

COVID-19 EMERGENCY FUND

2020 ACTIVITY REPORT



Homeless shelter for the Centre-Sud area, the former Royal Victoria Hospital, April 2020

Thank you to our donors for making this
\$330,000 emergency fund possible

Fondation 
Santé Urbaine

How did the Emergency Fund get started?

The Fondation Santé Urbaine's annual signature event, the Bal urbain, was to have been held on Friday, March 13, 2020. **The event had been in the works for months, and should have raised over \$100,000** to support the Integrated University Health and Social Services Centre (CIUSSS) of the Centre-Sud-de-l'Île-de-Montréal throughout the year. Over 300 donors, partners and politicians had bought tickets to support the Foundation's projects and honour the work of medical professionals in a festive atmosphere.

At least, that's what would have happened in a normal year. This year, COVID-19 had other plans.

Three weeks earlier, the first COVID-19 patient in Quebec was diagnosed at Verdun Hospital. The Foundation's seven-person team immediately went on alert, but no one could have expected the tidal wave that crashed over the entire world in the months that followed.

On Wednesday, March 11, after the first outbreak of COVID-19 at Notre-Dame Hospital, where the Foundation has its main office, it was time to act. **Our team knew they had to work fast to find a way to support frontline workers.**

The team foresaw that need would grow day by day, even hour by hour. Soon there would be mask shortages, care teams would be in even greater demand, seniors would find themselves isolated, vulnerable populations would need care – and money would be needed to help with every aspect.

The atmosphere was electric with stress, anxiety and fear, but also with adrenaline and the drive to work together to support medical teams.

Under the circumstances, the Foundation made the difficult decision to cancel the Bal urbain.

Within 24 hours, the Foundation had launched a funding campaign, hoping to collect the donations the CIUSSS urgently needed. Working from home, **team members gathered for their first videoconference meeting to set up the COVID-19 Emergency Fund campaign.** Would it work? Would donors show up when the call went out?



Our mission

The mission of the Fondation Santé Urbaine is to improve the physical and mental health of those living in the Centre-Sud of Montreal throughout their care journeys, from birth to end of life, through acts of kindness, the purchase of medical equipment and innovative projects. The Foundation provides financial support for projects that have a positive impact on the patient population of two hospitals, 14 long-term care facilities and eight CLSCs within the territory of the CIUSSS Centre-Sud-de-l'Île-de-Montréal.

Demographic overview of the Centre-Sud:

- **300,000** residents
- **37.5%** of families are single-parent households
- **47.8%** of residents live alone
- **22.7%** of residents are below the low-income threshold
- Highest suicide rate in Montreal
- Highest need indicator for mental health in Quebec



Emergency Fund beneficiaries

The Emergency Fund has been used to set up initiatives that help the people in the Centre-Sud, Verdun, Sud-Ouest, Ville-Marie and Plateau Mont-Royal districts, who have only become more vulnerable with the pandemic.

These initiatives have benefited:

- Thousands of patients and the vulnerable populations served by two hospitals and eight CLSCs
- Thousands of seniors who live alone, and the 2,340 people living in long-term care facilities
- Thousands of health and social services employees

The Emergency Fund has helped support the well-being of those for whom COVID-19 has been yet another challenge to overcome.

It has also given health care workers a bit of breathing room and, above all, helped to protect them better.





Programs funded by the Emergency Fund

The set-up of units for homeless people	200 people given shelter at the former Royal Victoria Hospital
Donations of protective equipment	> 30,000 masks > 1,500 face shields > 1,000 gowns
Creative and informative kits for seniors	6,000 recipients in their own homes, in retirement homes and in long-term care facilities
Outdoor clown shows to reduce isolation	11 shows for seniors in collective housing
Support for grieving families and seniors	Memorial events in 14 long-term care facilities, art therapy, gardening support and technical support for seniors
Accommodations to protect medical staff members' families	270 overnight hotel stays for medical staff
Free television service	> 300 hospitalized patients in isolation
Fans for patients comfort	130 patients in isolation who have mental health disorders and are sensitive to heat
Food assistance	> \$15,000 of groceries purchased for vulnerable residents and their families
Psychological support for medical staff	Posting artwork with messages of support in both hospitals and creating video clips

The COVID-19 Emergency Fund has also allowed us to meet other urgent needs, such as purchasing medications for people in financial hardship, paying for taxis for patients with significantly weakened immune systems and purchasing small medical equipment to help staff provide remote medical care.

The pandemic has deeply affected the area the CIUSSS Centre-Sud-de-l'Île-de-Montréal serves. These initiatives have helped to limit the potential harm to the local population and health care workers.



“ It’s helped us to keep going even in difficult working conditions [...]”

MARIE Nurse clinician



For a clearer picture of the impact of the crisis and our initiatives, listen to the stories of two CIUSSS Centre-Sud-de-l'Île-de-Montréal employees, Mathilde and Marie:

“I’ve worked in the emergency department at Verdun Hospital for the last 11 years. **I’m one of the people fortunate enough to have been put up at a hotel for the past week thanks to the Fondation Santé Urbaine’s accommodation service for employees who live with seniors or at-risk people.** You see, every day we come to work afraid that we might catch the virus, and we go home every night afraid that we’ll pass it on. It makes for long, stressful days, full of anxiety. I live with my two boys and my husband, and he unfortunately has lung problems, so that puts him at a higher risk of complications if he gets COVID-19. **My stress levels have really plummeted this past week, and I can devote all my energy to the sick people who really need me.** I want to thank the Fondation Santé Urbaine for their support and their generosity.”



Mathilde

Orderly, Verdun Hospital

Mathilde was able to use the Emergency Fund’s accommodation service at the height of the first wave of the pandemic.

[Watch her video testimonial online \(in French\)](#)



Marie

Nurse clinician, Home support

“**Team spirit is so important.** It’s helped us keep going even in difficult working conditions, with 12-hour shifts and all the personal protective equipment we have to wear all the time. Those aren’t exactly ideal conditions to work, to provide care. But we really formed a strong team bond. We were employees from different care settings who didn’t necessarily know each other before, but that team spirit gave us the strength to keep going.”

Thank you to all our donors

A huge thank you to the many donors who have given so generously to the COVID-19 Emergency Fund this year.

We would like to highlight the outstanding contributions made by these major donors:

2K

Anna Hopkins

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Tzu Chi Foundation

Xuyen Linh Diep

“ The Fondation Santé Urbaine’s donors are crucial members of our care teams.”

DR. DANIEL MURPHY

Medical Director, Family Medicine University Clinic at Verdun Hospital
Associate Chief of Primary Care, Family Medicine Department, CIUSSS Centre-Sud
Physician at CHSLD Jean de La Lande, supporting the internal team



Thanks to our donors, we were able to **protect, recognize, comfort and assist** many beneficiaries in many ways during the historic health crisis of 2020.

If you want to know more about the impact of these initiatives, the team at Fondation Santé Urbaine would be happy to speak with you at your convenience.

Thank you

YOU'RE BRINGING GOOD THINGS TO YOUR COMMUNITY!

2021 will be another challenging year.
Don't hesitate to contact our team to share your ideas.

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