

Stollery Children's Hospital

PATIENT AND FAMILY CENTERED CARE

Annual Impact Report

April 1, 2025–March 31, 2026



MESSAGE FROM LEADERSHIP

Guided by our shared belief that **together, we make care better**, this report highlights some of the many ways our work has evolved, including strengthening our presence at the Royal Alexandra Hospital, welcoming Peer Support Workers to deepen connections with families, expanding our comfort item and Family Talks program, and solidifying our caregiver groups as consistent spaces for connection and support. These examples reflect a broader commitment to walking alongside families during some of their most challenging moments and ensuring their voices remain at the heart of care. This impact report captures the care, compassion, and collaboration that continue to shape our work every day.

Kristin Wong

Team Lead for Patient and Family Centered Care (PFCC)

Rhonda Tomlinson

Manager for Child Life Program, Awasisak Indigenous Health Program,
Patient Family Centered Care (PFCC)



PEER SUPPORT



Peer Support reduces caregiver isolation and strengthens emotional well-being during hospitalization. Since hiring two Peer Support workers in January 2026, they've completed **202 bedside visits**—providing earlier, more consistent support and building stronger relationships with long-term and medically complex families.

This year, Peer Support volunteers contributed **576 hours** and **new parent groups engaged 69 NICU families**. The volunteer-led coffee cart added comfort and connection across pediatric units three times a week. Together, these efforts strengthen family-centered care and ease families' transitions into hospital and back home.

"I was not sure if I would share anything, but I am glad I came."

—Caregiver at Parent Peer Collective.

Train The Trainer

Over the past year, one national charity and one provincial charity partnered to deliver a Train-the-Trainer Peer Support program. Four trained facilitators led three training sessions, building capacity among 36 participants, across Canada.

Parent Peer Collective helps Stollery caregivers connect with Peer Support, Awasisak Indigenous Health, and Spiritual Care. Across 45 Wednesday evening sessions, we welcomed 1,110 participants.

Train The Trainer

This initiative lays the foundation for a pediatric peer support community of practice, strengthening collaboration across organizations while promoting consistent quality, accountability, and alignment with Peer Support Canada's national standards of practice.

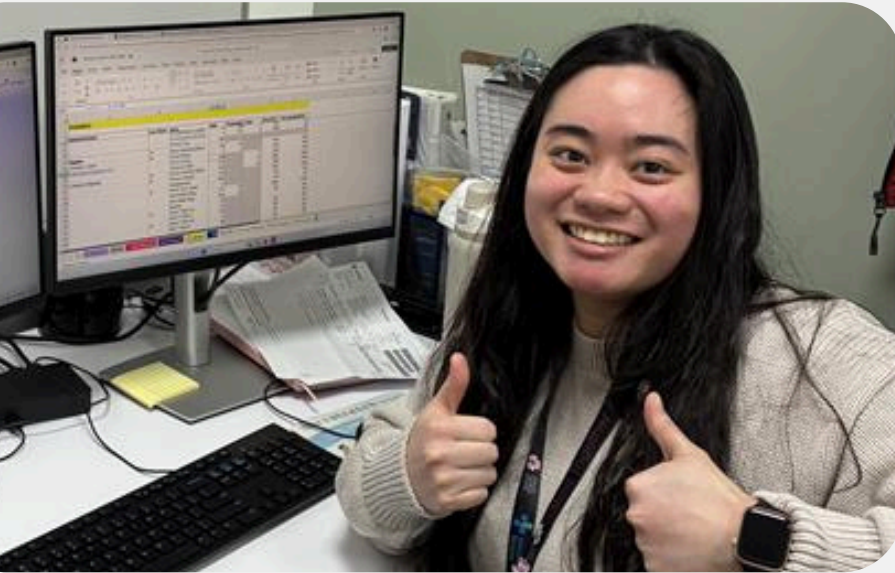
Candace Fehr joined PFCC as a family peer support advocate, drawing on her lived experience and background in mental health. Inspired by her child receiving a pacemaker at the Stollery in 2013, she began volunteering with PFCC/Cardiac Family Advisory Care Team (CFACT) in 2020 and now brings compassion and insight to supporting families across the hospital.



CHRISTA

Christa Gagnon brings ten years of lived experience caring for her daughter Jordan, who was diagnosed at age four with a rare terminal neurodegenerative condition. Understanding the emotional complexity and isolation many families face, she now offers that same connection and support to others navigating similar journeys.





14,024
hygiene items requested

50
types of essential supplies offered



900+
items accessed from self-serve stations monthly



GIVING COMFORT

Families from across Canada never expect to be at the hospital, but when they are, Giving Comfort steps in. This year, PFCC strengthened the program through improved systems, on-site storage, and community partnerships, expanding its reach across 33 units, programs, and family spaces. We distributed **31,629 essential items** such as toothbrushes and underwear, making a 153% increase from the previous year. Looking ahead, we are exploring ways to improve stock management so units can focus more on supporting families and less on logistics.

“The program is truly helpful providing basic necessities to our patients and families.”
—Patricia C., Unit Clerk.

STOLLERY PHILIP C. ETCHES NICU AT THE ROYAL ALEXANDRA HOSPITAL



Stollery Foundation lunches gave families one less thing to worry about during hospital stays.

“The Bears Den isn’t a luxury; it’s a lifeline. It’s where you eat a meal without guilt, cry without an audience, and breathe without holding it. It’s close enough to run back in thirty seconds, but far enough to remember you’re still a person who needs rest to keep showing up.”

—Jen W., Stollery Mom.



With self-serve comfort stations, seasonal meals, and support through the Food for Families program, the Bear’s Den helps meet both practical and emotional needs. Volunteers help keep the space running and offer something just as important: a warm presence and a listening ear when families need it most.

**1,756 COMFORT ITEMS DONATED,
EACH ONE A MOMENT OF CARE FOR
FAMILIES WHO NEEDED IT MOST.**



NICU Family Advisory Care Team

Meets monthly to guide initiatives supporting NICU caregivers and families. This year, we strengthened community connection through Picnic in the Park and launched two family-driven projects: a graduate family FAQ resource and the Journal of Love journaling initiative.



Quality Initiatives

Parent partners contribute their lived experience to NICU quality improvement across the brain, gut, lung, and micro-preemie working groups. We help ensure their involvement is safe, meaningful, and focused on what matters most to families.

Caregiver Group

Supports caregivers transitioning home after NICU discharge for up to two years, creating space for shared experiences and connection. Since launching, the program has delivered 8 four-session series with 16 caregivers participating.

BEAR'S DEN
VOLUNTEER HOURS

544

FAMILY SPACES

Across three sites, **five family spaces** offer a pause in the middle of uncertainty. Families step out of clinical settings and into a place where they can sit, eat, gather their thoughts, and feel a sense of normalcy again. It's where a quick break turns into a moment to reconnect, ask questions, or find what they need—whether that's a snack, essential items, or guidance.

“The family spaces were an important part of my sister’s Stollery journey. We played with the toys, and it gave us a sense of comfort. As a volunteer, I often hear from families how grateful they are for what these spaces provide.”

—Kaitlyn W., Family Space Volunteer.



2,500+
individual visits
per month

25
units supported



42%
of visits accessed
food support



FAMILY TALKS

Families bravely share their lived experiences and insights with the healthcare system to inspire and educate providers, in addition to taking steps towards their own healing. This year, we shared a total of **64 stories in-person, online, and in writing, contributing 188 volunteer hours** to foster empathy, understanding, and meaningful change in practice. Looking ahead, we are introducing Digital Stories—short multimedia narratives combining voice, images, and music to bring lived experiences to life in a deeply human and impactful way.

“When I share my story, I feel seen and validated. I continue to share it to create meaningful change, knowing my voice can make a difference beyond myself.”

—Lara K., PFCC Family Advisor.

MEET DANA NAGEL

Dana's connection to the Stollery Children's Hospital is shaped by more than two decades of lived experience navigating loss, uncertainty, and complex medical journeys. PFCC became a meaningful part of her journey, offering partnership, respect, and connection during some of her most difficult times. Today, Dana shares her story to help healthcare providers understand the lasting impact of how care is delivered, inspiring reflection, empathy, and a deeper commitment to truly seeing and hearing the families they serve.

"When you watch your children fight for their lives, it changes you. The Stollery has helped me find my voice as an advocate for my children, grow my passion for volunteering and helped me become the kind of mother I hope my children are proud of."

—Dana N., Stollery Mom.



ADVISORY NETWORK

Our Advisory Network brings together PFCC Advisors alongside champions of Patient and Family Centered Care who actively participate together on councils and committees across the Stollery, ensuring patient and family voices are meaningfully embedded at every level. Through consultations, journey mapping, quality improvement discussions, and focus groups, our advisors provide valuable insight and input grounded in lived experience. This collaborative approach places patients and families at the heart of decision-making and plays a role in shaping compassionate, responsive, and truly patient and family-centered care.

“PFCC is not defined by what we deliver, but by how we listen.”

—Christine W., Senior Operating Officer.



Patient & Family
Centred Care



ADVISORS



TOTAL HOURS



PATIENT AND FAMILY-CENTERED LEARNING

Beryl Institute

Our organization acquired a membership to access the current best practices, evidence-informed resources, and global learnings that support the development and alignment of PFCC standards. Through this partnership, we are better positioned to ensure our programs and practices reflect leading approaches and evolving expectations in the patient and family experience.

How To Care What To Say

An educational workshop led by two PFCC coordinators that helps staff build confidence in navigating conversations about death, grief, and loss. Their facilitation is enriched by personal lived experience and the powerful insights shared by Stollery families, making the training both deeply meaningful and highly practical.

PFCC Week

This year's theme was "Healing Beyond Medicine." PFCC had four interactive booths across multiple Stollery sites and a panel featuring Child Life, Awasisak Indigenous Health, Spiritual Care, and a Stollery family. This highlighted in many ways how connection, culture, and compassion support healing beyond clinical care.

ACKNOWLEDGEMENT

We extend our sincere gratitude to the Stollery Children's Hospital Foundation and its generous donors for their continued support of Patient and Family Centered Care. Your commitment makes it possible for us to deliver programs that strengthen connection, compassion, and partnership for children and families during some of their most challenging moments. Through this support, PFCC initiatives help amplify the family voice, strengthen collaboration between families and care teams, and improve the overall care experience. These programs benefit both patients and families while also supporting health care teams in delivering care that is responsive, empathetic, and grounded in partnership. The Foundation and its donors play a vital role in sustaining and growing this work, ensuring patient and family-centered care remains at the heart of everything we do.

