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“Driven by Diversity”:
projects of pluralism at a community hospital



Brampton Civic Hospital

Histories

- late 1990s: need for new hospital in Brampton recognized
 - 2001: BCH to be built using P3 model
 - 2004-2007: Sikh fundraising. WOHF decides to name ER after Guru Nanak
- Oct 2007: Peel Memorial closes; Brampton Civic Hospital opens
- Dec 2007: 2 deaths in the ER / large protests / government supervisor appointed
 - 2008: CEO / CNO / Exec VP depart. Office of Diversity added
 - 2009: “New Vision”
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New Visions

To Design Health Systems That Serve The
Global Community... **Driven By Diversity**

It's about understanding, respecting and caring for all people, regardless of Race, Ethnicity, Age, Gender, Religious & Spiritual Beliefs, Language, Physical or Mental Disability, Sexual Orientation, Socio-economic Status...

Embracing Diversity



Diversity...



It's about ALL of us



We are ALL diverse



We ALL have a culture



Diversity...
It's EVERYONE'S responsibility.

'The good physician treats the disease. The great physician treats the patient who has the disease.'
Dr. William Osler, 1849-1919

Here for you...caring for you
www.williamoslerhc.on.ca



WILLIAM
OSLER
HEALTH
SYSTEM

When do you need **URGENT CARE?**

Seek urgent care for non-life threatening treatment of:

- Broken bones, sprains, dislocations
- Sports injuries
- Cuts that may need stitches
- Minor burns
- Ear, nose and throat problems
- Coughs and colds
- Insect bites, allergies
- Skin rashes, infections
- Workplace injuries

NEC



WILLIAM
WRIGLEY
CHEWING
GUM
HEALTHY
LIFESTYLE

Quando precisa de CUIDADOS URGENTES?

Procure cuidados urgentes para o tratamento de problemas de saúde que não põem a sua vida em risco, como:

- Ossos quebrados, entorses, luxações
- Lesões desportivas
- Cortes que possam precisar de pontos
- Pequenas queimaduras
- Problemas de ouvido, nariz e garganta
- Tosses e constipações/resfriados
- Picadas de insetos, alergias
- Erupções cutâneas, infecções
- Lesões de trabalho

World



FOODS EMPORIUM

Guru Nanak

e m e r g e n c y
s e r v i c e s
d e p a r t m e n t



Muslim Friends of Oslo

courtyard



"THE FUTURE IS TODAY"

By Sir William Osler

The secret of the future lies in the future to today and with the past it comes only when it is begun and repaired first.

The names listed on this wall are listed at all levels in the William Osler Health System Foundation Circle of Champions.

As part of an ongoing effort, these individuals and groups are recognized for their philosophy of achievement. They are honored every time in a dedication to enhance our patient care today and into the future.

Amgen Canada Inc.

Orlando Corporation

Academy of Martial Arts

The Church of Jesus Christ
of Latter-Day Saints

The Peter Gilgan
Charitable Foundation

Beatty Foods Ltd.

Estate of John Alexander
Carberry

Draeger Medical Canada Inc.

Cathy & Darcy Rector

Cardiac Rehab Alumni

Mrs. Catherine Cooper

The Giampaolo Foundation

Ronald McDonald House
Charities (RMHC) of Canada

Estate of Dora Ione Dane

Guru Nanak Community
Services Foundation

Audrey Ross

Ignat Kanef
Charitable Foundation

Hydro One Brampton

Mr. & Mrs. Harpreet Sethi

The Lloyd Carr-Harris
Foundation

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A TRIBUTE TO WILLIAM OSLER HEALTH SYSTEM VOLUNTEER ASSOCIATION

Do all the good you can,
By all the means you can,
In all the ways you can,
In all the places you can,
At all the times you can,
To all the people you can,
As long as ever you can.

John Wesley

With the origins of William Osler Health System came a group of individuals known as the Volunteer Association.

Each member of the Volunteer Association



HINDUISM

This is the sum of duty: do not do to others what would cause pain if done to you
Mahabharata 5:15:27



BUDDHISM

Treat not others in ways that you yourself would find hurtful
The Buddha
Udana-Varga 5:22



CONFUCIANISM

One word which sums up the basis of all good conduct... being kindness.
Do not do to others what you do not want done to yourself
Confucius
Analects 15:23



TAOISM

Regard your neighbour's gain as your own gain, and your neighbour's loss as your own loss
Lao Tzu, Tao Te Ching, Chap. 81, 81A-81B



SIKHISM

I am a stranger to no one, and no one is a stranger to me. Indeed, I am a friend to all
Guru Granth Sahib, p. 1049



CHRISTIANITY

In everything, love others as you would have them do to you; for this is the law and the prophets
Jesus, Matthew 22:37-40



UNITARIANISM

We affirm and promote respect for the interdependent web of all existence of which we are a part
Unitarian Principles



NATIVE SPIRITUALITY

We are as much alive as we keep the earth alive
Chief Dan George



ZOROASTRIANISM

Do not do unto others whatever is injurious to yourself
Shayest-nam-e-keyhans 3:16



JAINISM

One should treat all creatures in the world as one would like to be treated
Mahavira, Samavajaya Sutra



JUDAISM

What is hateful to you, do not do to your neighbour. This is the whole Torah; all the rest is commentary
Hilchot Talmeid, Shabbat 31a



ISLAM

Not one of you truly believes until you wish for others what you wish for yourself
The Prophet Muhammad, Sahih al-Bukhari

BARA'I FAITH

Lay not on any soul a load that you would not wish to be laid upon you, and desire not for anyone the things you would not desire for yourself
Ruhul-i-Tark, 1:100



thankfulness to dedicate *this* piano. God has given us the gift of music,
and so to God our praise.

Let us pray:

Blessed are you, O God. You have made the whole earth after your
glory. We lift our voices to join the sounds and song of earth and eternity
of things seen and unseen, in praise of your glory and love.

Your spirit is the breath of our music and song. Be with us now and bless
us as we dedicate *this* piano. Enrich the lives of your people through *it*,
and grant us faith to hear your gracious purpose in *it*. Let *this* piano
enliven a spirit of community among us and support the well-being of all
our citizens; that with the voice of music, we might all be blessed with a
spirit of gentleness and heart that is tender.

For everything Thy goodness sends
we give You thanks.





Donated by Sajjad Ebrahim, a member of the Muslim Friends of Osler.

**"In honour of Islam, Sikhism, Science, Judaism, Hinduism, Taoism and Christianity
as represented by these symbols
while celebrating the diversity of all groups throughout our community."**

May, 2011

This monument is inspired by the artwork of Piotr Mlodozeneic.







WILLIAM
OSLER
HEALTH
SYSTEM

Diversity

Osler's Annual Multifaith & Diversity Day

April 17, 2012—Brampton Civic Hospital Atrium,
Welcome Address—Kay Blair, Chair, Board of Directors

April 18, 2012—Etobicoke General Hospital, West End Cafeteria
Welcome Address—Kay Blair, Chair, Board of Directors

Community Displays
10:00am-2:00pm

Spiritual Care

How can community partners help us improve the
continuum of care for *all* our patients?
Pre-hospital...during their stay....and after discharge?

Come and find out. Talk to our external partners. Visit the displays.
40—60 faith & community agencies serving vulnerable populations.

For more information contact Diversity.Services@williamoslerhs.ca or 905 494 2120 Ext. 50101



Vision: "To design health systems that serve the global community...driven by diversity"

Mission: Safe & Compassionate Care

The morphology of religious diversity in hospitals

- Where is it housed?
 - What different religious identities, what different modes of engagement, emerge?
-

The morphology of religious diversity in hospitals

- What spaces does it occupy?
 - What shapes does it take?
 - What is rendered 'visible' – and 'invisible'?
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The morphology of religious diversity in hospitals

- What does the recognition of diversity respond to?
 - What cultural, political, socio-economic currents?
 - What healthcare trends?
 - What questions or concerns?
 - What group or what individual?
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