 response. sacrifices in order to care for our community in Kamloops, and now more than ever they deserve our support," said Peter Weeme, BCLC's Vice President of Social Purpose and Stakeholder Engagement.

KAMLOOPS BLAZERS TEDDY BEAR TOSS

Each year, hundreds of Blazers fans gather in the stands, ready to toss teddy bears and stuffed animals on the ice to benefit children in the Pediatric Department at Royal Inland Hospital. This year, the Kamloops Blazers Teddy Bear Toss looked a little different as it took on a virtual format. With COVID-19 health and safety protocols strictly in place and Blazers games being cancelled, RIH was unable to accept any physical items, including teddy bears. Instead, participants were encouraged to make online donations and help the RIH Foundation reach their \$5,000 fundraising goal to help purchase comfort items for patients and restock the Pediatric Department's stuffy inventory. By the time the virtual event wrapped up on December 15th 2020, an astounding total of \$10,148.31 was raised to purchase teddy bears and bring joy to RIH's youngest patients! We are proud to say that the Blazers started this tradition in 1993 and now all 22 teams in the WHL, along with minor pro hockey teams, host their own teddy bear tosses.

RADIOTHON

On February 25th 2021, Radio NL listeners set an alltime record, raising a total of \$236,895 during the 7th annual RIH Foundation Radiothon broadcasted by Radio NL 610 AM (Stingray). All proceeds went towards purchasing much needed critical equipment for the Royal Inland Hospital's new patient care tower. Even though the event did not have a physical location, each



sponsor was given their own dedicated sponsor hour where they were encouraged to reach out to their own network via phone or text to promote donations and for that hour, all incoming calls to the Radiothon phone number were forwarded to them. For 12 hours straight, listeners tuned in to hear interviews from doctors, staff, and grateful patients. The success of this event would not be possible without the community's participation and the contributions made by our sponsors.



Together, We Remember

Rosa Alice Rogers' undeniable zest for life, led her down the path of many adventures. She was never afraid to take chances and when challenges arose, she took them head on with her creative, clever, and feisty personality.

Born November 13th, 1928, Rosa Rogers was the second in a family of eight children, six of whom made it to adulthood. Her parents, Ernest and Lea Delisle, lived on a small plot of land in a rural town which is now known as Pascal, Saskatchewan. Her father was a restless man with numerous ventures on the go. Although he primarily farmed in the summers and logged in the winters, he also worked in many other professions running a gas station and vehicle repair service, a taxi business, the town's electrical plant, pig farming, and providing transport

trucks to local fisheries. If Ernest came across an opportunity, with the help and support of his family, he never missed the chance to jump at it and parlay it into something more.

By the early 1940's the economy began to change and as the children grew up, they felt a strong desire to pursue a life in the city. Rosa's eldest brothers left their hometown for work in Vancouver, and she was also presented with the opportunity to live in Vancouver with her aunt Annette if she agreed to complete a hairdressing diploma and work in her aunt's salon, which she did.

In 1948 Rosa married a man named Gerry Briere and within a couple years had two children, Rita and Robert. After their son was born, Gerry started work in the oil fields and this is when their gipsy years began. They were always on the move to a new place, a new town, with new friends. Rosa loved it. While on the road, Rosa and Gerry had another son David, and the family of five travelled all over Alberta and Northern B.C. in a 6 x 26-foot trailer.

By 1962, the young couple separated and

Rosa found herself back in Vancouver with her three children. A set-back was just a bump on the road for Rosa and she believed that "if you take them fast enough, you can just fly right over them!" She sold and financed numerous homes in Vancouver which eventually generated enough revenue for her to purchase a large waterfront lot on Shuswap Lake. For many years she spent her winters in Vancouver and her summers on "A life that touches others, lives on forever."

the Shuswap living in one of her MANY bikinis. Many memories were shared with Rosa and her family at "the lake."

While in Northern BC, Rosa met John Rogers, a hardworking man who later became her life partner. Although John was away working a lot of the time, the vibrant couple created a beautiful life together and spent their downtime at the Shuswap where they eventually built their permanent home.

When John's health began to decline, the couple moved to



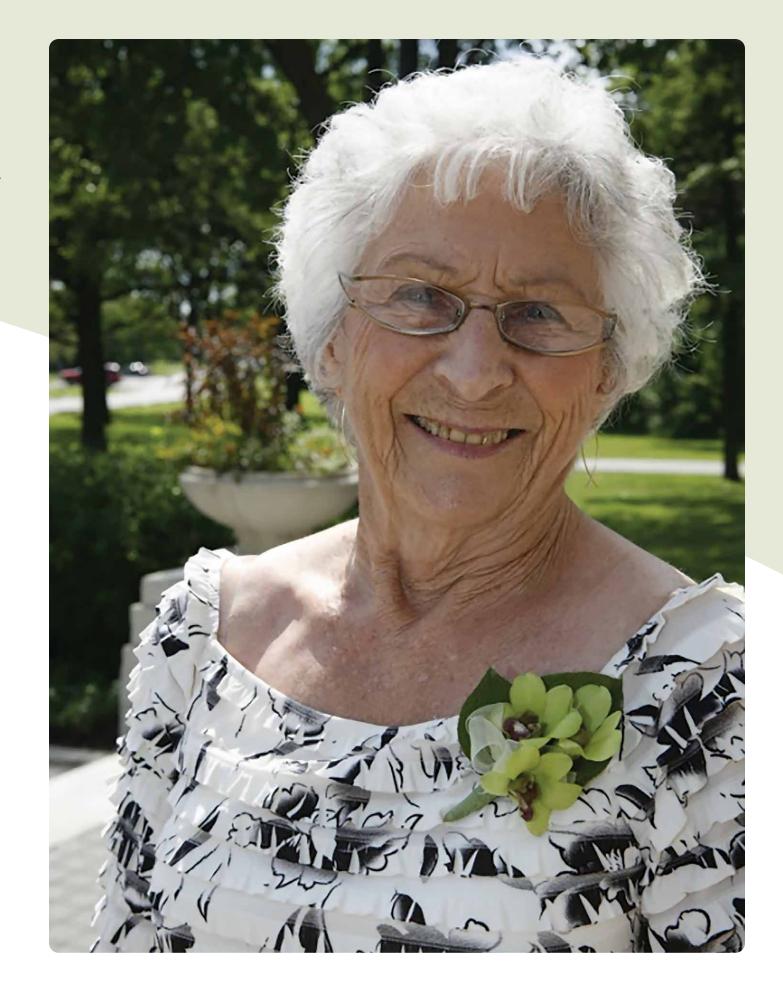


Kamloops to be closer to the Royal Inland Hospital. After his passing, Rosa's health also began deteriorating, resulting in frequent stays at the Royal Inland Hospital until her family decided to bring her to her daughter's place in Winnipeg. On September 27th, 2018, Rosa Alice Rogers passed away. Her ashes were taken back to British Columbia and scattered from a helicopter over the hills behind her former home on the Shuswap.

Whether it be travelling, creating memories with loved ones or spending time with family at the lake, Rosa put her full heart into everything she did. Upon her departure, Rosa left a portion of her estate as a legacy gift to the Royal Inland Hospital. A patient room in the new *Patient Care Tower* will be named in memory of Rosa Rogers. Not only did she leave a lasting impact on everyone she met, her contributions to the Royal Inland Hospital will never be forgotten and appreciated by many.

Legacy gifts like Rosa's are a deeply meaningful way to express your gratitude for the healthcare teams who care for our community when we need it most. A legacy gift to the RIH Foundation

can take many forms and usually provides your estate with tax savings that may offset a significant portion of the charitable gift itself. Along with leaving a gift in your will, the Foundation can also be named as a beneficiary on a registered investment account or life insurance policy. Please contact Kristy Buchner at the Foundation or a professional advisor if you would like to learn more about supporting RIH in your estate planning.



The RIH Foundation is Committed to Honoring and Supporting Our Valued Nurses Through the Nurse Mentorship Program

The Royal Inland Hospital Foundation has supported a Nurse Mentorship Program at RIH since 2016. Being the first, and only, of its kind in the Interior, five cohorts have gone through the program with an average of 19 participants per year (this includes both mentors and mentees). This year will mark the program's 6th year and cohort. The program has had individuals return a few times over to be mentors year after year.

The RIH Foundation prides itself on having the ability to support professional development at the site level, which ultimately can translate into a robustly trained nursing staff as well as the opportunity for senior nurses to participate in professional development through the program. Within the hospital, there is an extremely wide range of specialized medical care. While the RIH Foundation has committed to supporting the program, it is our donors who have helped fund critical equipment and medical tools throughout the hospital. One of the main deliverables to Mentors is gaining valuable leadership development experience, whereas Mentees benefit from the opportunity to be supported through their journey from student to staff, and also throughout their recruitment process.

A big success of the Nurse Mentorship program is evident in the conversion of students to staff, and more specific to this program, Mentees to Mentors. The cost of the program has varied depending on participants and COVID, with the highest cost being incurred in 2018-2019 at \$19,978.59 and the lowest in 2020-2021 at \$9,587.50. The total cost of the five cohorts of the Nurse Mentorship Program has come in at \$72,525.62 with an average/ per year cost of \$14,505.12. The RIH Foundation has continued to provide 100% financial support to the program and has committed \$20,000 per year moving forward to ensure the longevity and sustainability of the program for years to come.

"I wouldn't have made it through the first 6 months if I didn't have my mentor. They were there for me when I needed them."

- Former mentee





"I really enjoyed participating in the program. I remember what it was like to be new and needing support. I am happy I could provide that support to someone starting their nursing career."

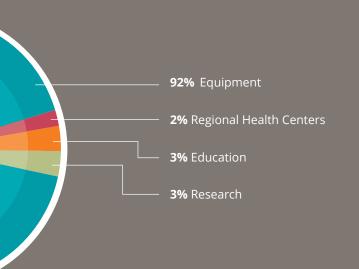
- Former mentor

Breakdown of Revenue FISCAL 2020/2021 \$6,420,911

> **Disbursement of Funds** FISCAL 2020/2021



59% Major Gifts | \$ 3,816,300
15% Legacy | \$ 962,540
6% Annual Campaign | \$ 380,520
15% Community Events | \$ 951,977
2% Investment Income | \$ 96,570
1% RIH Catchment | \$ 55,341
2% COVID-19 | \$ 157,663



We greatly appreciate every gift received from our donors over the last year. Donors who gave \$1,000 or more between April 1, 2020 and March 31, 2021 are recognized here with our sincerest thanks.

\$250,000+

Afternoon Auxiliary to RIH Judy and Kevin Chaben Estate of Catharina Anna Humphrey Estate of Louise and Leo Smith

\$100,000 - \$249,999

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Frank and Almerina Rizzardo

\$50,000 - \$99,999

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\$10,000 - \$24,999

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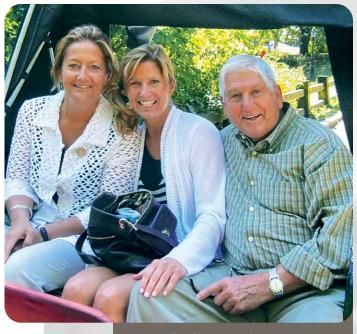
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Rudy Morelli and his two daughters Trish and Susan

"Those we love don't go away, they walk beside us every day. Unseen, unheard, but always near, still loved, still missed, and very dear."

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We stand in solidarity with the Tk'emlúps te Secwépemc community - and all Indigenous people of Canada. In the spirit of healing and reconciliation, Every Child Matters.

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