





MESSAGE FROM

The Executive Director

Heather Scott

In difficult times, Langley rises.

Amid a global pandemic, you, our donors, found new and extraordinary ways to give, to show compassion to others and strengthen the morale of patients and hospital caregivers.

Early in 2020, the health crisis gave us the opportunity to protect each other. Wary of infection, Langley residents stayed home, wore masks, sanitized, and social distanced in public.

Then you reached out, and your own capacity to give transcended the figurative borders of quarantine.

It was an eventful year. The hospital's new MRI suite opened in December 2020, a move that helped ease waitlists and led to more prompt diagnoses, and in early May we opened the doors to the hospital's spacious, modern Skidmore Family Emergency Department.

The community rallied around Langley's own hometown heroes, from those who clean the hospital, keeping the virus at bay, to our frontline medical professionals.

Through gifts of food and beverages donors helped fortify hospital staff during their long and stressful working hours. You gave generously of volunteer time and through online galas such as Dorothy's Shopping Basket, our annual charity golf tournament, community events and personal fundraisers.

Your generosity equipped the hospital's respiratory services team with three new ventilators—life-saving equipment needed in every unit of the hospital, from pediatrics to the emergency room to the surgical suite.

Our specialists in women's health, pediatrics and surgery have also benefited from your generosity this year. Donations of new equipment made a significant impact on the efforts of caregivers and worked to ease waitlists and backlogs.

Patients in the Intensive Care Unit, medical and surgical units, and in the hospital's long term facility were kept safe thanks to a germ-fighting robot which emits ultraviolet light to kill COVID-19 and other micro-organisms that may linger on surfaces.

These are just a few examples that show how philanthropy can be an effective tool to make a difference in the community.

Thank you for your determination. Thank you for your compassion and your efforts to ensure our health care teams, allied professionals and staff have access to the tools they need to take care of Langley residents.

Your capacity to give so much, in volunteer time and financial gifts, continues to impress all of us here and inspire other community members to join your efforts.

2020/2021 ANNUAL REPORT



Nolan Clark, Rise CPA



Liz Bailey-Connor, First West Credit Union



Rebecca Darnell,
Darnell & Co. Law & Mediation



Peter Fassbender,Fassbender Consulting Ltd.



Phil Jackman,

Power Earth Enterprises and

Vulcan Metal Works



Balraj Mann, BM Group



Ryan O'Shea, Miracon Development



Robert Renaud, McDonald's Sarocemas



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Wanda Williams, Langley Memorial Hospital Auxiliary



Doug Simpson, CBM Lawyers



Dr. Leo Wong, St. Luke Family Practice



Tracy Fortino,First West Credit Union



Dr. Navneet Sidhu, Langley Memorial Hospital



Barb Stewart, Langley Memorial Hospital Auxiliary



Blair Qualey,New Car Dealers Association of BC

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Memorial
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In 2021 our Board of Directors welcomed new directors Tracy Fortino, *First West Credit Union*, Dr. Navneet Sidhu, *Langley Memorial Hospital*, Barb Stewart, *Langley Memorial Hospital Auxiliary* and Blair Qualey, *New Car Dealers Association of BC*, to the Board.

Learn more about our board at LMHFoundation.com/board

The Board

Over the last year, the term 'pivot' has become a fitting buzzword, used to capture how we've cultivated resilience and adapted to unexpected challenges. That term is as appropriate as ever today, as we reflect on the changes to how health care is being delivered, and the feedback our supporters have provided on where they feel our support is most needed when it comes to caring for Langley residents.

Langley Memorial Hospital Foundation works best within partnerships that include donors, health care providers and community members on the shared path to excellence in public health.

We know there is more to do. Forging more partnerships, and collaborating with new community partners for fresh campaigns and innovative projects will expand our reach beyond the confines of traditional health care, outside the walls of the brick-and-mortar hospital campus.

For example, we're launching a new campaign this year to build Foundry Langley, a youth-oriented hub of mental health, medical and social supports designed to transform the lives of young people today so they can pursue stable, fulfilling lives in the future. We've explored the details of our exciting new campaign in these pages.

We take on initiatives like this in a spirit of community growth, to create a healthier, more resilient Langley.

Our community's positivity and compassion fuels my optimism for the year ahead. On behalf of board members and the Foundation staff, thank you for walking alongside us on this journey.

Michael Leggatt, Board Chair

FOUNDATION ACTIVITIES



Annual Initiatives

17.6%

Major Gifts & **Legacy Gifts**

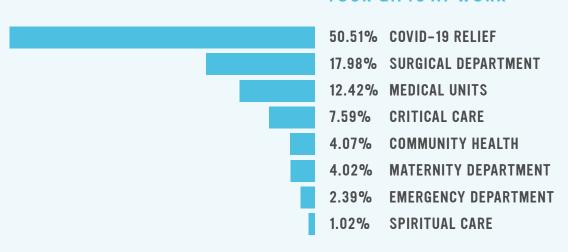
Parking & Investments

Signature Events 3.3%

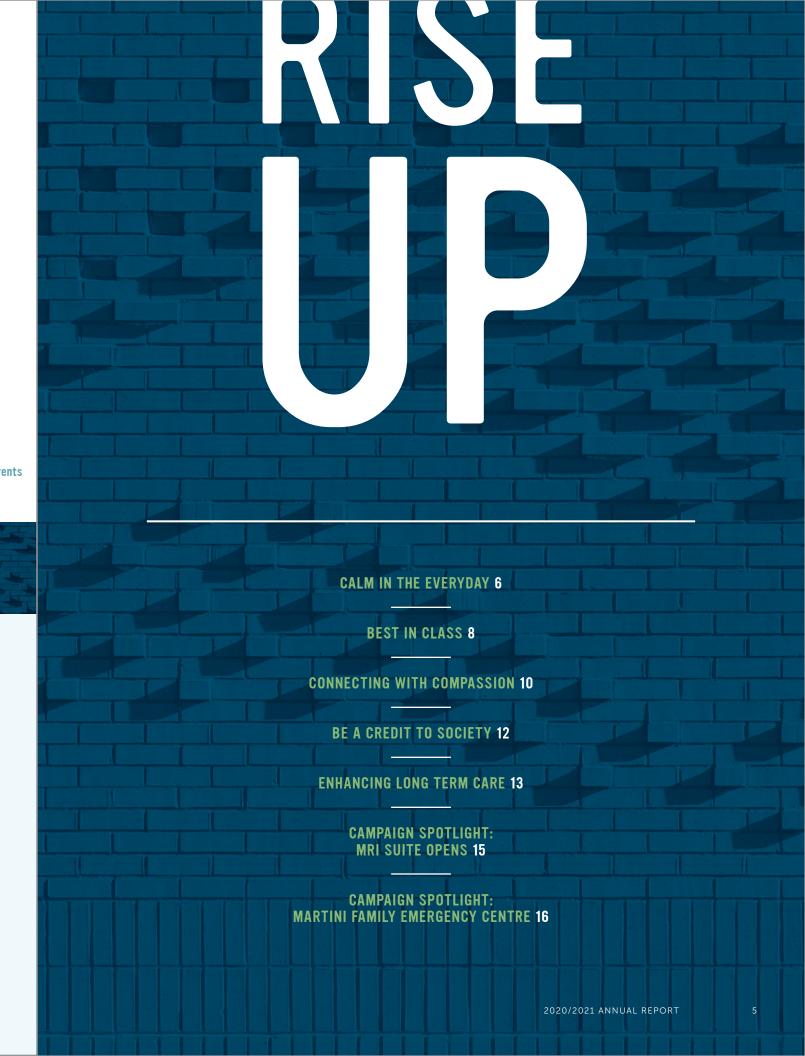
0.3% Independent Community Events

2020/2021 Financial Overview 2020/21 \$7,507,400

YOUR GIFTS AT WORK

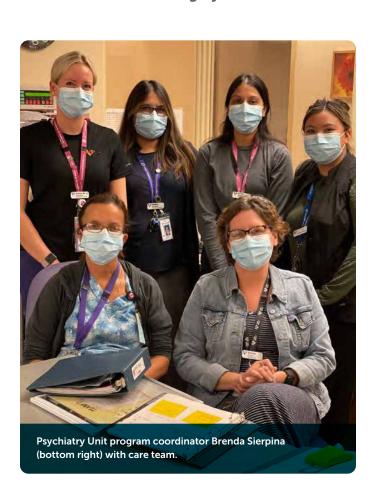


PLUS! \$3.9 million disbursement to the Emergency Response Campaign for the MRI suite!



Calm in the Everyday

Donors help ease pandemic stress for Langley's most vulnerable



The lingering effects of a state of emergency, brought on by a global pandemic, was a challenge for most of us. But for those living with mental illness, the stress and isolation of quarantine can magnify these feelings many times over.

It takes a collaborative team of professionals and the generosity of Langley Memorial Hospital donors to help quiet the noise and anxieties, maintain ties to community, and help restore stability for Langley's most vulnerable citizens.

The hospital's 22-bed Psychiatry Unit has been running at full capacity since the beginning of the pandemic, says Monica Pfenniger, Clinical Program Manager at LMH's Psychiatry Unit, which treats patients coping with the effects of depression, psychosis, schizophrenia and bipolar disorder.

During the pandemic, many of the services that once helped them—counselling, occupational therapy and housing support, for instance—were either postponed, restricted, or pivoted into the virtual world.

"It was difficult for many people," she says. "There was more anxiety and fear in general, and as time went on, people were finding it difficult to access services."

However, donors' gifts made life for patients a little easier during their stay at the unit, thanks to purchases of new gym equipment, including a simple rower and elliptical machine to provide light exercise; six lounge chairs and three sensory rocking chairs to help with rest; and six iPads to connect patients to loved ones when physical-distancing measures forbade in-person visits.

The chairs, rockers, rower and elliptical machine are simple, unadorned pieces of gear but that minimalism illustrates why they're so appropriate for the unit. The smooth, flat design eliminates distraction and there are no lightweight parts that can be removed, damaged, or used in an attempt to self-harm.

Thanks to donor generosity, Psychiatry Unit patients have access to resources that foster connection and calm, including iPads, fitness equipment, and rockers, as shown here by clinical program manager Monica Pfenniger (left) and Tanessa Allen, recreational therapist (right).





"These pieces must meet the criteria for safety on a mental health unit ... no cords, nothing so light that can be picked up and thrown," says Pfenniger.

Similarly, the sensory rockers are crafted plainly, a deliberate design to provide easy comfort while also providing therapeutic benefits, allowing patients to control their own repetitive, soothing movements.

"In the sensory stimulation world, the sensory rockers come highly recommended. They offer another way to be calm, to rock, or to meditate, instead of just sitting in a chair or watching TV."

Program coordinator Brenda Sierpina said the rockers were occupied quickly.

"They're very popular, often being the first choice for patients," she says.

The donated iPads also proved to be essential to patients' peace of mind.

The iPad tablets are equipped with the FaceTime app that gives patients more opportunities to communicate with their loved ones. At a time when visitors and care packages were restricted at the hospital to maintain infection control, virtual connection offered a panacea that patients needed desperately.

"The iPads offer a significant sense of connection."

Tanya Gabara of Gateway Casinos and Entertainment Ltd, one of the donors that helped with the rockers and iPads purchases, says her organization's philanthropy is tied to its longstanding connection with the hospital.

"We are thrilled to build on our existing relationship with the Foundation to ensure our community remains healthy and vibrant," she says. "The relationship we have with Langley Memorial Hospital is one we are very proud of."

While donors' gifts of comfort, exercise and connection are essential elements to everyday care in the Psychiatry Unit, Monica Pfenniger also gives credit to the unit's team of professionals.

The teamwork and collaboration between LMH's nurses, social workers, therapists, occupational therapists, physiotherapists, psychiatrists, alongside mental health supports in the community created a concerted standard of care far greater than the sum of its parts.

"This is a great team. They're extremely collaborative and they've been very resourceful."

Best in Class

Langley Surgical Team Excels in Challenging Times

In March 2020, Langley Memorial Hospital's surgical care staff faced a challenge they never expected, a provincial mandate they never thought they'd hear, and bore the impact of a global pandemic they never could have imagined.

Now, nearly 20 months later, when Dr. Jason Archambault and the hospital's surgical care team reflect on their working lives during the COVID-19 pandemic, they see the struggle, long hours and sacrifices it took to work through—and out of—the crisis.

On March 16, 2020, the provincial government announced that about 30,000 non-urgent elective surgeries across the province would be postponed, and a further 24,000 new surgeries would be postponed or relegated to a waitlist.

While care teams across BC re-adjusted, the surgical team at Langley Memorial braced for more work, as they took in patients transferred from other hospitals.



Much-needed surgical equipment has helped LMH's surgical team, including surgeons Dr. Kimberley Suvajdzic and Dr. Jason Archambault (L to R), keep up with demand and ease waitlist backlogs.



"There was a trickle-down effect, as surgeries were cancelled everywhere," says Dr. Jason Archambault, who heads the surgical department at Langley Memorial.

Not only was the team directed to take any overflow from across the region, the surgical team members found themselves on standby, in case the pandemic grew so dire that the hospital itself had to be transformed into one that could welcome COVID-19 patients.

While they were able to continue cancer and emergent surgeries at LMH's surgical unit, Dr. Archambault says, "some of our busier services such as joint replacements in orthopedics and cataracts were all shut down for a couple of months. Those surgeries have long waitlists at the best of times, so it did impact things significantly for a long time."

During the height of the pandemic, Dr. Archambault and the surgical team often worried that quarantine directives kept too many people away from the hospital—even if their illnesses may have warranted a visit.

"There were people who said they didn't want to go to the hospital until the worst was over. They said, 'I don't want to go until I get my second shot' or 'I heard there is COVID-19 in Langley,' and that was understandable," he says.

"But we worried about people not going to their [General Practitioners]. We worried about whether some illnesses were going to be found (at a late stage), when their prognosis is more serious, all because they haven't been able to get to the hospital."

May 2020 brought some relief: the BC government released a recovery plan to fund more capacity in hospitals across the province, hiring and training of staff, to clear up waiting lists and re-schedule cancelled procedures.

Across BC, about 164,000 patients were re-scheduled for surgery between May 18 and Nov. 12, 2020. About 8,000 hours of operating room time were added, compared to the same time last year, to help clear the backlog.

Eventually Langley Memorial Hospital's surgical teams felt some relief as well. Dr. Archambault says extra anesthesiology and nursing assistance, and a surgical schedule expanded from four to five days a week all helped build capacity.

Over the summer, surgical teams at LMH worked longer hours to help clear up all the pressure on the waitlist.

"Some of it we have caught up with, but not completely," Dr. Archambault says. Usually in the summer we slow down, but there's a big push to keep to a regular rate rather than a summer slowdown rate."

That work continues on pace thanks to donor generosity. Over the year 2020-21, Langley donors recognized that the surgical team needed to work efficiently and safely and helped the hospital purchase several essential pieces of equipment, such as video cystoscopes, which allow surgeons to see clear images during procedures; and endoscopes, which allow for smooth, efficient procedures.

Thanks to donors and his team's hard work, he sees brighter days ahead. Indeed, recent numbers suggest that during a six-month period last year, patients waiting for surgery more than 52 weeks dropped from 154 to 16—a 90 per cent drop.

"We have increased capacity, and recovery has been good," says Dr. Archambault.

KISE UP



Making the decision to move a family member into a long term care facility is always difficult.

Deciding to do so at the start of a global pandemic was all the more difficult for the Hamlin family.

Family matriarch Norma, celebrated her 99th birthday on November 8, 2020 in her new home at Langley Memorial Hospital's Rosewood long term care home following a tumble serious enough for her to need hospital care and for her family to have a serious discussion about her long term and specialized care needs.

"She was in her own place—we'd take turns living with her—but she had a fall just after St. Patrick's Day and was in the hospital for three weeks," recalls Norma's daughter, Kate Wright. "We tried to put it off as long as we could," noted Norma's son, Jack Hamlin.

Between the pre-existing diagnosis of dementia and her deterioration after the fall, Jack and his two siblings had to face the reality of their mother's health issues.

"There comes a time when you realize—when you know—she'll be better off in a place where they can give her full time care," Jack says.

Kate and Jack remember how difficult it was, knowing their mother didn't really want to be in long term care.

"It was really difficult for her, and for us," Kate says.
"Everybody had a hard time with it—when she says
'I don't want to be here, I want to go home to my
house,' it can be so hard."

COVID-19 pandemic and resulting restrictions did not make the transition any easier, however the challenges brought on by the pandemic heightened the Hamlin family's appreciation for the care at Rosewood, one of Langley Memorial Hospital's four long term care facilities.



You see and hear all these stories in the news about COVID and patients in long term care homes and we're just so relieved she's in a place like Rosewood...

"The people who work there are absolute saints," says Jack.

In fact, many Rosewood staff members have even taken to calling her by her nickname, 'Mama Lou.'

"Whatever we need, they're happy to do it. They've managed to keep COVID-19 at bay—knock on wood—and go out of their way to help, even with all the COVID-19 rules and restrictions."

Kate agrees. "They're really all so great (at Rosewood). They've all really helped make the transition easier during such a difficult time."

When her mom moved from Langley Memorial Hospital's medical unit into Rosewood, Kate says the medical staff was helpful, easing the transition for Norma and the whole family.

"They kept us informed at all times. We had a meeting with all the doctors and staff and they went through everything with us," she says.

Regular window visits help lift the spirits of everyone in the family. With Norma's room at street level, family members are able to visit with her outsider her room every day if they want.

"We got Mom a phone so we can talk to her while we see her. The staff are great, they'll always help her if she needs it," Jack says, noting how Norma brightens right up when she is visited by Jack and his wife Gisele or Kate and her husband Greg, and especially when she sees her grandchildren and great-grandchildren outside.

With the use of an iPad donated through LMHF, Norma can also enjoy regular FaceTime sessions with her son Jim, his wife Jodi, and their family in Calgary.

Through all the difficulty, Norma's sense of humour remains intact.

"One thing my Mom really misses is not being able to get her hair done," Kate notes.

"She misses her curls—every time (she's on FaceTime) she'll say 'Who's that old bat in the corner? Take that off of there!'"

While Norma's children still struggle with the separation they're grateful she's in good hands.

"You see and hear all these stories in the news about COVID and patients in long term care homes and we're just so relieved she's in a place like Rosewood," says Jack.

"They are so kind to us, and to Mom. Whatever she needs, they take care of it right away. We really can't say enough how much we appreciate all they do for her, every day."

Be a Credit to Society

Words generous donor strives to live by

Alice Kennedy has a long history of being involved in the community.

Though COVID-19 restrictions slowed her volunteering efforts, the dynamic 80-year-old's passion for her community is as strong as ever, as she continues to volunteer at a blood donor clinic. It came as no surprise to those who knew her when she was named Langley's 2011 Senior of the Year in 2011.

Born in Alberta, she moved with her family to a dairy farm in South Langley, attended elementary and high school in Langley, and earned a teaching degree at University of British Columbia before teaching for many years back in her hometown of Langley.

There, she settled down with her husband George, and started a family. Today, her eldest son, Scott, is deputy fire chief for Langley City and her youngest, Brent, is Chair of Anesthesiology in Northern Ontario.

She recalls a conversation with Brent that startled her—and set her on a philanthropic path.

"When COVID started, he told me they didn't have enough PPE (personal protective equipment), I couldn't believe it," she says.

"So I donated \$1,000 to his hospital towards PPE and thought I have to do the same for my community, for Langley Memorial."

That generosity inspired her to meet with her financial advisor and Langley Memorial Hospital Foundation to discuss donating through securities gifts. She learned she had several options to give via investments such as shares, mutual funds, government bonds and more.



Her donation of \$32,000 to Langley Memorial Hospital helped to fund a bladder scanner (her late husband, George, had bladder cancer) and a vein finder, in memory of her friend Jean Gregson, who was the oldest living person with cystic fibrosis before she passed at 77.

Kennedy encourages anyone who is thinking of donating to the hospital foundation to consider gifts of securities either now or in one's Will.

"When you live in a community, you should be community-minded," she says.

"My one prayer for both my boys was 'Let them be a credit to society,' and they are. I really believe that supporting your community and being a credit to it is a lifelong commitment."

The Impact of Small Gestures

New fund helps delirium patients in long term care

The Delirium Working Group, made up of interdisciplinary specialists, works to improve care for patients experiencing in-hospital delirium. (Photo taken before COVID-19)



It's the little things in life that can make all the difference, whether it's a thoughtful call or text, a kind word, or unexpected help when it's needed most.

For most people, the COVID-19 pandemic is a trying time—mentally, emotionally and for many, financially—as people worldwide face the struggles posed by a virus that has restricted the ability of people to gather, socialize and travel.

For many patients with dementia and delirium issues, it is confusing and disorienting.

"Imagine somebody with cognitive impairment or delirium: they don't really know what's going on. Because of the pandemic, at first there were no visitors and now, essential visitors only. That alone was a huge change," says Dr. Joy Liao, a geriatrician at Langley Memorial Hospital. "For (patients like) them, all of a sudden, their family members aren't there and everybody, including the staff, are constantly wearing PPE—masks, gloves and gowns—that they weren't before," she says.

Also, many patients with cognitive impairment in long term care can't see or hear well, a challenge that face masks and shields have exacerbated, making communication more difficult, says Liao.

Dementia is a slow, progressive decline of memory and other thinking skills, whereas delirium is a sudden onset of confusion that affects short-term attention and cognition, often with accompanying acute medical illness, she notes, and many patients with dementia are at greater risk for delirium and those with weak sight and hearing are particularly vulnerable. (continues next page)



tassels and other things to fidget with and prevent patients from pulling out the IV line that the sleeve covers up.

"We're in head-to-toe PPE, their family is not at their bedside, and if they can't see or hear us that well, they can have difficulty expressing themselves. If they're afraid or anxious or tired or hungry... it comes out as acting out," says Liao.

That agitation "often leads to an increase in medications as well as physical restraints, which is not the best thing for (patients) and can make them more anxious and afraid."

When Dr. Liao and the Delirium Working Group noticed patients were more agitated more often, during the start of COVID-19 pandemic, they reached out to Langley Memorial Hospital Foundation for help.

The LMH's Delirium Working Group, an interdisciplinary group including doctors, RNs, LPNs, specialists in physical therapy, ICU and surgery, meets monthly to improve care for patients who experience in-hospital delirium.

The Foundation responded to the need with a new initiative— the LMHF Creative Therapy Fund, to support activities that keep these patients

better engaged and help staff education at the hospital.

Such activities can be as simple as 'Busy Bags', Ziploc bags filled with activities like crosswords, crayons, fidget spinners, playing cards, stress balls and toys.

"Busy bags give [patients] something to do, especially when they're isolated in their rooms because of infection protocols," says Liao.

The working group also hosts initiatives such as Geriatric Boot Camp, 'lunch and learn' style sessions to help all levels of hospital staff to better understand the needs and care of patients with cognitive impairment.

"We're just trying to raise awareness about this very vulnerable population we have in hospital who could benefit from creative therapy tools that will hopefully help give them a better in-hospital experience," Dr. Liao says.



Emergency Response Campaign makes improved urgent care dream a reality for Langley

A New MRI Suite Opens!



Patients in Langley and across the region can now access important care through magnetic resonance imaging (MRI) exams and benefit from shorter wait times, thanks to the newly opened MRI suite for Langley Memorial Hospital.

The MRI suite began to welcome patients in December 2020 and "is a game changer for our hospital and our community," according to Langley Memorial Hospital Executive Director Jason Cook. "It helps us strive toward 'better health-best in health care' in Langley."

"Our admitted patients will no longer need to be placed on stretchers, often in pain or discomfort to travel by BC Ambulance and nurse escort, to another site for their MRI."

The suite will allow patients to get the diagnostic support they need close to home and will alleviate the high demands placed on neighbouring communities' MRIs.

The MRI suite was made possible in part thanks to a \$4 million investment from generous donors of the Foundation's *Emergency Response* campaign.

A new MRI suite in Langley represents more than just improved diagnostic capacity. It represents hope for thousands of patients every year. It represents the pride and ownership the community feels over local health services and improvements in quality health care facilities that Langley residents have long deserved.



With almost three times the treatment room compared to the old department, the space boasts:

- **◆** Five separate treatment zones to ensure efficient use of staff resources
- ♣ Greater number of patient treatment bays from 31 to 49
- ♣ Chair bays for better comfort of patients who don't require a full stretcher
- ★ Two trauma bays with room to accommodate up to five stretchers in cases of mass trauma
- ♣ A new dedicated, separate treatment area for patients with mental health and substance use needs
- ♣ A separate waiting area and treatment rooms for the specialized treatment of children
- ♣ A new entrance that separates walk-in patients from those who arrive by ambulance
- ♣ A decontamination area and an isolation room for the safe treatment of everything from COVID-19 arrivals to chemical farm accidents

Thanks to the community's extraordinary generosity—donating \$17 million toward the project—the Emergency Department opened with the latest and the best medical equipment, such as:

- ♣ Portable X-ray
- **◆** C-Arm X-ray
- **◆** Ultrasound
- ♣ Portable vein finders
- ♣ Portable work stations for patient consultation

\$3.9 million disbursement in 2020/2021 to the MRI suite

Our disbursal commitment is based on project completion. The Foundation made its first *Emergency Response* campaign disbursement in May 2021 and will continue payments until September 2022.







KISE UP

2020/2021 **Honour Roll**

It's an honour to celebrate donors who have supported health care at our hospital and in our community in our 2020/21 fiscal year, including all the donors who made a commitment to our Emergency Response campaign.

\$1 MILLION +

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\$100,000 +

The Laurie Carlson Family and Laurmel Holdings Darcy and Manjit Gill Langley Memorial Hospital Auxiliary Marcon Group of Companies

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