



CEO's *Message*

I recently had a conversation with a family who had gathered in the new, comfortable, family-centered seating area in the hospital mall and heard from them about the relief they felt when they spoke to their mother's cardiologist and heard that she would recover from surgery after a heart attack. They were so grateful for the care they received and could not say enough about the first responders through to the RUH Emergency team to the physicians and nurses who were able to provide this life-saving procedure. They were a family who hadn't spent a lot of time in our hospital, or any hospital for that matter, and told me that they now know why people want to be a part of supporting something they feel so passionate about.

The Foundation is often the point of contact for those who want to tell their story of the care and compassion they received while at RUH. We hear both the positive and not-so-positive stories and usually these personal letters and calls are attached to a charitable donation as a thank you. With donor support, we are able to invest the donation into priorities such as the new Electrophysiology Lab through the *Every Heart Matters* Campaign or the just opened Client and Family Resource Centre in our Hospital mall.

November 15th was National Philanthropy Day, a day set aside to recognize and pay tribute to the great contributions that philanthropy—and those people active in the philanthropic community—have made to our lives, our communities and our world. Without exaggeration, Royal University Hospital Foundation recognized thousands of individuals, groups and companies on this special day. Since our inception 27 years ago, we have raised and invested more than \$77.6 million into patient care, education and research at the Royal University Hospital, and every dollar has been a gift from the heart.

On behalf of our Board of Directors and staff, we wish you a wonderful holiday season and thank you for your continued support of our Foundation.

CEO ARLA GUSTAFSON



A Gift of Shares Pays Dividends

Last spring, Faye and Finlay MacKenzie toured the Neurology Department at Royal University Hospital as part of the RUH Foundation's Donor Grand Rounds. Afterward, they donated a gift of shares for the purchase of bedside monitoring equipment for patients with brain seizures. Recently, they went back to see the equipment, now installed, and were touched by the story of a young man who was undergoing assessment for his epilepsy. "It's about the bigger picture," says Faye. "Young people have their whole lives ahead of them."

Pictured (l-r): Neurologist Dr. José Tellez-Zenteno; Monitoring Specialist Dianne Dash; Finlay and Faye MacKenzie; and RUH Foundation CEO Arla Gustafson.

