

**WE SHARED THE NEED,
YOU MADE THE DIFFERENCE**

ANNUAL REPORT 2021-2022

Shining a ray of hope
and compassion into
the lives of many.

ENHANCED HEALTHCARE, HEALTHY COMMUNITIES

We are responsible stewards
who are committed to the community.
We focus on impact and connect deeply.
We care about people.

A MESSAGE FROM OUR LEADERS

RIH Foundation CEO & Board Chair

Royal Inland Hospital (RIH) is the heart of our region. Serving patients near and far, our hospital is the place where families and the people they love come during their time of greatest need but also to celebrate many of life's precious moments. Even through some of the largest staffing shortage challenges to date, the healthcare teams at RIH have shown their commitment to the health and well being of our community. In turn, donors and loyal supporters of the RIH Foundation have reciprocated this commitment to healthcare excellence by continuously showing up and lending their generosity whenever we expressed a need.

This past year has been characterized by triumph, adversity and everything in between. While we faced fires, floods, more discoveries of unmarked burial sites throughout Indigenous communities and continued the battle against COVID-19, we witnessed this community come together in extraordinary ways. Through the generosity of our donors, we were able to achieve historic milestones that will be celebrated for years to come. This summer, doors to the fully equipped Phil and Jennie Gaglardi Tower officially opened to the public. It is you – our donors, who continuously push the boundaries of what is possible, even when life's challenges seem insurmountable. It has been truly inspiring to watch the Phil and Jennie Gaglardi Tower rise from the ground up. As we transition our efforts toward the next phase of enhancing our hospital, we look



forward to modernizing many areas of the current hospital. With renovations to the new Teck Emergency Department underway and plans to expand post-anesthetic recovery and pediatrics with a Ronald McDonald Family Room built-in, your generosity means everything to us.

As we begin these new endeavours, we are reminded about how far we have come. Our current emergency rooms are divided only by curtains offering little privacy in moments of vulnerability. The new Teck Emergency Department will offer private patient rooms for each person requiring urgent services; minimizing

infection risk and aiding our healthcare professionals in offering exceptional patient-centred care.

The renovation and expansion of the pediatric department will relocate in close proximity to the consolidated Maternal Child Health Programs. Through a generous \$1 million donation from an anonymous donor, plans are being drawn to create a Ronald McDonald Family Room in the hospital for families from our regional communities. Current considerations include a kitchen, shower, living room, laundry facilities and one bedroom – designed to alleviate some of the hardships that out-of-town families face while their little ones are in the hospital.

Expanding post-anesthetic recovery (PAR) will ensure that space is dedicated to patients who require pain management and diligent care after surgery. With increased access to surgical services, three additional operating rooms are slated for use in 2023, making the need for post-anesthetic recovery more critical than ever. Our fundraising efforts are far from over, as our region grows we must grow with it.

Join us as we build and expand our healthcare services to better serve those who need our hospital. Your support ignites the talent, skill and knowledge of our healthcare teams by helping to fund state-of-the-art equipment, important research, and opportunities for growth and expansion. Time and time again, we shared the need – you made the difference. On behalf of the RIH Foundation, Board of Directors, our physicians, nurses, allied health professionals, and patients, thank you for making this year in review an outstanding one.

Our time is now.

Kerri Priddle
Board Chair

Heidi Coleman
Chief Executive Officer

Royal Inland Hospital Executive Team

We would like to start off by acknowledging the extremely hard-working and dedicated staff of RIH, who have remained loyal and steadfast to providing patient care in Kamloops.

As we look back on a challenging and ever-changing year, our healthcare teams continue to demonstrate incredible strength and selflessness as they deal with the numerous obstacles facing healthcare. This year has continued with the COVID-19 pandemic, record staffing challenges, and the commissioning of the new Phil and Jennie Gaglardi Tower. These have been challenging, yet rewarding times, and we're proud of the accomplishments of the RIH team!



We are once again overwhelmed with gratitude as we reflect on the continued

generosity and support of Kamloops and the surrounding communities. With your big-hearts, we've been able to 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 saw the long awaited opening of the Phil and Jennie Gaglardi Tower in summer of 2022. This new tower provides a welcoming, efficient, and modern facility for healthcare professionals and patients alike.

Our patients, residents, families and staff benefit everyday from the support of the RIH Foundation and your generosity as

donors and volunteers. For helping to save lives and enhance care for those in need, we thank you.

Tracey Rannie
Executive Director, Clinical Operations

Dr. Todd Ring
RIH Chief of Staff

GOING ABOVE AND BEYOND | Grateful Patient Testimonials



"On February 15th 2022, my six-year-old son had a fall at school. He hit his head and had some nasty looking gashes so we drove to the emergency department at Royal Inland Hospital where we were triaged quickly and with compassion. As we were waiting, I witnessed a fast-moving RIH employee stop to check on an older couple to see if they needed another chair or other assistance. The employee was obviously on her way somewhere, but still made time to check in on this couple.

The nurses and emergency room physician, Dr. Paul Wroz who treated my son did not have an easy job with my child who was frightened and hurting. For the emergency department team, I understand that their days are typically filled with everyone else's worst days, but you would not know it by listening to them or watching them work. Dr. Wroz



and the team of nurses were the absolute picture of efficient competency. It was impressive to watch. Dr. Wroz obviously trusted his team to do their job while he did his.

I know the last couple of years and beyond have stretched people to their max. Despite shortages, politics, pandemics, and everything else impacting the healthcare system, these folks were on their A-game. I have great gratitude and admiration for how the doctors and nurses continue to provide such a high level of care during unbelievably trying circumstances."

- Grateful mother, Elaine Scott



"On a daily basis I see the dedication, perseverance, professionalism, and cohesiveness of the intensive care unit (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. 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 and we have been enriched by every interaction with you. You give us strength and hope."

- Dr. Tim Schmidt, ICU Director



"Being a first time mommy is already pretty scary, but being the new mother to a premature baby in a pandemic is a whole other level of scary. On October 28th 2021, I gave birth to my baby boy, Jaxson Robert John Parr and the whole experience at Royal Inland Hospital (RIH) was truly amazing. My husband and I are so grateful for the top notch care our son and I received during our stay at RIH. Jaxson was in the hospital for about two weeks before we could take him home. While Jaxson was cared for in the neonatal intensive care unit (NICU), the staff tried their very best to keep us in the hospital for as long as they could, which I am forever grateful for! The pediatric and NICU staff went above and beyond to ensure my husband and I could be together for the birth of our son. By the time we had to leave, everyone felt like family. I am eternally grateful to the nurses and staff who took such good care of us. On behalf of the Parr & Ostrom family, thank you RIH staff!"

- Grateful patient, Chelsie Ostrom



"I would like to acknowledge the care of my daughter who was admitted to Royal Inland Hospital's intensive care unit (ICU) in December 2021, with severe COVID-19 pneumonia. She was thirty weeks pregnant and her condition was grave. She deteriorated quickly and was put in a medically induced coma for two weeks, during which time my grandson was born by emergency caesarean section.

Because of the ICU team's expertise, knowledge and collaborative care, along with my daughter's fighting spirit, she was healed and my grandson was safe.

Even though staff may have been experiencing fatigue, staffing shortages and over-capacity issues, all of the ICU staff including physicians, nurses and respiratory therapists, treated us with such kindness, respect and dignity.

They were very good at communicating her condition and updates. They are an exemplary model of patient and family-centred care. This remarkable and dedicated team saved my daughter and grandson who are now both recovered and thriving. Our family will be eternally grateful to each and every one of them and will never forget the extraordinary care we received in the RIH ICU."

- Grateful mother and grandmother



Patient Ambassador, Chona Manzolim Goes the Extra Mile for Patients and Staff at RIH

When it comes to going above and beyond, patient ambassador, Chona Manzolim, does all that she can to offer genuine kindness and compassion to everyone she encounters at RIH. Transferring over from food services in 2020, Chona was hired as a patient ambassador to screen patients and visitors for symptoms of COVID-19, and upon their arrival, direct or assist them in finding their way to the appropriate services throughout the hospital.



Since being hired, she has exceeded all expectations and has found creative ways to also care for her fellow colleagues at RIH. During her spare time and days off, Chona prepares huge batches of homemade snacks and delicious meals to give away to the often tired and hungry healthcare teams on shift. When she isn't cooking, she is offering on site relaxation massages to staff through a collaborative effort with the RIH Foundation.



Whether it be helping patients to feel welcome, safe, respected and cared for, or spreading cheer amongst her fellow healthcare teams, Chona will stop at nothing to make sure the people around her feel seen, heard and appreciated. The impact of Chona's thoughtfulness is seen through dozens of grateful patient testimonials received on her behalf and by the way the staff at RIH light up whenever someone mentions her name.

"Chona, with support services, is amazing!!! I've seen her often over the last six months as my family has needed to access RIH. She's empathetic, caring and supportive. An amazing person and she is deserving of recognition and praise. She makes me smile whenever I see her." - Grateful patient

"Chona Manzolim, a support worker in the RIH emergency waiting room, does a really good job. Directive. Kind. Pays attention. She remembers us, and makes it feel like we won't be overlooked or forgotten." - Grateful patient

"I want to acknowledge the knowledgeable, kind, humorous and compassionate care I not only received myself today, but witnessed the same care being provided to everyone in the emergency waiting room while I was there. Patient ambassador, Chona Manzolim, checked in regularly with individual patients and family members and provided regular communication updates about impending care. I found all the staff that I interacted with to be equally professional and timely in my care. Thank you." - Grateful patient

WE SEE YOU, WE HEAR YOU, WE APPRECIATE YOU

Out of sincere gratitude for the unwavering commitment demonstrated by the healthcare professionals who have shown up day after day, often sacrificing their work-life balance for the betterment of others, the RIH Foundation developed a Healthcare Professionals Retention Fund. With donor support, we were able to boost morale and shine a ray of hope and compassion into the lives of the staff who have done such an exceptional job taking care of the people in our community and the surrounding areas. Here we are thrilled to share with you an account of all that we were able to do in support of our beloved healthcare professionals. We shared the need, you made the difference.



To watch a captivating video expressing deep gratitude to the healthcare professionals showing up everyday to take care of us and the ones we love most, scan the QR code here.

EXPANDED INFRASTRUCTURE Staff Room Upgrades

In the fall of 2021, the RIH Foundation received a generous contribution of \$11,318 from the Stollery Charitable Foundation to upgrade the current emergency department staff room. To date, Royal Inland Hospital's emergency department is one of the busiest in British Columbia's interior, serving more than 73,000 visitors per year. 24-hours a day, the emergency department staff work tirelessly to care for every sick, vulnerable, or injured person who comes through the doors. This thoughtful gift, aimed at helping to retain staff and thank the medical team in the ER for all that they do, allowed us to install a spacious corner unit coffee bar and equip the space with comfortable seating and a brand new TV, fridge and coffee maker.

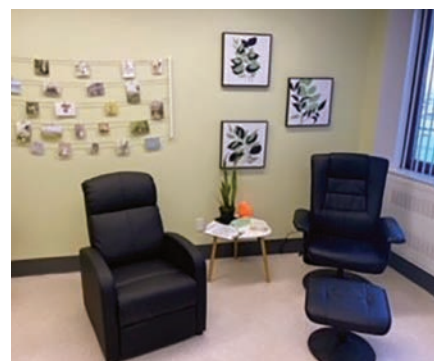
Inspired by the positive feedback we received in response to the emergency department staff room upgrade, we went on to work with the RIH Engagement Team to launch an "Ugliest Staff Room" contest, where each department was encouraged to submit photos of their staff room and the 1st, 2nd and 3rd place winners would receive upgrades up to a

certain dollar value sponsored solely by the RIH Foundation.

Wobble Room

In December of 2021, the RIH Foundation sponsored the first ever "Wobble Room" at RIH. With prolonged uncertainty and fears associated with COVID-19, healthcare professionals across the globe have experienced higher levels of anxiety, stress and burnout. A "Wobble Room" is a dedicated space, open 24/7, designed to protect the psychological well-being of healthcare professionals on shift. The concept was implemented at a hospital in Vancouver, with Kelowna General Hospital and Royal Inland Hospital being amongst the first hospitals in Interior Health to adopt the idea.

RIH's Wobble Room in particular, occupies a quiet area on the 9th floor, open to any staff member feeling the need to de-stress or re-charge. The space is decorated with calming colours and pictures of nature to evoke feelings of peace and serenity. The room is equipped with a TV, colouring station, two luxurious recliners and a top-of-the-line massage chair. RIH's



Wobble Room also has an inspiration board where colleagues and peers can share messages of encouragement and positivity. Whether visiting alone or with a co-worker, the Wobble Room is a place of wellness for all.



Phil and Jennie Gagliardi Tower

When the new Phil and Jennie Gagliardi Tower opened to the public last July, staff at RIH were welcomed with an entire floor dedicated to them. The fifth floor of the new tower, only accessible to staff, is home to two outdoor terraces, a spacious physician's lounge, and a bright and welcoming staff lounge, all with breathtaking views of Kamloops. As our hospital expands, infrastructure to promote staff wellness will always be a fundamental priority because when our healthcare teams have the room to grow and thrive, we all benefit. Thank you to Judy and Kevin Chaben for sponsoring this floor for our healthcare teams.

STAFF WELLNESS

When it comes to promoting wellness amongst the staff at Royal Inland Hospital, the RIH Foundation is fully invested. We know that wellness is achieved by strengthening both physical and mental aspects of health. Therefore, we thought of creative ways to help the well deserving healthcare teams at RIH relax, unwind and rejuvenate their mind. On multiple occasions, we invited staff to sign up for a crystal singing bowl sound bath experience hosted on and off site by a local expert and paid for by the RIH Foundation. The response from the staff who attended these sessions was deeply gratifying. Throughout the year, we also offered 20

minute massages to RIH staff who were able to sign up online on a first come first serve basis. Chona Manzolm, one of RIH's valued patient ambassadors mentioned to us that she is a trained masseuse and would like to do something special in support of healthcare workers. As a result, we helped spread the word amongst RIH staff, did our part in scheduling the appointments and set aside space in the RIH Foundation office and 9th floor Wobble Room for Chona to work her magic. This was a huge hit amongst staff and we look forward to hosting more wellness initiatives like this to nurture the well-being of our valued care teams into the future.

"The singing bowl evening was AMAZING and I would love for RIH to host more of these events. In the chaos that is currently healthcare, I am a huge advocate for quiet spaces that staff can access during their shift to refuel. This session proved just how much we need some downtime."

- Della, RIH Radiology



"Thank you so much for the crystal singing bowl sound bath experience. It was a beautiful way to re-center and recharge in the midst of everything going on right now."

- Cynthia, Trauma Services

PROFESSIONAL DEVELOPMENT

When donors give to the Healthcare Professionals Retention Fund they are directly contributing to the professional development of current and emerging professionals at RIH. With support from the RBC Foundation, the RIH Foundation was able to continue sponsoring RIH's Nurse Mentorship Program for the 7th year in a row. This is a valuable program that pairs newly hired nurses with senior nursing staff to provide a robust training experience that results in greater retention of nurses.



Through the generosity of our donors we were also able to help current staff build on their skillset with more education and specialized training opportunities by allowing us to increase the amount of funds allocated towards our Give & Grow Scholarship Program. This program supports the professional development of RIH employees by providing scholarships for participation in courses, conferences and workshops which advance job knowledge, skills and qualifications, ultimately contributing to excellence in patient care. Last year, we were able to award scholarships to 33 applicants, totalling a value of \$26,893.79.

33 scholarships awarded



GIFTS OF GRATITUDE

There is no better feeling than to feel appreciated. Healthcare professionals who feel appreciated and those who better understand the impact of their work are more likely to deliver compassionate patient care and remain committed to their profession, even when times get tough. The RIH Foundation adopted the slogan, "We see you, we hear you, we appreciate you," directed toward the staff at RIH because we wanted them to know that their efforts do not go unnoticed. We are here to find solutions and show them how valuable they are to the health and well-being of our region.

With the outpouring of kindness and support we received from members of the community, we were able to shower our working professionals with tokens of gratitude and gifts of appreciation throughout the year. On a regular basis, we hosted giveaways where all RIH staff could enter draws to win Blazers tickets, gift cards to local spas and eateries, brand new tablets, artwork, ski passes, concert tickets and so much more. For staff on shift, we often brought food trucks on site and provided vouchers to pay for a part of their meal. We also set up booths throughout the hospital, offering complimentary coffee, tea and treats to every staff member who walked by. Outside of the hospital, we worked closely with local organizations to provide exclusive offers and promotions to our valued healthcare professionals throughout the community. Through this process, we saw how a simple expression of gratitude can cause someone's spirit to soar. With the loyal support of our thoughtful donors, we plan to continue offering gestures of kindness to the beloved healthcare teams at RIH into the future. Thank you to the anonymous donor who graciously gave us \$25,000 to purchase 333, \$75.00 gift cards to local restaurants - what a boost to our local eateries!

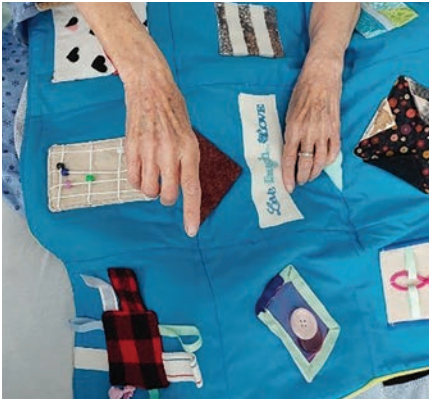
\$25,000
gesture of kindness



If you are interested in helping the RIH Foundation recruit and retain valuable healthcare professionals, contact the RIH Foundation office at 250-314-2325.

TAKING PHILANTHROPY BEYOND THE HOSPITAL WALLS

With collaborative efforts, the generosity of our donors and a united mission to create the healthiest community possible, we are proud to say that the impact of the RIH Foundation has expanded far beyond our hospital walls.



RIH Foundation partners with local quilters to create and distribute fidget blankets for alzheimer and dementia patients.

Inspired by *Sew the Curve Kamloops*, a crafty group of individuals who at the onset of the COVID-19 pandemic made and distributed 13,792 masks to front-line healthcare workers, the RIH Foundation partnered with local quilters to make and distribute fidget blankets to benefit patients suffering from restlessness or anxiety. A fidget blanket is a lap-size quilt that provides sensory and tactile stimulation, perfect for children, seniors, Alzheimer's patients, and those with cognitive impairments who find comfort in fidgeting or keeping their hands busy. Since inception of this initiative, fidget blankets have been distributed throughout the hospital and the response has been overwhelmingly positive. As more quilts are made, there are plans to have these blankets available for use in assisted living facilities throughout the community. Thank you to Jan Clark, Registered Nurse, Mental Health and Substance Use Consult Liaison Nurse, for bringing this amazing community led project to our attention, and thank you to Claire Mackay, RIH Foundation Special Events Assistant, for making this project a success!



RIH Foundation funds Maternity Group Education Series through the Thompson Region Division of Family Practice in Kamloops.

When it comes to investing in the health and well being of new and expectant parents, the RIH Foundation is all in. Following the declaration of COVID-19, many new and expectant parents had to adapt to new ways primary maternity care was being delivered. During this time, finding in-person perinatal or postnatal community support became nearly impossible. With limited access to in-person programs and decreased opportunity for parents to socially interact, maternity care providers in Kamloops became concerned about the negative impact these changes would have on new families.

Facilitated through the Thompson Region Division of Family Practice and funding for provider facilitators by the RIH Foundation, a group of midwives, physicians and registered nurses in Kamloops came together to offer free online group education to

pregnant individuals and families who have recently had a baby. The goal was to provide evidence-based advice covering a variety of topics, combined with peer support and social networking opportunities to enhance personal skills and social connection in a safe, accessible manner, via ZOOM.

Since inception last fall, this program has been a huge success. These workshops were offered in three separate series, hosted on a weekly basis over a six-eight week period. During this time, registrants had the opportunity to engage with and hear presentations from lactation consultants, physiotherapists, car seat technicians and many other maternity experts. Facilitators and guest speakers covered a range of topics including infant safety, postpartum body and mental health, nutrition, breastfeeding, labour and birth and more. So far, there have been 158 registrants, this number is expected to grow as awareness of the program builds. The RIH Foundation has enthusiastically committed to fund this for another year.



RIH Foundation's gift to Open Door Group results in the completion of a new facility for participants in the Gardengate Horticulture Program.

RIH Foundation's gift to Open Door Group has contributed to the completion of a spacious, safe place for participants in the **Gardengate Horticulture Program**. Gardengate is a program that serves people living with a mental health diagnosis who live in the Kamloops community or are currently living at the Interior Health Authority's (IHA) Southhills Tertiary Residence. Having a large, open space has supported the necessary adjustments needed to manage COVID-19 in the workplace, but also provides a less constrained closed environment that some people find impacts their mental health. The new facility boasts a brand new commercial kitchen where the program's life skills workshops take place, along with an open multi-use flex space and private office for client consultation. The building was designed and constructed with sustainable energy principles and was completed in the fall of 2021 – a final piece to this was installed in the spring of 2022 with a large solar energy installation.



LEGACY GIFT BENEFITS ENTIRE INTERIOR HEALTH REGION

A thoughtful estate gift to the RIH Foundation resulted in a project to upgrade heart monitors across the entire Interior Health region, improving patient access to important diagnostic testing and enhancing diagnostic efficiency for physicians and nurse practitioners treating heart conditions.

A heart monitor also known as a Holter monitor is a diagnostic test that monitors cardiac rhythms via continuous electrocardiogram (ECG) tracing over 24 hours or more. With collaborative efforts between IH and the RIH Foundation, 275 Holter monitors were purchased and distributed amongst 31 sites offering these services across the region. Old equipment, still within its operational life, was donated to other areas in need. "Without the support of the RIH Foundation and their donors, this project to this extent would not have been possible," said Interior Health Vice President of Clinical Operations, Dr. Shallen Letwin.



One grateful patient, Samantha O'Callaghan explains, "I couldn't be happier to hear about the Holter monitor upgrade project benefitting sites across the entire Interior Health region. Being 27 years old with unstable chronic arrhythmias, the importance of evolving and up-to-date technology is of utmost importance to my long-term care. I couldn't be more grateful for the increase of my quality of life that Holter monitors have brought with their assistance in diagnosing and ultimately treating my chronic heart condition."



To hear Samantha's full story, flip to the next page.

The impact of this legacy donation is greater than we could have ever wished for and will extend far beyond the walls of Royal Inland Hospital. Legacy gifts like this 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 RIH Foundation can also be named as a beneficiary on a registered investment account or life insurance policy. Please contact the RIH Foundation or a professional advisor if you would like to learn more about supporting RIH in your estate planning.

A STORY FROM THE HEART

At the vibrant young age of 8, life is beaming with moments of laughter and play, where living in the present is the only priority and there is little else to worry about. This was especially the case for young Samantha O'Callaghan on the day of her aunt and uncle's wedding rehearsal in Brooks, Alberta. Samantha enjoyed complete bliss as she twirled around the dance floor, absorbing every bit of love and excitement in the air that day. Everything seemed perfect, until suddenly she went into cardiac arrest. She was rushed to Brooks Health Centre where specialists performed life-saving measures. After close monitoring and numerous tests, nothing seemed out of the ordinary. Doctors informed Samantha's family that this was only a chance occurrence.

"The strongest hearts have the most scars, and I will always be appreciative of the scars I have, thanks to the life-saving team at RIH and the strength they have given me throughout this journey."

– GRATEFUL PATIENT, SAMANTHA O'CALLAGHAN

Fast forward to the age of 13, Samantha was enjoying a sunny day in Kamloops while participating in a track and field event when she collapsed, yet again. After spending extensive time in both the Royal Inland Hospital and BC Children's Hospital, doctors determined that she had a form of sudden arrhythmia death syndrome (SADS). Without treatment, this caused her heart rate to rapidly increase and then suddenly stop without notice. To control this, specialists started her on a series of beta-blockers and heart steroids. After years of use, this solution took a toll on her body and led to extreme fatigue. As Samantha transitioned into adulthood, specialists granted her permission to stop taking the beta-blockers. While this drastically helped restore her energy levels, she began to experience dramatic episodes

of presyncope - the feeling that you are about to faint.

Despite everything, Samantha was determined to overcome her challenges and pursue a career as a paramedic. As a requirement to get into school, she had to undergo in-depth physical testing. During her medical analysis, doctors at Royal Inland Hospital noticed an irregularity in her Holter monitor data, indicating a potential second degree heart block. She was referred to Kelowna General Hospital for a pacemaker assessment. Specialists in Kelowna concluded that it was likely an anomaly on her monitor and deemed she was medically fit to proceed with her career. About a year into working, Samantha experienced a major episode of

presyncope that caused complete vision loss while returning home from a medical conference. Again, this resulted in her being rushed to Royal Inland Hospital.

While in the hospital, Samantha experienced yet another episode of presyncope but this time it caused all her monitors to trigger a "code blue" medical emergency because she went into cardiac arrest. It was through this experience that she had her first encounter with cardiologist, Dr. Shawn Pun. Samantha was astonished by his level of dedication and professionalism when it came to her healthcare needs. She said, "He genuinely listened to my every concern and did a remarkable job of taking into account all of my symptoms prior to making any healthcare recommendations." Dr. Shawn Pun and the



team of medical staff working on her case determined that Samantha had a third-degree heart block and recommended that she get a dual-chamber pacemaker put in right away. She was sent to St. Paul's Hospital where doctors carried out the medical procedure.

Following the operation, the episodes of presyncope ceased and for the first time in Samantha's life, she felt what it was like to live without a debilitating heart con-

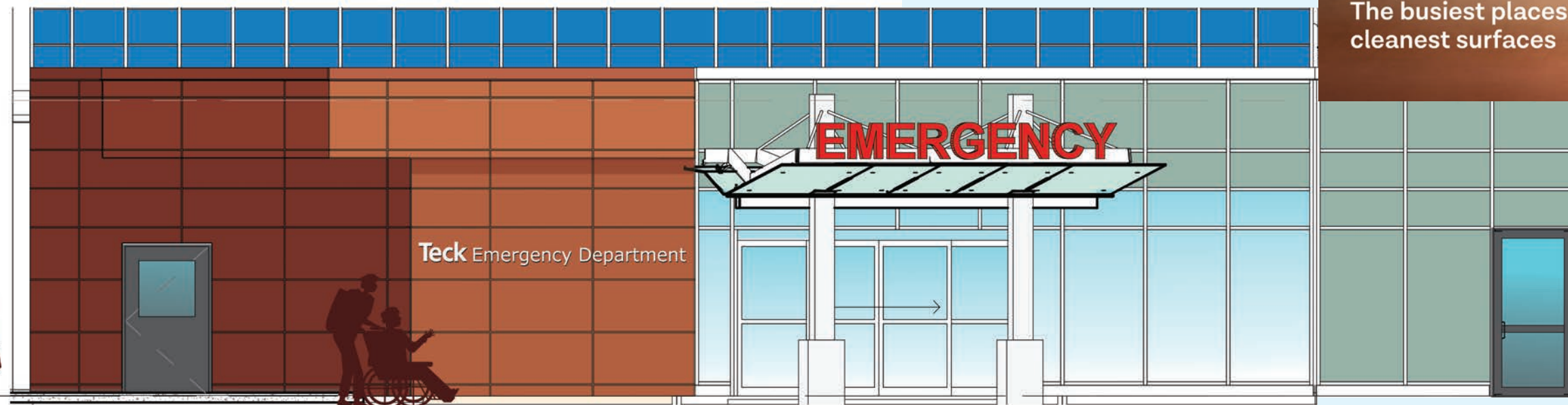


dition. Three months later, she blessed her family with remarkable news: she was pregnant! During her entire pregnancy, she was completely free of any complications and on March 3rd, 2019, she gave birth to her beautiful baby boy, Tazman.

A couple of months after giving birth, Samantha started to experience heart palpitations and found herself frequently visiting Royal Inland Hospital, once again. During this time, another cardiology team member, Dr. Suman Dhese worked closely with Samantha and determined that she

had supraventricular tachycardia (SVT) which explained her arrhythmic heartbeat. The incredible cardiology team at Royal Inland Hospital got her on the list to receive a cardiac ablation. Dr. Dhese discovered that she had an arrhythmia called atrioventricular nodal re-entrant tachycardia (AVNRT) which is a type of SVT resulting from abnormal electrical impulses being produced within the heart. Upon this discovery, she was given an atrioventricular node modification and has not required any further medical procedures.

Not long after, Samantha became pregnant with her second child, Aliza Amanda Betty Boisclair, who was born as healthy as ever on September 20th, 2021. "One of the greatest gifts in life is the ability to create life itself and thanks to the medical support staff and cardiologists at RIH for giving me a renewed chance at life, they have given me the greatest gift of getting to create two lives of my own," explains Samantha. As a bright and brilliant young woman, she thoroughly enjoys everything life has to offer, especially when it comes to spending precious time with her family.



Copper & Health

The busiest places need the cleanest surfaces



Copper Surfaces

> Copper surfaces are naturally antimicrobial and have self-sanitizing properties that are proven to continuously kill bacteria that cause infection.

> Research has proven antimicrobial copper eliminates up to 99.9% of harmful bacteria within two hours.



Reducing Healthcare-Acquired Infections

> Antimicrobial copper surfaces have been installed in more than 300 healthcare facilities around the world in order to combat HAIs.

> More than 220,000 patients contract an HAI while receiving care in Canada annually, and between 8,000 and 12,000 of these patients die as a result.

> It is estimated that the adoption of antimicrobial copper across the healthcare system could save thousands of lives and up to \$1 billion each year.

TECK'S COPPER & HEALTH PROGRAM DRIVES INNOVATION AT RIH

Royal Inland Hospital's emergency department is one of the busiest in British Columbia's interior. As one of the main referral hospitals in the region, it serves over 225,000 British Columbians. Due to our geographical location and the endless assortment of year-round outdoor activities available to the public, RIH's emergency department cares for a large number of trauma patients varying in age and acuity. Whether being dropped off by ambulance, helicopter, or arriving on foot, this is the first place people in distress go for help.

Last year, Royal Inland Hospital's emergency department treated over 73,000 patients, seeing an average of 165 visitors per day. Specialized medical teams are on site 24 hours a day, ready and eager to work together to provide exceptional care to every person who comes through the doors. For this type of acute care to be possible, our healthcare teams must have leading-edge tools and equipment to do their job efficiently and effectively, in an environment conducive to their well-being

and productivity. We must continuously strive for ways to remain at the forefront of innovation. With the help of Teck's Copper & Health program, we are doing just that.

Teck is an organization that genuinely cares about the people and communities they are entrusted with. Teck's Highland Valley Copper mine is located 50 kilometres away from Royal Inland Hospital, and recognizes the importance and value of this regional hospital to the health and safety of communities throughout the region. This April, Teck generously invested \$2.5 million into the redevelopment of

"Through our Copper & Health program, Teck is helping to make communities safer through the use of antimicrobial copper in healthcare spaces. Royal Inland Hospital provides critical services for communities throughout the Interior and we're very proud to make this important contribution supporting the health and wellbeing of healthcare workers, patients and the public for years to come."

– DON LINDSAY, PRESIDENT AND CEO, TECK



RIH's current emergency department to become the Teck Emergency Department. Through their Copper & Health program, they have committed to installing antimicrobial copper on high-touch areas and equipment throughout the newly renovated space as an innovative solution to reduce infection risk and drastically improve patient outcomes.

TECK'S COPPER & HEALTH PROGRAM

Every day, high-touch surfaces present health risks to the public. But copper surfaces can help.

Teck is committed to raising awareness and advocating for the use of antimicrobial copper as an innovative solution to healthcare-acquired infections (HAIs), as well as infections resulting from bacteria spread in busy public spaces.

Through the Copper & Health program, Teck seeks to improve health outcomes for people and communities while also raising awareness about the important role that mining and metals play in our everyday lives.

There is no commercial benefit to Teck from the increase use of copper in healthcare or public spaces, as the total quantity of metal required is extremely small.

THE POWER OF ANTIMICROBIAL COPPER

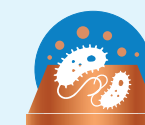
Copper has unique antimicrobial properties and is proven to continuously kill bacteria that cause infection. When installed on high touch surfaces, copper will eliminate up to 99.9% of harmful bacteria within two hours. Including

bacteria that causes HAIs and common diseases like staph infections and E. coli.

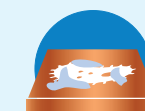
It's safe for people and the environment, and is the only solid metal touch surface registered as a public health product by Health Canada and the U.S. EPA.

> How Copper Kills Bacteria

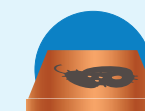
Copper destroys the genetic material contained within bacteria that allows for replication, preventing the development of drug-resistant superbugs.



Copper ions on the surface are recognized as an essential nutrient and enter the bacteria cell.



> Copper ions interfere with normal cell functions and membrane integrity.



> When excess copper binds to the enzymes, the bacteria can no longer breathe, eat, digest or create energy.

Visit [CopperStopsTheSpread.ca](https://www.copperstopsthespread.ca) to learn more.

TOGETHER WE RISE CAMPAIGN ENTERS PHASE II AS PLANNED

With the opening of the new Phil and Jennie Gaglardi Tower this past summer, the 2nd phase of the renovation and site expansion project has begun. The RIH Foundation has committed to funding the multi-phased project while also raising funds to support Royal Inland Hospital's ongoing needs, through annual commitments.

TOGETHER WE RISE The Together We Rise Campaign continues on as Heidi Coleman and her RIH Foundation team aim for \$35 million to fulfill their promise to the hospital and our community.

The finished tower includes single-patient rooms, each with their own washroom, as well as new operating rooms, a mental-health and substance use unit, new labour and delivery rooms, a neurosciences and trauma unit, a rooftop helipad and more.

The tower also features a Cultural Wall painted by Indigenous artist Chris Bose, representing the traditional territory of the Tk'emlúps te Secwépemc, along with the other nations that rely on RIH, including the Métis, Tsilhqot'in, Dākelh Dené, Nlaka'pamux, Northern St'at'imc and Syilx.

PHASE I

PHASE II

Phase II of the site renovation and expansion will include a new Teck Emergency Department, expanded post anaesthetic recovery (PAR) and a new pediatric department featuring a Ronald McDonald Family Room.

TECK EMERGENCY DEPARTMENT

The new Teck Emergency Department will be nearly 70% larger than the existing unit and will include 73 private treatment spaces. The new design will improve functionality and flow to help increase efficiency and better serve patients requiring these acute services.

This state-of-the-art unit will also include a new entrance featuring an expanded triage area and new care initiation spaces; helping to gain quicker and more efficient access to the care our community needs.

Mental health services were also at the forefront of the design of this department. An expanded treatment area for patients requiring this care will be available – as well as space for their families to support them.

New vascular and echo procedure rooms will be adjacent to the recovery areas, benefitting patients needing diagnosis and assessment.

POST ANAESTHETIC RECOVERY (PAR)

Post anaesthetic recovery (PAR) is essential to recovery for those who have recently received surgery. This newly renovated unit will include more recovery spaces; making it possible to add surgical operations. With the recent announcement of more surgeries to come in the hospital, many other factors come into play, such as the need for more post anaesthetic recovery bays.

PEDIATRICS AND RONALD MCDONALD FAMILY ROOM

The new pediatric department will offer single patient rooms that are more conducive to longer term stays. The children receiving care in this department will now have access to shower facilities and there will be more spaces for families to stay by their side.

The department will also have a renovated outpatient space. This will help improve the quality and efficiency of care by having a designated space for patients who do

not need to be admitted to the hospital for treatment.

Through a generous \$1 million donation from an anonymous donor, we were able to create a Ronald McDonald Family Room in the hospital for our regional communities. Current considerations include a kitchen, shower, living room, laundry facilities and one bedroom – designed to alleviate some of the hardships that out of town families face while their little ones are in hospital.



EVENTS



Local winners of our Taking Date Night to New Heights Lottery, enjoying their view from the Ralph and Linda Emsland Family Helipad.



Taking Date Night to New Heights Lottery luxury picnic set-up for our winners on the 5th floor terrace in the Phil and Jennie Gagliardi Tower.



Kamloops Blazers Teddy Bear Toss.



For every goal Logan Stankoven scored during the Blazers hockey season, Dearborn Ford donated \$50.00 to the RIH Foundation.



2022 Zimmer Autogroup Luxury Auto Lotto winners driving away in their brand new Mercedes-Benz CLA250 4Matic Coupe.



The South Central Trucking and Industry (SCT&I) Golf Tournament in support of the RIH Foundation has been running since 1997. This annual golf tournament has raised over \$2.3 million since inception. We are deeply grateful to our loyal committee and supporters for making this possible. Pictured here (left to right) is the 2022 South Central Trucking and Industry (SCT&I) Charity Golf Tournament Committee: Christopher Goss, Jeremy Gauthier, Jeremy Isabelle, Graham O'Connor, Marisa Bertoli, Rona Kozak, Ron Popove, Darren Walker, Shanah Skjeie.

RIH FOUNDATION
Building the Best!

PRESENTED BY
SUNCOUNTRY TOYOTA

BROADCASTED BY
RADIO NL 610 AM
Local • News • Now

To our incredible healthcare professionals - we see you, we hear you, we appreciate you!

The annual Radiothon, presented by Sun Country Toyota and broadcasted by Radio NL 610 AM, started in 2014. Volunteers answer incoming donation calls at this event in support of the RIH Foundation. With over \$1 million raised cumulatively, this event sheds light on some of the amazing care offered in Kamloops. Grateful patients and healthcare professionals share stories about recovery and resilience.



Group photo of the South Central Trucking and Industry (SCT&I) Charity Golf Tournament original committee members. Pictured left to right: Ron Popove, Jim Munden, Hugh Sutherland, Stella Black, Debbie Clark, Bob Selman, Christopher Goss, Jeremy Gauthier (SCT&I Chair), Shanah Skjeie (RIH Foundation).

RIH FOUNDATION

ICCHA-WISH FUND Date Feb 28, 2022

PAY TO THE ORDER OF **Susan Johnson** \$ **11,500**

Eleven Thousand Five Hundred Dollars / 100 DOLLARS

50/50 DRAW **AL PATEL**

MEMO

Since 2007, with donor support, the ICCHA/Wish Fund has raised over \$1.6 million for healthcare excellence at Royal Inland Hospital. Founder, Al Patel (pictured here), along with directors, Anil Parekh, Amrita Ebata, and Dr. G.B. Gowd, are very proud of the new ICCHA/Wish Coronary Care unit at RIH and look forward to continuing to support ongoing cardiac needs for our region.

PAYING IT FORWARD

\$100 FROM EVERY SALE SUPPORTS THE

RIH FOUNDATION

Every summer, Kamloops Ford Lincoln donates \$100 from the sale of every vehicle to support pediatrics at Royal Inland Hospital through their annual Pay It Forward program.

K97.5 CLASSIC ROCK

TOYS FOR KIDS

K97.5 Toys for Kids brought a whole lot of Christmas magic to children in the community! Proceeds raised on this day, benefitted the pediatric department at Royal Inland Hospital.

3RD PARTY EVENTS

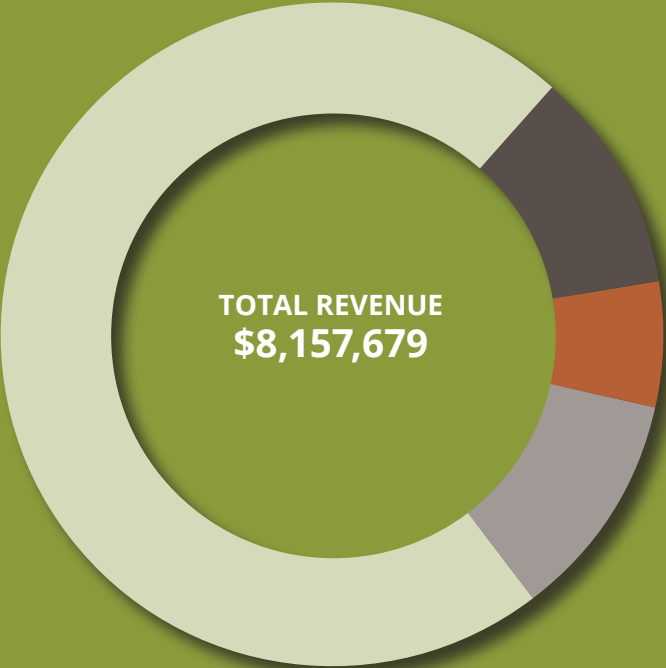
- Bright Eye Brewing Ltd. - Fundraiser for Breast Cancer
- Cayden John Desjarlais Tribute Fundraiser
- Cobs Bread - Raising Dough to Support RIH
- Colombo Lodge - Kick Off to Summer Drive Thru Picnic
- Dave Robinson Memorial Fund
- Dearborn Ford - Logan Stankoven Goal Fundraiser
- Guru Nanak Fund
- ICCHA/Wish Fund
- Kamloops Blazers Teddy Bear Toss
- Kamloops Exhibition Association Provincial Winter Fair
- Kamloops Ford Lincoln Pay it Forward

2022 Evening of Giving hosted by Atlas Steak + Fish benefitting cancer care and the Afternoon Auxiliary Free Hat & Wig Lending Bank at Royal Inland Hospital, a program dedicated to helping cancer patients feel like themselves by providing free hats and wigs to those undergoing treatment.

- Kamloops Holiday Foodie Box
- McGowan Park Elementary School Fundraiser
- Norkam Senior Secondary School Class Fundraiser
- Petland Kamloops - 25th Anniversary Fundraiser
- South Central Trucking & Industry Charity Golf Tournament
- 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
- Breakfast with Santa

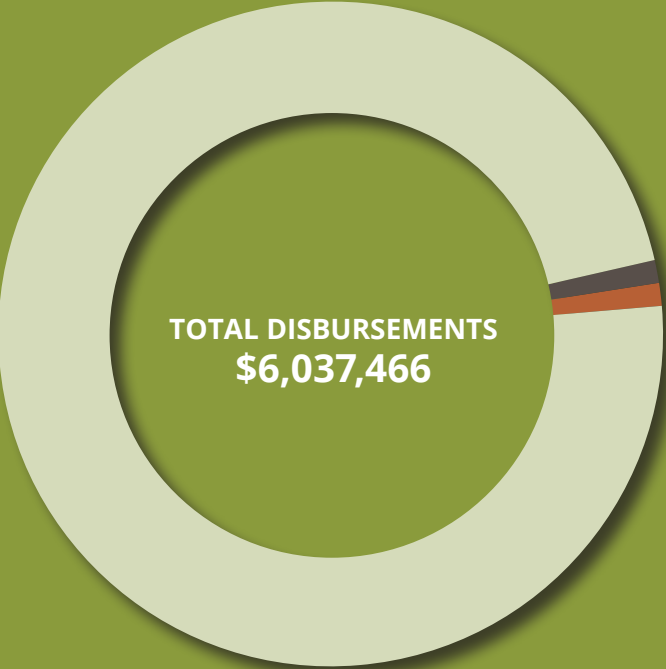
FINANCIALS

Financial statement of revenues, expenses & grants for the 12 month period ending March 31, 2022



** Includes-3rd Party Events, RIHF Events, In Hospital Fundraising, Memorials/Tributes & Catchment.*

Please note that the investment income and RIH catchment revenues were not significant enough to report this year.



OUR DONORS

Donors who gave \$1,000 or more between January 1 - December 31, 2021 are recognized here with our sincerest thanks.

250,000+
Afternoon Auxiliary to RIH
Gaglardi Family
Estate of Clint Hilliard
Estate of Catharina Anna Humphrey
Estate of Louise & Leo Smith
Teck Resources Limited

\$100,000-\$249,999
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The Stollery Charitable Foundation

\$50,000-\$99,999
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Estate of Rosa Rogers
Eileen & Merv Storzuk
Kim Storzuk Fitzpatrick & Merv Storzuk
Kenneth & Elna Strand
Teck Highland Valley Copper
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Allan & Janis Zuk

Memorial gifts demonstrate a time-less commitment for all who look to RIH for care - now and in the future. These gifts fund patient care equipment and other special programs that promote healthcare excellence in our region. These memorial gifts were made in memory of the following people between January 1 - December 31, 2021.

Sean Acheson
Diane Alexander
Bernadette Faith Anderson
Valerie Andrew
Rodney Arthur
Mario Astorino
Micheline Astorino
Gary Awrey
Jean Barron
Jack & Muriel E. Beecher
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Max Zahir
Mary Zanni
Lois Vera Zart
Kevin Zuk

The RIH Foundation donor walls (Memorial Wall & Wall of Honour) have moved to make way for the new expansion of the Teck Emergency Department. We invite you to visit our new Gallery of Gratitude located in the atrium of the Phil & Jennie Gagliardi Tower. The Gallery of Gratitude will be installed November 2022, and is specially designed to highlight the commitment many thoughtful and generous donors have made to healthcare excellence at RIH. This gallery is comprised of three different walls; including the **Annual Giving Wall** - featuring donors that have given \$1,000 or more, community fundraisers and donations made in memory, in the last calendar year, the **Wall of Honour** - recognizing the generous contributions of individuals, businesses, organizations and community groups who have donated a total of \$10,000 or more to the RIH Foundation in the last 10 years, and the **Celebrating Life Memorial Wall** - honouring loved ones who have passed away.



RIH FOUNDATION STAFF

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Chief Executive Officer
- Karen Binas
Development Coordinator
- Marisa Bertoli
Marketing & Communications Specialist
- Kristy Buchner
Director of Donor Relations
- Rona Kozak
Development Coordinator, Special Events
- Denise Newton
Director of Finance
- Shanah Skjeie
Director of Development
- Jenna Vanderburgh
Director, Annual Giving



(Left to right) Rona Kozak, Denise Newton, Kristy Buchner, Marisa Bertoli, Heidi Coleman (CEO), Shanah Skjeie, Jenna Vanderburgh, Karen Binas.

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Senior Manager, MNP

ACKNOWLEDGEMENTS



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