



Dear [NAME],

2020 has been one of the toughest years in recent history. But no matter the challenges, our extraordinary donors and relentless volunteers have come through with their characteristic grit, courage and compassion. On behalf of the entire Foundation team, I extend my profound gratitude for your care and your commitment.

The holiday season gives us a good excuse to reflect on some of the accomplishments of the past year. As you'll see in the Foundation's [2020 highlights video](#), we stopped at nothing to help St. Michael's tackle the biggest global health challenge of our time.

Our donors gave an astounding \$12 million to our Courage and Power Funds for the hospital's highest COVID-19 priorities in support of frontline workers, scientists and those experiencing disadvantage. And a remarkable 4,114 new donors came on board, thanks to our leadership on COVID-19.

- At the hospital, our brilliant cardiac team performed another [world first, tricuspid valve replacement procedure](#) that hit the headlines and that's giving new hope to patients too frail to withstand open heart surgery. It was donors who made it possible when they gave to an initiative that brought this leading-edge technology to our heart surgeons.
- We congratulate renowned multiple sclerosis neurologist and scientist Dr. Jiwon Oh, who has just been [appointed the new Medical Director of the BARLO MS Centre](#).
- Thanks to prescient investments by donors, we were able to harness Dr. Teodor Grantcharov's OR Black Box technology and the world-leading expertise at the Allan Waters Simulation Centre to minimize infection risks for staff and patients. What they learned also helped developed training protocols for health-care staff across the city.
- Again with support from donors, St. Michael's opened a [satellite dialysis centre in Thorncliffe Park](#) so that patients who rely on our life-saving dialysis services can get treatment closer to home, especially crucial during the lockdowns. And our pioneering kidney transplant team was recognized by [Trillium Gift of Life Network](#) for championing organ donation.
- Our stellar Family Health Team doubled the number of home visits for frail seniors, where they had they chance to ask, "What is the matter?" and as importantly, "What matters to you?" Our teams conducted thousands of virtual wellness check-ins that helped people navigate the health system.
- Meanwhile, thanks to the donor-supported Patient Comfort Fund, our family and community medicine teams provided essential items like food cards, phones, as well hygiene kits and medical supplies for vulnerable patients. They could even help out on a rent deposit for better accommodations for one grateful patient, who wrote, "I will never forget what St. Michael's team did for me." In one staff member's words: "These small amounts of assistance can have large impacts on improving our patients' overall health outcomes."

And through it all, 852 health-care staff were redeployed to help tackle COVID-19. In the words of assessment unit staff who had set up at shelters to test people experiencing homelessness: "Tough times never last but tough people do. Stay positive."

As we look forward with hope that 2021 will bring the protection we need to reunite family and friends, MAP director Dr. Stephen Hwang reminds us to remain cautious: "Given the extremely high levels of coronavirus infection in the community, now is the time to triple-down on being careful and safe. It would be tragic to let our guard down now, just as we can see the light at the end of the tunnel coming in the months ahead."

We wish you a safe and happy holiday, and all the best in the year ahead.

Lili Litwin  
President, St. Michael's Hospital Foundation

P.S. **Please follow us** on [LinkedIn](#), [Facebook](#), [Instagram](#) and [Twitter](#) and stay up to date on the latest developments at St. Michael's Hospital. In the coming months, we will feature our world-class programs, courageous staff and scientists, appreciative patients and generous donors.



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