



A + FOR YOUR HOSPITAL
GRATITUDE REPORT

2020

In memory of all of the victims of COVID-19...

“You won’t be there, but we will.
We will hold their hand...
until their very last breath.”

– The palliative care team

Respiratory therapist Julie Morasse, at the bedside of Julia R., 56 years old. Photo: Olivier Jean, La Presse archives

YOU ARE A + FOR HÔPITAL CHARLES-LE MOYNE!

During this exceptional year, we heard a lot about healthcare workers—and rightly so. From maintenance staff to medical specialists, nurses and every other worker in the health field. They waged a colossal and unrelenting battle. To quote one of our patients, “They deserve more than our respect, they deserve our love!” But they’re not the only heroes in this pandemic.

YOU are also the heroes in this unprecedented health crisis. As donors, you made it possible for a patient at the end of life to see his loved ones one last time on a tablet before passing away in his intensive care room. You provided surgical gowns and visors to keep our staff safe.

Thanks to you, the patient in the middle of her cancer treatments was able to continue receiving care because you paid for her transportation. You improved access to care by providing a new echocardiogram. These are just a few examples of your incredible generosity.

COVID-19 really put us to the test this year. But you rose to the occasion. You continued to show compassion and caring. You were always there, by our side. By their side. Beside Chantal, Isabelle, Martin, Amélie, Mégane, Normand, Renaud and all the others.

Thank you for also being our healthcare heroes!



Nathalie Boudreau
Executive Director,
Fondation Hôpital
Charles-LeMoyne



Richard Deschamps
President and Chief
Executive Officer, CISSS
de la Montérégie-Centre



Benoit Lemieux
President,
Fondation Hôpital
Charles-LeMoyne

OFFERING PATIENTS QUALITY AND SAFE CARE

Imagine your daily work being turned upside down from one day to the next. Longer and longer workdays, weekends on the job, struggling to keep up with new protective measures... It was a brutal year for medical teams. A year marked by tremendous loss, but also filled with small victories.

This is Dr. Chantal Vallée's new reality. She is one of the faces of the struggle to manage the pandemic at Hôpital Charles-Le Moyne, designated an alert 2 level hospital. She was pivotal in transforming the hospital to accommodate COVID-19 patients. Creating dedicated units, reorganizing patient flows, redefining the delivery of care. A vast undertaking in the blink of an eye.

She was a frontline witness to your unwavering support over the last few months. From new high-tech equipment to free access to TVs and lunch for staff members. So many gestures—made possible with your donations—have been a balm on the wounds of our patients and our teams on the ground.

The role of donors like you, in a pandemic of this scale, was vital over the last year. You ensured the delivery of quality, safe, high-tech healthcare. Care that meets the needs of the population of the Montérégie, and beyond. You protected our teams. You brought families together. Simply put—you had a direct impact on the comfort of our patients and our staff.

“I’m just one
link in an
incredible
chain of
teamwork.”

— Dr. Chantal Vallée

Dr. Chantal Vallée
Internal Medicine, Hôpital Charles-Le Moyne
Professor, Université de Sherbrooke
Head of Medicine, CISSS de la Montérégie-Centre

BREAKING THE ISOLATION OF FAMILIES

“It all started with a small cough and a slight headache. I didn’t want to take any chances—it was time for a COVID test. The whole family tested positive. Then Martin came down with a fever, a serious cough and major fatigue. It was straight to the hospital. The virus moved into his lungs. Diabetes, cholesterol, overweight, sleep apnea. The perfect storm of risk factors. He was transferred to intensive care, and spent four days in a coma.

I was so worried. We were all so worried. But we were three, while Martin was all ALONE with his fear. One day, the girls and I drove to the hospital. We drove around it. We sent him positive vibes from right outside. We talked to him... not in person, but from the car. We hoped that somehow he’d hear us and feel our wave of love.

And I think he did... The next day, we FaceTimed. It was very emotional. A few days later, Super Martin scored a K.O. against the virus. But COVID left its mark: shortness of breath, fatigue... We were scared. He was scared of dying. I was scared of losing him.”

“You’re the heroes in this story! The guardian angels in the COVID unit, aka Covidtown, and Super Martin, who scored a K.O. against COVID!”

— Isabelle

The Lepage family’s story is a testament to the distress of patients and families separated by the lockdown. By financing the purchase of tablets, you broke the isolation of patients. Thanks to you, their loved ones could be by their bedside. You made a huge difference for entire families who were left helpless in their isolation.

Isabelle, 43 years old, Martin, 49, Amélie, 18, and Mégane, 15



“The care Renaud received completely changed his life, and changed our family’s life.”

– Normand



Normand and his son,
Renaud, 16

SUPPORTING THE MENTAL HEALTH OF YOUNG PEOPLE

“I remember getting a call from the principal. I was in a meeting. Things weren’t going well with Renaud. I told him I’d talk to my son that evening. He said, ‘No, this can’t wait.’ I left work in a panic. Renaud was in pieces. We’d hit a wall.”

Renaud was in Grade 8, and his parents were shocked to learn that their son had to be admitted to the Hospital’s child psychiatry day centre. It all started in Grade 7. Panic attacks. Lack of self-confidence. Performance anxiety. Dependent relationships. Dark thoughts. Things were going from bad to worse until the day the school sent them to Emergency.

Renaud admits that if he had not immediately been taken into care for his anxiety, he doesn’t know where he’d be today. Possibly on the verge of dropping out. But then: psychological testing, therapy, academic support. Renaud learned how to cope with the challenges of daily life. And his parents, once at a complete loss, learned how to find the right words. It was a very challenging period, but a necessary one. So much so that Normand decided to make a major donation to help other young people like Renaud overcome their difficulties.

Every day, every month, every year that passes and that we don’t intervene medically to help a young person in crisis comes at an enormous cost. For the young person in distress. For society. Your support was even more vital this year with the increase in demand for mental health support due to the pandemic. Thanks to you, young people found the tools they needed in time to lead a healthy life and to avoid even more serious problems.

YOUR IMPACT

WITHIN HÔPITAL CHARLES-LE MOYNE

EVERY YEAR, THANKS TO THE COMMITMENT AND VISION OF **3,500 EMPLOYEES**, INCLUDING 500 PHYSICIANS AND 1,625 NURSES, ALONG WITH **185 VOLUNTEERS** AND **12,500 DONORS...**

1.5 MILLION

people in the Montérégie have access to quality, safe, high-tech healthcare

198,000 medical imaging tests

10,500 patients treated for cancer

8 research chairs
37 researchers

2,800 internships

389 medical students

31 beds in intensive care

33,000 visits to child psychiatry and adult psychiatry

1,800 newborns

13,000 surgeries

5,000,000 lab tests

115,000 visits to outpatient clinics

533 beds

20,000 hospitalized patients

84,000 visits to Emergency

THANK YOU!
All of this would not be possible without you!

The only hospital in the Montérégie with...



University affiliation



A health innovation research centre



A child and adolescent psychiatry referral centre



An integrated cancer centre



A radiation therapy and brachytherapy treatment centre



A centre offering a full range of hemodialysis treatment



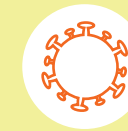
A thoracic surgery department



A blood cancer referral centre



The region's largest biomedical lab



An alert 2 level for COVID-19 patients

Life at the Hospital has changed dramatically over the last year. Visits to Emergency and surgeries decreased due to redeployment. The lives of our patients also changed. Lockdown resulted in a decrease of occupational accidents, injuries and some other viruses.

However, some things, like births, did not change! Therefore, we felt it was important to let you know what your impact is on the Hospital's normal activities in a regular year.

INVESTING TOGETHER IN THE EXCELLENCE OF THE MONTÉRÉGIE'S HEALTHCARE

The crisis we're going through has shown and continues to show us every day the extraordinary power of human solidarity. Your solidarity!

Thanks to the generosity of our donors in 2020, the Foundation raised remarkable sums during this difficult time. Many of you—new donors and old—participated in this effort. A special thanks to our donors and sponsors of the *Classique de Golf Serge Lemieux* presented by RBC, and the *Soirée Dégustation Homard* presented by Desjardins, who remained loyal to us despite the cancellation of these events.

Our heartfelt thanks to all of you for making it possible to do more for our current and future patients —a real + for everyone!



One of our respiratory therapy teams

THANK YOU 503,000 TIMES FOR SUPPORTING THE DÉFI DES GÉNÉRATIONS CONTRE LA COVID

A huge thanks to the 500 people who contributed to the success of this wonderful event! This first-time collaboration between four hospital foundations—Fondation Anna Laberge, Fondation Hôpital Pierre-Boucher, Fondation Hôtel-Dieu de Sorel and Fondation Hôpital Charles-LeMoynes—raised over \$500,000!

You responded overwhelmingly to the call for solidarity from Josée Lavigne and Julie Snyder to ensure patient access to the best healthcare during COVID! And, thanks to your participation in the virtual auction on October 3 and the involvement of Bell Let's Talk, 45 young people from the Montérégie will be attending a one-week therapy camp to develop tools to manage their anxiety. Thank you!

Thank you to our driving forces: National Bank, Lowe's Canada, Jean Coutu, Brunet, Metro, Super C.



Raphaël, patient

CAVE À VIN DES PHILANTHROPIQUES – A SUCCESSFUL FIRST EDITION!

“I’m writing to thank you for having saved my life. One hospitalization wasn’t enough. But at least, I’m here today.”

— Raphaël, who stayed at Hôpital Charles-Le Moynes’s Adolescent Psychiatric Unit

You are one of the compassionate people who supported the mental health of young people in the Montérégie through your participation in the *Cave à vin des philanthropes*, in partnership with Maison Alfred. A huge thank you! Our virtual prestige wine auction, held in November, was a smashing success thanks to you. More than 130 exceptional wines found new homes and we raised \$100,000.

A big thank you to a generous donor who wishes to remain anonymous, and without whom this auction would not have been possible, as well as to all our generous donors of bottles of wine, and to our partners and sponsors: National Bank Financial, Dallaire-Sincennes-Paquet-Beauséjour Wealth Management, Deloitte, FNX-Innov, and Lareau.



Michaël Bensoussan, Gastroenterologist

THE SIMPLE GESTURE OF BUYING A LOTO-LIBERTÉ TICKET CAN CHANGE LIVES!

“Adding new examining rooms is more important than ever, especially since the pandemic has led to a deficit of 100,000 colonoscopies, putting between 5,000 and 10,000 patients at risk of a late cancer diagnosis.”

— Michaël Bensoussan, Gastroenterologist

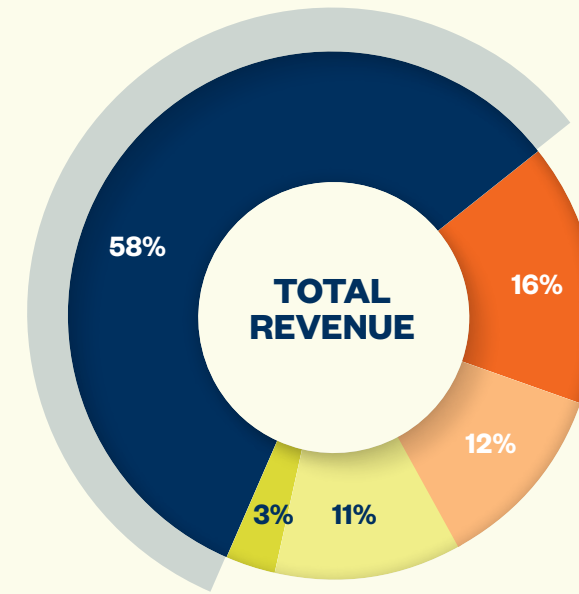
To all our ticket buyers! You are changing lives! The \$90,000 raised is being used to add new examining rooms in the Endoscopy Department. More screening rooms means fewer patients on waiting lists because of your generosity! In a word: THANK YOU! And thanks as well to all the volunteers who sold tickets. You are exceptional!

STATEMENT OF REVENUE AND EXPENSE AND CHANGES IN FUND BALANCE

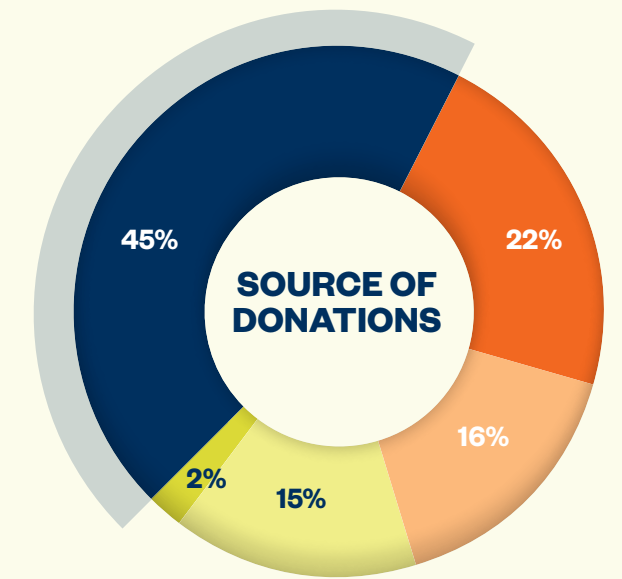
Fiscal year ending December 31, 2020

	2020 \$	2019 \$
Revenue		
Fundraising	3,265,497	3,015,678
Net revenue from commercial activities*	196,401	1,845,881
Net investment income	515,198	655,685
Canada Emergency Wage Subsidy	135,565	-
	4,112,661	5,517,244
Fundraising expenses	375,883	381,067
Total net revenue	3,736,778	5,136,177
Operating expenses	658,219	732,071
Excess of revenue over expense before the next item	3,078,559	4,404,106
Contributions to Hôpital Charles-Le Moyne	1,482,341	2,994,374
Excess of revenue over expense	1,596,218	1,409,732
Opening balance	7,875,019	6,465,287
Fund balance	9,471,237	7,875,019

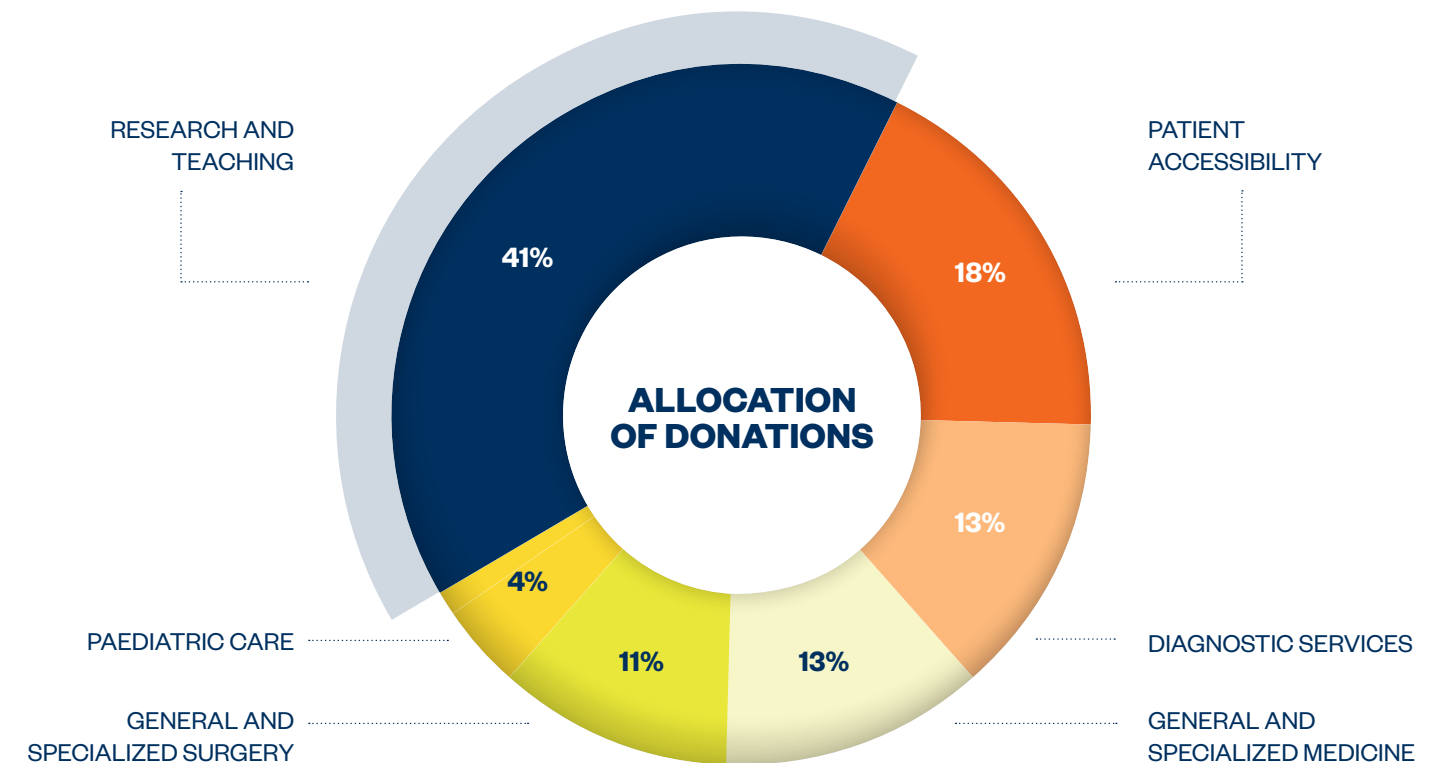
*Assignment of the parking operation agreement on May 31, 2020.



- Fundraising
- Commercial activities
- Investment income
- Benefit events
- Government subsidies



- Annual donations
- Major gifts and planned giving
- Benefit events
- Major campaign
- Partnerships



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YOUR MESSAGES OF SUPPORT!

You have sent us hundreds of messages of support. It was like a little pat on the back for our staff on the ground. A little boost to help overcome the fatigue we faced each and every day. You had a real impact. It was so appreciated by our teams and our patients. Your words of encouragement helped us carry on! Thank you!

+ “I thank the nurses and doctors at Hôpital Charles-Le Moyne from the bottom of my heart for the excellent care my mother received. Being in B.C. made it all the more difficult for me, but knowing that she was in good hands was very reassuring. Thank you.”

– Fiona Hugues

+ “I’m back home. I just got discharged from Hôpital Charles-Le Moyne, and more specifically from COVIDTOWN. I was in intensive care for nine days. Thank God I was placed in the care of the Hospital’s healthcare workers.”

– Mauricio Garzon



+ “I’m so filled with gratitude for your devotion, perseverance and determination. To each and every one of you—all of the healthcare workers—a huge thank you for always being there for all of us. You’re our heroes. Your contribution will go down in history.”

– Sylvie Lacelle

+ “Several members of my family and many of my friends are healthcare workers. I’m with you all, heart and soul. I’m sending out lots of positive vibes and lots of love to all healthcare workers. Bravo for all your incredible work!”

– Manon Lalonde

+ “Dear healthcare workers, There’s nothing I can put down on paper that could possibly capture the wonderful, exemplary and exhausting work that you’ve been doing since the beginning of the pandemic. I can well imagine the fatigue and discouragement that you must feel at times. If you weren’t there to deliver your incredible care, it would be a total nightmare. Thank you from the bottom of my heart. My spouse and I are doing everything we can to not catch this virus and end up in the hospital. I’m sending you great big hugs, full of joy despite everything. Stay healthy. And stay strong. You are truly indispensable.”

– Ms. Filiatreault

On behalf of patients, their families and
staff at Hôpital Charles-Le Moyne,

Thank you!

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Back cover: Cloe Maroil, respiratory therapist

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