



PATIENT GUIDEBOOK

2023

THIS COPY IS YOURS TO KEEP.



STEVENSON
MEMORIAL HOSPITAL

Please be advised that due to COVID-19, some information in this handbook may have changed.
For the latest information, please visit www.stevensonhospital.ca

**SMH
By the
numbers
2022-23**

**566
Births**

**8,228
Non Invasive
Cardiac Exams**

**12,718
Inpatient
Days**

**34,534
Emergency
Visits**

**20,709
Diagnostic
Imaging
Xray**

**4,232
Surgical
Procedures**

**3,681
Dialysis
Treatments**

**5,602
Ultrasounds**

**23,303
Outpatient
Clinic Visits**

**3,540
Mammographies**

**7,671
Computed
Tomographies**

**155
Physicians/
Midwives**

**Our Vision: Setting a New Standard
in Community Hospital Care**



Welcome Message from the President and CEO

For almost 100 years, Stevenson Memorial Hospital has been the heart of this community, providing high quality, compassionate care to young and old.

We are pleased to have eased some of our visitor restrictions as a result of COVID-19 demand stabilizing. Our staff and physicians have continued to provide excellent health care services while remaining safe, following infection prevention and control best practices. We are also pleased to have welcomed back our SMH Auxiliary volunteers to our hospital, complete with a new gift shop Treasures & Treats.

Please note that masks are still required to be worn in the hospital to keep our most vulnerable patients safe. Thank you to our community members for your understanding and support as we work together to keep our facility safe.

As we continue along a path of growth, innovation and change, it is important to highlight the progress that has been made with our plans to revitalize Stevenson Memorial Hospital. We received our Stage 2 approval for redevelopment in March, 2022 and have announced our primary consultants for design on the project, Kasian Architecture.

With the growth in population we are experiencing in our area along with our dated 1964 infrastructure, we must expand and revitalize for our community today and for generations to come. We have begun to take steps towards this vision of a new and revitalized Stevenson Memorial Hospital and we are excited about the future. Construction could start as early as 2025 on the new expansion, so stay tuned for more updates regarding this update at www.stevensonhospital.ca

We cannot be successful with our redevelopment plans without the support of our community. Please visit www.transformingstevenson.ca to donate towards the SMH Foundation's *Because of you, we can* Capital Campaign in support of our redevelopment project. This is an investment in your health care and the future of your community hospital. Your donation will help us raise the \$43 million Campaign goal that will help fund our redevelopment, new equipment and technology. I can't think of anything more important.

We are pleased to share some of our updates and innovations with you in this patient guidebook – a report to our community. We pride ourselves on our commitment to providing high quality, compassionate care.

Jody Levac

President and CEO

Please note: We are constantly changing to meet your needs. Information presented here may be subject to change.

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Our Vision, Mission and Values

Vision:

Setting a New Standard for Community Hospital Care.

Mission:

Promising Progress, Pursuing Perfection.

Values:

- **Integrity:** We adhere to the highest ethical principals.
- **Compassion:** We respond to our patients’ needs with empathy.
- **Accountability:** We are accountable to one another and to our community.
- **Respect:** We embrace the diversity of our patients, staff and community.
- **Excellence:** We support a culture of distinction.

Our values influence how we make decisions and guide the way we work each day with each other, patients and their families. With the help of our communities, Stevenson Memorial Hospital (SMH) developed a Patient Declaration of Values that reminds us of what is most important to the people who depend on us for safe, high quality healthcare services.

Getting Here

Alliston is located on Highway #89, west of Highway 400. Take the turnoff to Highway 89 West and proceed approx 20 kms along the highway into Alliston.

Highway #89 follows Victoria Street, King Street & Young Street as it passes through Alliston.

From the East:

Take Victoria Street to Church Street and turn right. Proceed over the bridge and turn left at Fletcher Crescent. The hospital is located on the right side of Fletcher Crescent across from Riverdale Park. Use the water tower as a landmark.

From the West:

Take Young Street until it ends at King Street. Turn left and continue on King Street past the traffic lights at Victoria Street. Turn right onto Fletcher Crescent (the 1st street past the bridge). The main hospital driveway is the second entrance to the hospital on your left and it proceeds up the hill to additional parking.

Patient and Family Advisors Shaping Stevenson's Future

Everyone has a healthcare story to tell and at SMH our patients' experiences are helping to shape the future. As part of our commitment to providing the highest quality care to this community, we created a Patient and Family Advisory Council to provide input and tell us what's going well and where we need to make improvements.

The Advisory Council represents the community – the people who rely on the Hospital each day. It is comprised of patients and family members, along with staff and physicians who have direct input into policies, programs and practices that affect the patient experience at SMH. Volunteer participants are encouraged to share first-hand experiences and provide advice on all aspects of life at the Hospital including access to services, program and space design, signage and communication.

We are always looking for individuals from diverse perspectives and backgrounds to join the council. **If you are interested in becoming a member of the Patient and Family Advisory Council or want to know more information, please speak to the Patient Experience Coordinator via the contact information below.**

Questions and Concerns?

If you have any concerns, or questions about your experience at Stevenson Memorial Hospital, please send an email to:

Patient Experience Coordinator

Phone number: (705) 435-3377 ext. 2310

patientexperience@smhosp.on.ca

Patient and Family Information

Admitted to Hospital?

What to Bring?

The following items are recommended upon admission:

- Your current Health Card and any additional insurance coverage.
- Photo identification that includes: your name, address and date of birth (e.g. Driver's License).
- Bring all the medications you are currently taking. Once your physician or nurse has seen them they should be sent home with a family member.
- Although we provide patient gowns, you may want to bring pyjamas and a bathrobe. Please bring slippers or shoes that are non-slip.
- You will also need a toothbrush, toothpaste, facial tissue, shampoo and body/hand lotion, comb or brush.
- If you use a hearing aid, bring it with you along with extra batteries and make sure it is insured.
- \$20 - \$25 in cash (which will cover several days of patient telephone activation or approximately one day of patient telephone and television service combined. This fee is paid by patients and/or visitors at Patient Access).
- Newborn - diapers, sleepers and appropriate clothing for discharge.
- Custom designed aids such as walkers and wheelchairs.
- If you use a CPAP machine (Continuous Positive Airway Pressure), please bring it with you.



What to Leave at Home?

- All valuables such as rings, watches, jewelry and large sums of money should be left at home.
- If you have valuables with you ask a relative or friend to take them home for you.
- Stevenson Memorial Hospital is not responsible for money, valuables or other personal property kept in your room, including dentures, eyeglasses and hearing aids.

Upon admission, you should also be prepared to provide information on:

- Your current home address, with postal code and telephone number.
- The name of a spouse, partner or next of kin and information on how they can be contacted.
- Any allergies you might have to food, medication or other substances.
- Valuables brought into the hospital.

Your care is our priority, let's be partners! Don't be afraid to ask questions. Asking questions will help you understand:

- What is my diagnosis?
- What are my treatment options? What are the benefits of each option? What are the side effects?
- Will I need a test and for what? Why do I need the test? What will the results tell me?
- What will the medicine you are prescribing do? How do I take it? Are there any side effects?
- Should I continue all of my regular medications?
- Why do I need surgery?
- Are there other ways to treat my condition? How often do you perform this surgery?

Patient Safety

Stevenson Memorial Hospital is committed to patient safety. Please help us keep you safe by following these tips.

For your safety, you will be asked the following questions many times while at the hospital (e.g. when providing care or medications). The information is very important and we will be asking them often.

- What is your name and date of birth?
- Do you have any allergies?
- Are you taking any medications?
- Have you fallen in the last month?

This is an example of how we partner with you to improve patient safety and we thank you for your patience.

Patient Identification

An armband will be placed on you when you register at the hospital. This armband needs to remain on you for the duration of your stay. Your health care provider will check your identity before providing care or medication.

Medications

Be sure to give your health care provider a complete list of all the medications you are currently taking, how much you are taking and how often you are taking them. Include herbal, dietary supplements or over-the-counter medications and any medication allergies.

Allergies

Information about allergies to drugs/medications, foods, the environment or latex (rubber) are important for your care. Please let us know if you have any to include in your health record.

Footwear

We encourage you to wear appropriate footwear while in the hospital. To maintain a safe environment, we try to keep our floors free of objects that might cause you to fall. Please tell a member of your health care team or ring your call bell if your room needs additional attention or if a spill has occurred.

Visiting at Stevenson

Visiting Hours

There have been changes to Stevenson Memorial Hospital's visiting policy due to the COVID-19 pandemic. For the most up-to-date information regarding visiting, please visit www.stevensonhospital.ca

We encourage patients in wards and semi-private rooms to be respectful of both the privacy and the needs of all the patients in the room.

Emergency Room Visits

Stevenson has visiting restrictions in place due to the COVID-19 pandemic. One visitor per patient is permitted in our Emergency Department.

Restrictions may apply for other patients. For more information on visiting Stevenson Memorial Hospital, please visit www.stevensonhospital.ca

We understand patients and families are often frightened and upset. Our team is highly skilled to meet your needs and provide excellent care.

Waiting in Emergency

Patients are assessed by a nurse on arrival in order to prioritize needs. Those who are critically ill or injured will be seen first. The time you are at the hospital may be impacted by your need for lab tests and x-rays, or specialist consultations.

Please remember the Emergency Department may look quiet when it is actually very busy. Staff may be caring for seriously ill patients behind closed doors.

Stevenson has launched an ED Wait Time Clock, which indicates the number of patients being seen, number of patients waiting and the estimated wait time to see a physician. The Clock is available in the ED waiting room and on our website: stevensonhospital.ca

Smoking

Stevenson Memorial Hospital is **100% smoke free!**

As a healthcare facility, we strive to assist in the prevention of medical diseases such as lung cancer and chronic pulmonary diseases, asthma and other respiratory conditions that can be caused by smoking and the effects of second-hand smoke.

Smoking is prohibited in all areas of the hospital including the exterior grounds, parking areas and vehicles. This policy applies to staff, volunteers, students, visitors and patient that are within the boundaries of Stevenson Memorial Hospital.

Transportation

When the need for this travel is not related to the care being provided to the patient by the hospital, it is considered to be “non-urgent” transportation:

- If a patient has an appointment that does not correspond to their hospital care i.e. eye doctor, dentist, etc.
- For patients requiring stretcher or wheelchair transport that can not be accommodated by the family.
- For discharge to private home, long-term care or retirement home.
- For patients with extended benefits, the cost of the transfer may be covered by their insurance company.

When will Stevenson Memorial Hospital Pay for Transportation Costs?

The hospital will pay for transportation (private patient transfer) when an appointment is related to ongoing inpatient medical care (i.e. a specialist consultation at another hospital). If the patient is stable and not confined to bed, family or a substitute decision maker are encouraged to drive the patient.

When Can I Use an Ambulance?

An ambulance is used for emergency, life-threatening and urgent situations or when paramedic care is medically necessary as determined by the hospital. Patients who have a valid Ontario Health Insurance Provider (OHIP) Card are required to pay \$45 for land ambulance or \$240 for air ambulance.

Birthing Suite

As a Level I birthing unit, Stevenson Memorial Hospital provides parents with the environment and expertise that offers a special welcome to the newest member of their family. We offer expert and compassionate care for mothers and their babies before, during and immediately after giving birth.

Your partner or support person may stay with you throughout labour and birth. Our team of health care professionals include midwives, the “Baby Doc Team”, and anesthesia coverage for epidurals and cesarean sections 24/7.

Our goal is to make your childbirth experience as memorable and safe as possible, before during and after the birth of your baby.



Day Surgery and Operating Rooms

Day Surgery

The 10-bed day surgery unit handles 92% of all surgical cases which include:

- Transfusion Therapies
- Orthopaedics (arthroscopy, foot & ankle surgery)
- Ophthalmology (cataract surgery)
- General Surgery (gall bladder, hernia, and bowel procedures)
- Gynaecology (Hysterectomy, D & C and Tubal Ligation)
- Ear, Nose and Throat procedures
- Endoscopy Procedures
- Urology
- Dental Program (Restorations, Extractions and X-rays)

Operating Rooms

The surgical suite is comprised of two operating rooms utilized by a variety of surgeons, one endoscope room and a recovery room. Surgical services are supported by anesthetists and provide services for both inpatients and outpatients. Coverage is provided 24 hours a day by on-call physicians and nurses.

Booked surgical cases happen Monday to Friday from 8:00 a.m. to 3:00 p.m.

In addition, surgical partnerships are in place with Headwaters Health Care Centre in Orangeville, Southlake Regional Health Centre in Newmarket, and Royal Victoria Hospital in Barrie.

The Surgical Outpatient Department also operates a pre-op clinic. This clinic books patients requiring a consult with an anesthetist and nurse prior to surgery to ensure that they are medically stable for the procedure that they are to have.

Diagnostic Imaging

The Diagnostic Imaging Department provides diagnostic exams for inpatients, emergency patients and outpatients. The department completes approximately 40,000 exams per year.

Services include:

- Computed Tomography (CT) – all areas of the human body
- X-ray - procedure of all areas of the body, performed 24/7
- Ultrasound – procedure of general ultrasound, guided breast biopsy, obstetrical, venous Doppler and other
- Digital Mammograms – Ontario Breast Screening Program (OBSP)
- Bone Mineral Densitometry – procedure to test/measure the mineral content of the bone and identify osteoporosis.



Food Services

All hospital common areas, including the cafeteria in the lower level of the hospital, are closed to patients and visitors during the COVID-19 pandemic until further notice.

A coffee/hot chocolate station is available in the main lobby. Snacks and beverages are also available for purchase in the Treasures & Treats Gift Shop.

Laboratory Services

The Laboratory Department provides 24/7 laboratory testing for in-patient and emergency patients. Some services like pathology and cytology are referred out to our partners.

Mental Health Services

The Mary McGill Community Mental Program at Stevenson Memorial Hospital is an outpatient Mental Health program that provides individual and group counselling services to the surrounding community of southern Simcoe County:

- Experienced clinicians who provide counselling and crisis intervention.
- Walk in inquiries are welcome. All individuals are required to be screened at our main entrance prior to entry (hospital and Mary McGill building).
- Individual and group services are offered using a variety of modalities including cognitive behaviour therapy, acceptance and commitment therapy, and mindfulness approaches.
- Two part-time psychiatrists offer consultation upon referral from a family physician.
- The main contact number for the clinic is 705-434-5140.
- The Crisis Team is available 7 days a week 9:00 a.m. to 7:00 p.m.
- Group counselling services are being offered virtually throughout the COVID-19 pandemic. For more information, please call the clinic's main phone line.

Outpatient Clinics

Due to the COVID-19 pandemic, our outpatient clinics have had to make some adjustments to their services. Please visit www.stevensonhospital.ca for the latest information.

Cardiology Clinic

- A Cardiology Specialist is providing consultations virtually.
- Chest pain investigation, cardiovascular disease investigation and management.
- Echocardiography – diagnostic evaluation of the heart and its anatomy using ultrasound.

Chronic Kidney Care Clinic

- Multidisciplinary team monitors patients with chronic kidney disease providing education and medical management.
- Nephrology specialist
- RN/Dietary/Pharmacy/Social Work

Diabetic Education Clinic

Assessment and education for patients with type 1 or 2 diabetes, pre-diabetes or gestational diabetes.

Ear Nose and Throat Clinic

- ENT Specialist
- Support for patients requiring ENT Specialist; ear, nose and throat infections, lesions and inner ear disturbances.

Gastroenterology Clinic

- Gastroenterology Specialist
- Assessment and management of patients with gastroenterology illnesses/diseases.

Nurse Practitioner Clinic

Provides primary care to patients who do not have a primary care provider until patients are able to link to provider.

Ophthalmology

- Ophthalmology Specialist
- Assessment of ophthalmology disease, treatment of minor eye lesions.

Orthopedics and Fracture Clinic

- Orthopedic Specialist
- Assessment for orthopedic disease and injury.
- Fracture clinic provides ongoing management of patients with fractures and extremity wounds.

Sleep Clinic

- Sleep analysis and consultation with Respirologist to diagnose sleep apnea.

Telemedicine Clinic - OTN

- Provides access to specialists at other centers to patients at SMH through telemedicine.

Thoracic Clinic

- Thoracic Specialist
- The Thoracic Clinic has made some adjustments due to the COVID-19 pandemic.
- Assessment and investigation of patients with thoracic / chest abnormalities.

Well Women's Clinic

- Routine health screening and physical assessment
- Focus on health education and promotion

Other Available Services

Referral by primary care provider or specialist required:

- 24 Hour Blood Pressure monitoring
- Pulmonary Function testing
- Therapeutic Phlebotomy

Outpatient Cardiac Monitoring

The Laboratory provides 24 hour Holter monitors, ECG (electrocardiogram) and two-week loop testing. For an appointment please call 705-435-3377 ext. 5133.

Parking

Parking is available at a flat fee of \$10.00 daily, \$32.00 weekly, and \$64.00 monthly (rates subject to change). Compliance is enforced by the Town of New Tecumseth. Parking passes may be obtained at machines located outside in the parking lots and fees can be paid by credit card or using coins. If you require change, there is a bank machine and a change machine located just inside the main entrance. Weekly and monthly passes are available. Passes are only available for purchase by credit card using the machine in the front lobby. Please park only in designated areas and be aware of the helipad restrictions. Vehicles parking in restricted spots (indicated with a green H) must be moved quickly in the event a helicopter arrives to airlift patients.

Pharmacy

The hospital's team of pharmacists and pharmacy technicians provide medication distribution and clinical services to patients using a pharmaceutical care model.

Services include:

Clinical pharmacist services (e.g., medication profile management, therapeutic drug monitoring, recommendations regarding medication therapy, patient counselling, monitoring for adverse drug reactions and interactions).

Drug information

When you arrive at the hospital, please bring a list of your medications with you to help our pharmacists determine the proper course of action.

Physiotherapy

The Rehabilitation Department provides quality, comprehensive physiotherapy services to inpatients with a universal goal to help people reach their full potential following an injury, surgery or a health issue.

Services are provided to inpatients by a dedicated team of physiotherapists/physiotherapy assistants and include:

- Wheelchair equipment for individuals with special needs.
- Provides slings for injuries.
- Assessments to prepare for discharge.
- Provide therapy for Rehab patients.

Outpatient physiotherapy is provided through Physiomed Alliston: (705) 812-6696.

For patients who meet this criteria, treatments will be covered by OHIP.

Volunteering

The SMH Auxiliary is pleased to start recruitment of volunteers again after a hiatus due to the COVID-19 pandemic.

Volunteers/Auxiliary members play an important role in the welcoming atmosphere at Stevenson. They help ensure the hospital is a comforting place for both patients and visitors and that it runs smoothly and efficiently. The work of each and every volunteer is appreciated and valued by hospital staff and the community.

Volunteers are needed throughout the hospital. If you are interested, fulfilling and rewarding roles exist in the following areas:

- Patient Areas
- Emergency
- Ambulatory Care
- Rehabilitation Services
- Dialysis
- Diagnostic Imaging
- Surgical Day Care
- Clinical Units
- Information Desk
- Fundraising events
- Gift Shop and Coffee Corner
- Office Assistance

What do I need to do to become a volunteer?

- Submit an application.
- Complete an interview. Two references are required for each prospective volunteer.
- Volunteers must be 15 years or older and be willing to work a minimum of one 3-hour shift each week.
- Volunteers must complete a Vulnerable Sector Check through the Nottawasaga OPP. The Auxiliary will provide a letter for you to take to the OPP.
- Volunteers must complete a 2-step TB test provided by the hospital (Occupational Health & Safety).
- Training, orientation and parking passes are provided by Volunteer Services.

*Student volunteers are asked to commit to one-year of service.

Contact us to get started.

Getting started is simple. Call the Auxiliary Office at 705 435-3377, ext. 1281 and leave a message. Your call will be returned.





Message from SMH Foundation

At the heart of every community is its hospital, whether we're aware of it or not. Here in Alliston and our surrounding area, many of our friends and family have relied on Stevenson Memorial Hospital for emergencies, lifesaving procedures, or welcoming new faces into the world. And it is because of the strength and generosity of our community that we can continue providing world-class health care to our patients while our population grows faster than we've ever seen.

As we continue to care for our neighbours, both old and new, the Stevenson Memorial Hospital Foundation is at the core of transforming Stevenson into a revitalized, modern hospital. In 2019, we launched our capital campaign, *Because of you, we can* with a goal of raising \$43 million to support the redevelopment of Stevenson Memorial Hospital.

Through this campaign, we will double the size of the hospital through a new, two-storey addition, improve the capacity of our existing services, and purchase new, critical equipment to continue serving our community.

Take our Emergency Room, for example. Originally built in 1964, our ER was meant to serve 7,000 people per year. As you saw earlier in this Handbook, our Emergency Room assisted more than 31,500 members of our community just last year.

Because of you, we can is much more than a catchy campaign name. It is the core of what makes the Foundation's work possible. Most people don't know that government funding does not cover improvement in equipment or other capital expenses. It's because of gifts and support from our donors that this campaign is possible and our goal of \$43 million is attainable.

Because of you, just last year we were able to purchase blanket warmers, improve our database to provide more holistic patient care, provide more than 10,800 days of inpatient care, and continue to meet the needs of our community.

So, whatever brings you to Stevenson, know that it's because of you—and our friends, family, neighbours, volunteers, staff, and donors—that makes what we do possible.

Boris Pavlin

Chair, Stevenson Memorial Hospital Foundation Board of Directors

Stevenson Memorial Hospital and Riverwood Senior Living Launch Transitional Care Program

Stevenson Memorial Hospital (SMH), Riverwood Senior Living retirement residence and Home and Community Care Support Services have partnered to create a Transitional Care Program.

The program provides patients no longer in need of acute health care services an opportunity to transition out of hospital and into a local retirement residence, where they can receive additional rehabilitative services as they await their permanent bed, either at home or in a long-term care facility.

Patients eligible for the program will be identified by the Care Coordinator/Discharge Planner at SMH in consultation with the inpatient unit physician and team. Upon consent received, patients will transition to Riverwood Senior Living from SMH, where a four-bed Transitional Care Unit (TCU) is available. The program allows patients to stay at Riverwood Senior Living in the TCU for up to 90 days free of charge. Services such as physiotherapy, occupational therapy and PSW support will be determined and provided for patients in the program as needed. A nurse practitioner from SMH will also provide follow-up visits with the patient.

“This is an excellent opportunity for our patients to continue to receive support and additional health care services close to home, while alleviating bed capacity pressures in our inpatient units,” says Julia Mullen, Chief Nursing Executive and VP Clinical Services, SMH. “At times, up to 20 per cent of inpatient beds at SMH are occupied by ALC (alternate level of care) patients. We are proud to be a part of this program that supports our patients, community and local partners.”

“We are pleased to host the Transitional Care Unit at Riverwood Senior Living and provide a comfortable environment for those in need of additional rehabilitation services while waiting to transfer home or find a permanent location,” says Ruth Green, General Manager, Riverwood Senior Living. “Our residence offers the space, amenities and additional support that these patients will benefit from as they continue their care journey.”

Additional information about the Transitional Care Program will be provided to eligible patients and families at SMH.





Redevelopment Update

Stevenson Memorial Hospital (SMH) is pleased to announce that Kasian Architecture Interior Design and Planning (Kasian), a Toronto-based full-service planning and design firm, has been awarded the contract to design Phase 1 of SMH's redevelopment project.

With offices across Canada, Kasian has partnered nationally with clients to deliver over 200 healthcare projects across the country. Some of these projects include:

- The redevelopment of Quinte Health Care Belleville General Hospital;
- Current design of the expansion and renovation of the Emergency Department, Fracture Clinic and Cardiac Diagnostic and Arrhythmia Clinic at the Centenary Health site at Scarborough Health Network;
- Design and construction of the new Stanton General Hospital in Yellowknife;
- The new South Health Campus Hospital in Calgary; and
- The Clinical Patient Tower at The Royal Inland Hospital in Kamloops BC.

SMH participated in a Request for Proposal for Architect Services process and appreciates the time and effort of all architectural firms for their submissions towards the design contract. SMH will proceed with Kasian to design the expansion and implement a Build-Finance construction model. SMH will be supported by the Ministry of Health and Infrastructure Ontario as this work progresses.

"We are looking forward to working with Kasian to help bring our vision of a redeveloped hospital for our community to life," says Jody Levac, President and CEO, SMH. "Their work will be critical in this next Design phase, which is Stage 3 of the Ministry of Health's redevelopment process. Kasian's work in designing and planning hospital redevelopments leaves us confident that we will have the hospital that we need and deserve."

SMH's 58-year-old facility was built to manage 7,000 Emergency Department visits and now sees almost 40,000 per year. With residential developments that continue in New Tecumseth and in the south Simcoe region, the population has grown significantly over the years. New Tecumseth is the seventh fastest growing municipality in the country with a 28 per cent growth in population since 2016. SMH has not undergone a redevelopment since the current facility's inception in 1964 and needs this expansion to serve the growing community today and future generations.

Drawing from healthcare experience in all major procurement models, building types and stages, Kasian maintains its steadfast commitment to collaboration with patients, families, clinicians, and support staff to co-create design solutions throughout SMH's redevelopment.

"At Kasian, we believe there is one primary reason to design a new hospital: to improve patient and community outcomes," says Ian Sinclair, Principal-in-Charge/Operations Integration Advisor, Kasian. "The key to achieving this, we believe, is not by simply offering answers, but by having the wisdom and good judgment to ask better questions. This means we are committed unlike anyone else, to bring patients, their families, and staff to the planning table so the building is co-designed by, and for those it is intended to serve," he adds.

Phase 1 of the SMH redevelopment project will feature a wrap-around expansion of the current hospital, doubling the square footage of the current hospital. The Emergency Department will triple in size, featuring a separate entrance and increased, covered ambulance bays. Inpatient beds will increase by 20 per cent with a majority being isolation rooms, following best practices in infection prevention and control. The surgical suite, birthing unit, pharmacy, laboratory and diagnostic imaging units will all be expanded. The repurposing and revitalization of the hospital's current building will become Phase 2 of the project.

The Stevenson Memorial Hospital Foundation (SMHF) launched the \$43 million Because of you, we can Capital Campaign in 2019 in support of the redevelopment project, as well as funds needed to support critical equipment and technology upgrades. Of their goal, \$30 million represents the community share required to be raised for the project. The SMH and SMHF is thankful for the support of several businesses, organizations, local government, individuals and families to date.

The success of SMH's redevelopment is contingent on the community's commitment to raising the funds required for the project. The Ministry of Health requires the local community to invest in and contribute to its revitalized and redeveloped hospital. SMH and the SMHF needs the support of the entire community to ensure this project becomes a reality. To support the redevelopment project by making a donation, please visit www.transformingstevenson.ca.

For more information about SMH's redevelopment project, please visit www.stevensonhospital.ca.

Stevenson Memorial Hospital Phone Directory

Department	Extension
Administration	3200
Corporate Communications	4281
Diabetes Education Bookings	2346
Booking Dept. <i>(i.e. diagnostic imaging, fracture clinic, well women's clinic, Echo)</i>	5133
Foundation	2350
Gift Shop	2244
Health Information Management (Health Records)	1216
Human Resources	3354
Laboratory	4317
Mary McGill Mental Health Centre	5140
Obstetrics/Birthing Unit	2235
OB Clinic (OBGYN & Gynecologist)	5144
OHIP Physiotherapy Clinic	(705) 999-6607
Outpatient Clinic Dept.	2346
Patient Accounts / Finance	3206
Patient Experience	2310
Privacy Officer	1347
Rehabilitation	1217
Sleep Clinic	(705) 435-5800
Volunteers	1281

Community Supporters

This booklet was made possible thanks to the generous donations of our community supporters.

Disclaimer: We thank all the advertisers whose support has made this publication possible. The appearance of the advertisements in this publication should not be taken as an endorsement by our hospital of any particular goods or services and our hospital cannot be responsible for the goods and services which appear in those advertisements.

Chiropractic

Physiomed 20

Eye Doctor

RevitalEyes Med Spa 22

Fall and Injury Prevention

Reno Studios Inside Back Cover

Glasses and Sunglasses

RevitalEyes Med Spa 22

Home Care

Matthews House Residential Hospice (Residential hospice beds) and Visiting Hospice Program 22

Home Modification

Reno Studios Inside Back Cover

Massage Therapy

The Beach House Spa & Wellness 22

Physiomed 20

Member of Parliament

Terry Dowdall MP 22

Physiotherapy

Physiomed 20

Retirement Residences

County of Simcoe 20

Riverwood Senior Living Outside Back

Spa Treatments

The Beach House Spa & Wellness 22

Wellness Packages

The Beach House Spa & Wellness 22

Wellness Programs

Matthews House Community Hospice (Community and day programs) 22

Wigs

Wig Boutique 21

PHYSIOMED®

Living with **PAIN, INJURIES** or **CHRONIC CONDITIONS?**

OUR SERVICES:

- PHYSIOTHERAPY
- CHIROPRACTIC
- MASSAGE THERAPY
- FOOT CARE
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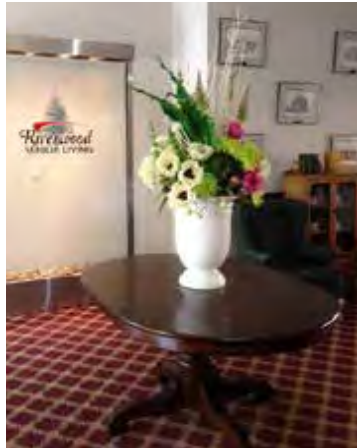
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