

INVESTING IN
SPIRITUAL
CARE SERVICES
AT MACKENZIE
HEALTH



Mackenzie
Health
Foundation

THE ULTIMATE SUITS YOU

EMPOWERING THE ULTIMATE

Mackenzie Health's growing community of patients, physicians, staff and volunteers are from many different faith traditions. We are working diligently to ensure Spiritual Care Services are available to all. Rituals around birth, hospitalization, weddings and other celebrations as well as end-of-life are all thoughtfully and meaningfully addressed for patients and families. We are deeply committed to emphasizing care of the mind and soul, in addition to the physical body.

You can help Mackenzie Health's Spiritual Care Services grow to meet the needs of our diverse community. Join us as we work to expand our Spiritual Care Services so that our multi-faith community can seek compassionate support close to home.

“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

SPIRITUAL CARE SERVICES TODAY

AT MACKENZIE HEALTH

Patients and families across York Region can feel confident that their beliefs and the rites and rituals of their faith will not be compromised when they turn to Mackenzie Health for urgent needs.

At Mackenzie Health, spiritual care is an integral component of patient care. 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, many spiritual and religious holidays are recognized and celebrated through events for patients and learning opportunities for staff.

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 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's mission to improve care and create healthier communities includes providing exceptional spiritual care at both Mackenzie Richmond Hill Hospital and Cortellucci Vaughan Hospital. That's a long-standing commitment we've made to our families, physicians, nurses, chaplains, staff and community partners who tell us the future of exceptional health care is about working to meet a patient's spiritual needs as diligently as we work to meet their medical needs.

As our community grows, we continue to look for ways to expand and improve the spiritual services we offer. Our two-hospital network is bolstering those efforts, making it possible for us to reimagine the way we support people in those moments when they need it most.

Of course, there is always more we can do and we look forward to working with visionary Mackenzie Health supporters like you to expand and improve our suite of spiritual services in the days ahead.



SPOTLIGHT ON 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 faiths.

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

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



The light-filled Multi-Faith Room welcomes people of all faiths and has 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 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.

A unique component of the Multi-Faith Room is the Wudu Station which plays an important part in the ritual of purification for our Muslim community in preparation for formal prayers. The ritual involves 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.

Advanced technology allows worship services and special occasions, including: weddings, funerals, memorials and naming rituals, to be broadcast to patients who are unable to leave their beds to attend the services in person.



COUNSELLING OFFICES

With the goal of providing spiritual and emotional support, our 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.

Did you know provincial funding only covers our capital and operating costs? That means all the leading-edge medical tools we need to serve and support our community are purchased through donations from people like you. Help us stay ahead of the smart-tech curve by making an investment in the ultimate in care — for today and tomorrow.



SPIRITUAL CARE COURTYARD

It has been well-documented that outdoor spaces have restorative powers. In the 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 diminish stressful thoughts, allowing patients and families to connect to their spirituality.

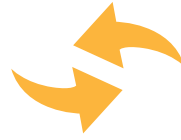
Featuring a labyrinth, the 3,000-square-foot Spiritual Care Courtyard, located next to the Multi-Faith Room, is an outdoor reflection space that can be used for spiritual renewal and centering as patients and families cope with change, illness or loss. The fully landscaped area offers a peaceful refuge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

The courtyard also accommodates outdoor services for special occasions such as weddings and baptisms.



PRAYER ROOMS

These non-denominational spaces welcome 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 Cortellucci Vaughan Hospital was designed with patients in mind so many of our spiritual care services have been integrated into the hospital's leading-edge technology.

Using the in-room Patient Entertainment System, patients can access broadcasted services of local faith groups in addition to services in the Multi-Faith Room. What's more, the patient rooms 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 allowing patients and families to connect to their spirituality.

A photograph of a modern hospital building with a glass and metal facade. The building features several towers and wings. On the left, a tower is labeled 'Cortellacci Vaughan Hospital' and 'Dr. Everett Chalmers Medical Tower'. On the right, a taller tower is labeled 'DAVID BRALEY TOWER' and has a large 'H' logo. A sign for 'EUGENE ROHN' is visible on the lower part of the building. The sky is clear and blue.

HELP US STAY ON THE LEADING EDGE

Mackenzie Health has ushered in a new era of leading-edge health care for western York Region, driven by the power of smart technology and the promise of better patient outcomes.

Join us as we work to ensure our powerful new two-hospital health care network — and the growing number of medical experts who call it home — have the advanced technology they need to save lives, now and in the future.



THE ULTIMATE SUITS YOU

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

Mackenzie Health Foundation
303-955 Major Mackenzie Dr. W. Vaughan, ON, L6A 4P9
T 905-883-2032 **E** foundation@mackenziehealth.ca
MackenzieHealthFoundation.ca

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