

INVESTING IN
**SPIRITUAL
CARE SERVICES
AT MACKENZIE
HEALTH**



THE ULTIMATE SUITS YOU

WE'RE CREATING THE ULTIMATE

The hospital is a place where the fragility of human life is most apparent. Spirituality can be a source of hope, strength and healing in the face of a health challenge.

York Region's population is expected to grow by more than 35 per cent over the next 20 years and become more diverse. There are more than 100 languages spoken here. With this comes the prominence of different cultures, each with their own faith traditions.

Mackenzie Health's community of patients, physicians, staff and volunteers are from many different faith traditions — Christian, Jewish, Muslim, Hindu, Sikh and Baha'i faiths, to name a few.

Mackenzie Health is working diligently to ensure Spiritual Care Services are available for all of these faith traditions and that protocols regarding birth, hospitalization and rituals surrounding celebrations and end-of-life are addressed appropriately for patients and families. We are deeply committed to emphasizing care of the mind and soul, in addition to the physical body.

Mackenzie Health's spaces for Spiritual Care Services must grow to meet the need for these services by our diverse community. You have the power to help advance Spiritual Care Services so that our multi-faith community can seek compassionate support close to home.

We invite you to join us in creating the ultimate.

“Spiritual healing occurs as we begin to consciously reconnect with our essential being — the wise, loving, powerful, creative entity that we are at our core.”

— SHAKTI GAWAIN, WORLD-RENOWNED AUTHOR, SPEAKER, TEACHER AND COUNSELLOR

“Chaplain George, a special thank you for all the times you were so kind, considerate and thoughtful of my sister's needs. For everything you've done and the support you provided me, I am profoundly grateful.”

— AN EXCERPT FROM A LETTER FROM HELEN, FAMILY MEMBER OF FORMER MACKENZIE HEALTH PATIENT

More than

7,500

patients received spiritual care from Mackenzie Health chaplains in 2019*

*We have chosen to report the 2019 figure which best reflects average care levels, as the figure was reduced in 2020, likely because of the COVID-19 pandemic. In the year 2020, 1,350 patients received care from Mackenzie Health chaplains.

SPIRITUAL CARE SERVICES TODAY

AT MACKENZIE HEALTH

Patients and families across York Region have access to a full range of Spiritual Care Services. They can feel confident in knowing that their beliefs and the rites and rituals of their faith will not be compromised when they turn to Mackenzie Health for urgent or emergent needs.

At Mackenzie Health, spiritual care is an integral component of patient care. One is intrinsically linked to the other so much so that we acknowledge the importance of offering the following services:

- A multi-faith chaplain is available seven days a week during daytime hours and can arrange for specific religious support from the patient's faith community.
- After hours and on weekends, a rabbi, imam and Roman Catholic priest as well as other faith leaders are on-call and available 24/7.
- There is a Multi-Faith Room located on Level 1 at Mackenzie Richmond Hill Hospital which can be used for private prayer and reflection as well as weddings, baptisms and other special occasions. There is also a sacred space adjacent to the ICU. Each area has a selection of prayer items including mats, rosaries and books of faith for those who need them.
- A range of worship services, including the Eucharist (Mass) celebrated each Friday morning; an Ecumenical Prayer Service held each Sunday morning; Muslim Friday Prayer Service; and Songs of Faith, a celebration of hymns, prayer and reflection, held on Tuesday mornings.
- During the year, a variety of spiritual and religious holidays are recognized and celebrated through events for patients and learning opportunities for staff.



“Spiritual beliefs can help patients cope with disease and face death. When asked what helped them cope with their gynecologic cancer, 93 per cent of 108 women cited spiritual beliefs. In addition, 75 per cent of these patients stated that religion had a significant place in their lives, and 49 per cent said they had become more spiritual after their diagnosis.”

— AN EXCERPT FROM THE ROLE OF SPIRITUALITY IN HEALTH CARE BY DR. CHRISTINA M. PUCHALSKI, DIRECTOR, THE GEORGE WASHINGTON UNIVERSITY INSTITUTE FOR SPIRITUALITY AND HEALTH (GWISH)



RELENTLESSLY IMPROVING SERVICES

TO SERVE OUR DIVERSE COMMUNITY

Mackenzie Health has emerged as a community hospital leader poised for growth and innovation. With a mission to relentlessly improve care to create healthier communities, we have provided exceptional spiritual care from Mackenzie Richmond Hill Hospital to countless patients and families across York Region and the Greater Toronto Area. But our families, physicians, nurses, chaplains, staff and community partners tell us the future of health care demands more.

The new Cortellucci Vaughan Hospital has increased access to the Spiritual Care Services we currently provide at Mackenzie Richmond Hill Hospital. Today, Mackenzie Health does not have adequate space to match our growing diverse population and to address their various religious and cultural needs. Our community deserves better.

Spiritual Care Services at Cortellucci Vaughan Hospital enhance and complement the program currently offered at Mackenzie Richmond Hill Hospital.

INTRODUCING SPIRITUAL CARE SERVICES

AT CORTELLUCCI VAUGHAN HOSPITAL

The state-of-the-art Cortellucci Vaughan Hospital — Canada’s first smart hospital — features a range of spaces dedicated for spiritual care to serve the needs of a multitude of different faiths.

Spiritual Care Services at Cortellucci Vaughan Hospital serve to honour all faiths and people in our community, bring healing and support for those in need while offering spiritual wellness for staff, physicians and volunteers.

All Spiritual Care Services are grouped together on Level 1 of the new hospital — off Promenade Main Street and close to the Magna Emergency — so patients and families can transition easier and faster between services, and health care providers can collaborate on care plans that link the patient, their family, the hospital and faith community together.



The Multi-Faith Room, a welcoming space for people of all faiths, has ample daylight and access to the Spiritual Care Courtyard.



MULTI-FAITH ROOM

Cortellucci Vaughan Hospital features a Multi-Faith Room that merges the indoors with an outdoor Spiritual Care Courtyard, accessible year-round. With one section of floor-to-ceiling windows, the light-filled and temperature-controlled room has religious items available as well as a podium and dividers that can be moved when needed. The room's contemporary design makes the space welcoming for people of all faiths and traditions, and represents the many dynamics and overall diversity of our community.

A unique component of the Multi-Faith Room is the Wudu Station. This station, situated just outside the Multi-Faith Room, plays an important part in the ritual of purification for our Muslim community in preparation for formal prayers. The ritual involves the washing of the hands, mouth, nostrils, arms, head and feet with water.

The Multi-Faith Room has also been designed to highlight the east wall for prayers and ensure that no one entering the room walks in front of those praying. While the east wall faces the Spiritual Care Courtyard, the windows will have appropriate screening to provide privacy for people when they pray.

In addition to the design features of this room, technological advancements allow worship services and special occasions including weddings, funerals, memorials and naming rituals to be broadcast to patients for those who are unable to leave their beds and can't attend the services in-person.



COUNSELLING OFFICES

With the goal of providing spiritual and emotional support, Spiritual Care Services include counselling by community clergy as well as multiple in-house chaplains. The counselling offices are co-located with Volunteer Services to provide shared administrative support and reception for visitors. In order to protect each person's privacy, the counselling room features a separate entrance and exit.

“Our community’s expectations of their community hospital continue to grow, along with our community itself. I’m excited that through technological advancements, like broadcast ability from our Multi-Faith Room to patients’ rooms, we are enhancing Spiritual Care Services at Cortellucci Vaughan Hospital so that they’re inclusive of and accessible to all patients.”

— KAREN ANDERSEN, DIRECTOR, VOLUNTEER & COMMUNITY RESOURCES, MACKENZIE HEALTH



SPIRITUAL CARE COURTYARD

It has been well-documented that outdoor spaces in hospitals designed with greenery, flowers or water have restorative powers. In his book *Journal of Health Care Design*, environmental psychologist Roger Ulrich showed that views of nature elevate positive feelings and reduce negative emotions such as fear, anger and sadness. In essence, the calming effect of the natural environment helps to diminish stressful thoughts, allowing patients and families to connect to their own spirituality.

Featuring a labyrinth, the 3,000-square-foot Spiritual Care Courtyard, located next to the Multi-Faith Room, is an outdoor reflection space that can be used for spiritual renewal and centering as patients and families cope with change, illness or loss. The fully landscaped area was designed to offer a peaceful refuge among nature and include a healing garden with contemplative features.

The courtyard was also designed to accommodate outdoor services for special occasions such as weddings and baptisms.



PRAYER ROOMS

Immediately adjacent to the main public elevators between the Critical Care Unit and Surgery Department on Level 2 are the first of two Prayer Rooms in the hospital. The second Prayer Room is located on Level 6, right off the main public elevators between the two Medical and Surgical Inpatient Units. These non-denominational, sacred and serene spaces make it comfortable for people of all religious faiths to practice their individual faith rituals while staying close to their loved ones. Closets in each house several religious items, such as prayer books and mats.



SEAMLESSLY INTEGRATED ELEMENTS

Every aspect of the new Cortellucci Vaughan Hospital was designed with patients in mind. Their spiritual care experience here — who they meet, how well they feel cared for, the time they spend with a chaplain or counsellor — will stay with them long after their hospital stay. With this in mind, spiritual care has purposefully been integrated into many areas of Cortellucci Vaughan Hospital.

Using the Patient Entertainment System, patients are able to access broadcasted services of local faith groups from their rooms, in addition to the services in the Multi-Faith Room. Even patient rooms were designed to reflect our multicultural and multi-faith community — the design allows for family members to remain overnight on the Sabbath or High Holidays and beds can be repositioned to face east for those praying in bed or in an end-of-life circumstance.

One of the four main public elevators has a Sabbath mode — stopping at all public floors automatically so that those who observe the Sabbath can visit their loved ones. It also has illuminated lobby signage to advise waiting passengers that Sabbath Service is in effect.



The Spiritual Care Courtyard is a peaceful refuge among nature, allowing patients and families to connect to their own spirituality.

HELP US CREATE THE ULTIMATE

Mackenzie Health Foundation is spearheading the \$250-million Ultimate campaign — the largest fundraising drive led by a community hospital in Canada — to help purchase equipment for Cortellucci Vaughan Hospital and enhance care at Mackenzie Richmond Hill Hospital. Our goal is now within reach. Help us cross the finish line. Your leadership investment will help give our community access to sources of hope, meaning, comfort and strength when they turn to Mackenzie Health in times of greatest need.

If you have any questions about Mackenzie Health's vision for Spiritual Care Services, the Ultimate campaign or to discuss this opportunity in more detail, please contact:

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