



Going Beyond for Healthier Communities

William Osler Health System's 2019-24 Strategic Plan is all about *Going Beyond for Healthier Communities*.

William Osler Health System (Osler) shared its new five-year Plan with community members and health care partners during a special three-day Community Expo from November 27 to 29.

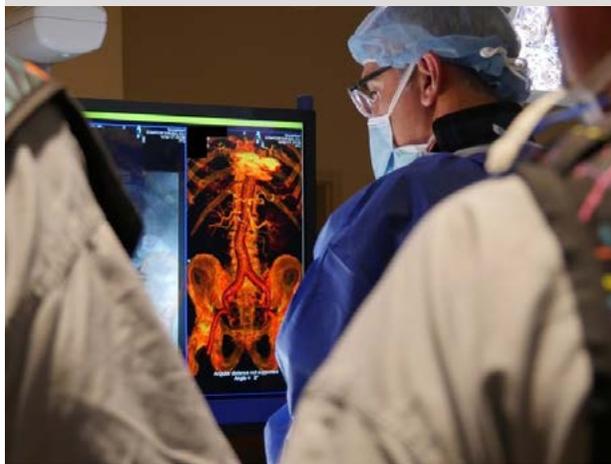
A steady stream of people attended the events at Etobicoke General, Brampton Civic and Peel Memorial Centre for Integrated Health and Wellness, where they chatted with patients, physicians, staff and health

care partners about the Plan and how it will transform the way patients access and engage the health system.

The Plan builds on Osler's commitment to its Vision of *patient-inspired health care without boundaries*, providing a roadmap for how it will continue to *Go Beyond* for patients and families. Learn more and stay up-to-date on Osler's Strategic Plan at www.oslerstrategicplan2019-24.ca.

Pictured above (l-r): David Smith, CEO, CMHA Peel Dufferin; Dr. Brendan Carr, President and CEO, William Osler Health System; Harpal Panesar, Manager, Accounts Receivable, William Osler Health System; and Carmine Domanico, Chair, Central West LHIN Board of Directors connect at Osler's Community Expo event at Peel Memorial.

State-of-the-Art Surgical Suite Opens at Brampton Civic



Brampton Civic's new Endovascular Therapeutics Suite is a life-saving addition to Osler. The state-of-the-art suite, which opened in September thanks to a donation from Orlando Corporation, is the surgical centerpiece of Osler's joint vascular and interventional radiology program. As many as 1,000 patients – including those at risk of heart attack, stroke or amputation – will benefit from having this technology and expertise close to home.

Tips to Fight THE FLU



Flu season is here again. We can't stop the flu from making its annual winter-time trip to our homes, schools and hospitals, but there are things we can do to lessen the impact.

Follow these helpful tips from Osler's Dr. Sergio Borgia, Head of the Infectious Disease Program, to keep you, your family and your community healthy and safe this holiday season.

- 1 Get a yearly flu shot.
- 2 Wash your hands well and often with soap.
- 3 Cover your nose and mouth when you cough or sneeze. Use a tissue, rather than a cloth hankie, or cough into your sleeve in the crook of your arm.
- 4 If you do get ill with the flu, stay home, stay hydrated, rest and avoid contact with other people for at least 24 hours after your fever resolves.



TO GO OR NOT TO GO: A GUIDE TO VISITING THE EMERGENCY DEPARTMENT

When to go



FOR INFANTS/CHILDREN:

If child is vomiting, has diarrhea and won't eat or drink

When baby under three months has a fever over 37.9 C or 100 F

When child over six months has a fever over 38.5 C or 101 F



- ★ Pains or tightness in chest
- ★ Severe pain
- ★ Shortness of breath

Sudden severe headaches problems with vision, weakness, numbness and/or tingling in the face, arm or leg, trouble speaking, or dizziness

When you may not need to go

For laboratory testing you may visit a walk-in clinic or **Urgent Care Centre** that offers these services

Visit a family doctor's office or walk-in for minor problems like:

- coughs and colds
- ★ seasonal allergies
- ★ minor injuries
- ★ more long-standing or chronic medical problems



IF YOU'RE UNSURE
CALL

Telehealth Ontario
1-866-797-0000



Your alternatives



Check with your doctor's office for their holiday hours



Make sure that everyone in your family has enough of their medications to last over long weekends or vacation periods.



This includes inhalers, oxygen, needles, glucose testing equipment, etc.

Family health teams

Family practice offices with extended hours

Walk-in clinics

Telehealth Ontario at 1-866-797-0000

More information:

<https://www.ontario.ca/locations/health/>

Stay informed about the latest news at Osler

Sign up for *Inside Osler*, the hospital's electronic newsletter.



Sign up by email today:

publicrelations@williamoslerhs.ca



CANADA'S BEST
DIVERSITY EMPLOYERS

Same-Day Knee Surgery Launches at Brampton Civic

Eligible patients can have their knee replaced at Brampton Civic Hospital in the morning and be back at home the same afternoon. The hospital launched the same-day surgery program in October, one of only a few community hospitals across Ontario to offer this innovative option. Patients who recover at home report higher patient satisfaction.

Roll with us and double your impact



Brampton Civic and Peel Memorial are in the market for some new wheels.

Wheelchairs are the workhorses of the hospital. Used every day, in almost every department, they must be replaced frequently, at a cost of \$500 each.

Your help is needed to buy more wheelchairs – 100% of the equipment within a hospital must be purchased with donations from the community.

Now is the time to give. For a limited time, every donation will be matched dollar for dollar (up to \$50,000) thanks to a generous gift from a donor. **Your \$250 gift will fully purchase one new wheelchair!**

Donate today. OslerFoundation.org