

staywell.

StayWell Annual Report
2020

Healing Has A Home

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A Word From The Team

The pandemic made 2020 an especially challenging year for patients forced to relocate for critical treatment.

As the first wave of COVID-19 swept across Canada, the few facilities that exist like Ronald McDonald House reduced the number of nights served or closed. Typically, these facilities are well beyond capacity when operating at 100%, often with long waiting lists. These closures put even more pressure on patients to find alternative solutions for accommodation.

Additionally, StayWell opened its doors to help frontline healthcare and long-term care (LTC) staff isolate from their families to support Canada's COVID-19 efforts.

In 2020, StayWell stepped up in a big way providing over 11,000 room nights.

Looking to the future, and with the national rollout of vaccines by mid-2021, we expect medical procedures to increase beyond normal capacity to make up for lost time. There is a substantial backlog of surgeries and treatments; inevitably, there will be a dramatic increase in the number of patients requiring affordable accommodation while undergoing critical treatment to access the healthcare they need.

The time to act is now and we urgently need your help!

Sincerely,

Steven Argyris & Sass Khazzam



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Our Story

Healing Has A Home

In 2015 Ottawa resident Tina Proulx learned that she needed a life-saving double-lung transplant at Toronto General Hospital. Tina and her husband Joel were forced to stop working and move to Toronto.

Desperate to find affordable housing, Tina said “a lot of people politely told us that we simply don’t qualify because we don’t have jobs.” Tina reached out to Sky View Suites (a corporate housing provider in Toronto) for support. Sky View Suites stepped up to provide affordable accommodations for Tina and her family.

This serendipitous encounter with Tina led to the creation, in 2018, of **StayWell Suites Charity**. Our mission is to provide affordable housing for patients who must relocate to major cities for critical treatment.



About Us

Since 2018, StayWell Suites Charity has helped hundreds of children and adults find affordable accommodations while undergoing critical treatment. From our modest beginning of 135 room nights serving 3 patients in 2018, we've provided over 11,000 room nights serving 291 patients and healthcare workers in 2020.

There are three pillars to our service:

● Accommodations

We match patients with affordable accommodations in safe communities close to major hospitals.

● Funding

Donations are absolutely vital to StayWell. We also provide patients with access to fundraising tools, including information on federal and provincial funding, as well as access to our myStayWell platform (crowdfunding tool).

● Community

We provide patients with a peer support program to help them navigate the challenges of relocating.

Our Mission →

To provide accessible/reduced-cost accommodations to patients required to relocate for medical treatment.

Our Vision →

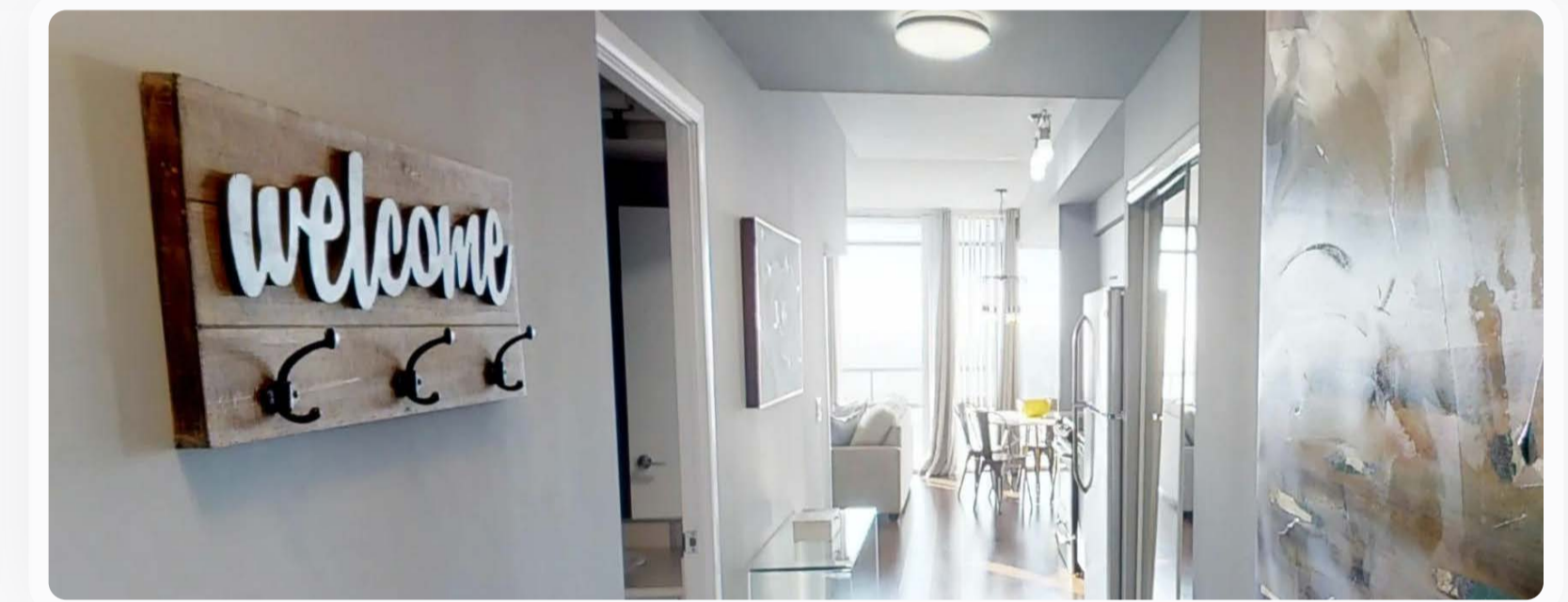
To provide affordable accommodations to all Canadians needing to relocate for medical treatment.

Annual Report

Our Suites

StayWell provided **more than 11,000 room nights** to those in need in 2020 for patients and their families migrating from across Canada to receive medical treatment and support frontline healthcare workers.

This was made possible with furnished suites provided by the corporate housing community and our main housing partner Sky View Suites.



Suite amenities include:

● Private & COVID Friendly

Completely private and COVID friendly - no shared bathrooms, no shared kitchens, no shared laundry facilities like common medical lodging facilities. Everything is private.

● Professionally Managed

Professionally managed by corporate housing operators - unlike individual landlords accessed through rental platforms like Airbnb.

● Close To Hospitals

All of our suites are close to core hospitals in urban centers.

● Large Suite Sizes

Suite sizes range from 1 to 3 bedrooms to accommodate patients, caregivers and their families.

Amenities →



24 Hour Security



Fully Equipped Kitchen



Unlimited WiFi



Close To Hospitals



En-suite Laundry



Professionally Managed

Peer to Peer

StayWell Healing & Support Network

We are thrilled to announce our StayWell healing and Support Network. It is a by-invitation only Facebook page that is designed to help connect patient families with each other for answers to commonly asked questions, advice on things to do in the city, or even just someone to talk to.

The StayWell Healing & Support Network Aims To Provide:

- **Sense of Community**

To foster a sense of community among patient-families who have uprooted their lives and moved to an unfamiliar city, all while dealing with the stresses of an ill friend or family member.

- **A Support Group**

Patient families can be matched with others (or volunteers) who can provide social, emotional, or informational support. The support could range from day-to-day major city questions, to conversations about experiences and expectations around medical procedures.

Visit The Group: www.facebook.com/groups/staywellcommunity



What To Expect In 2021 →

An Active User Group

An established community of 100+ active, vetted members by December 31st 2021, and to maintain consistent community engagement in the group.

Steady Growth In Members

A steady growth in number of active members, and positive feedback on the benefits of the group will continue to impact families dealing with the stressors of medical treatment.



Built by families, for families, to provide a private space for sharing, listening, or finding help with the relocation.

Annual Report

Impact Numbers

Number of Inquiries

755

For 2020

Number of Bookings

291

For 2020

Average Stay Length

37.98

 Nights

For 2020

Cost Gap

Avg. Market Cost 2020: \$92.67 /night *

StayWell Accommodation Cost 2020: \$53.75 /night **

Target Goal: \$15.00 /night

Cost Gap: \$38.75 /night

Total Cost Gap

\$1,111,152

For 2020 (755 x 37.98 nights x \$38.75)

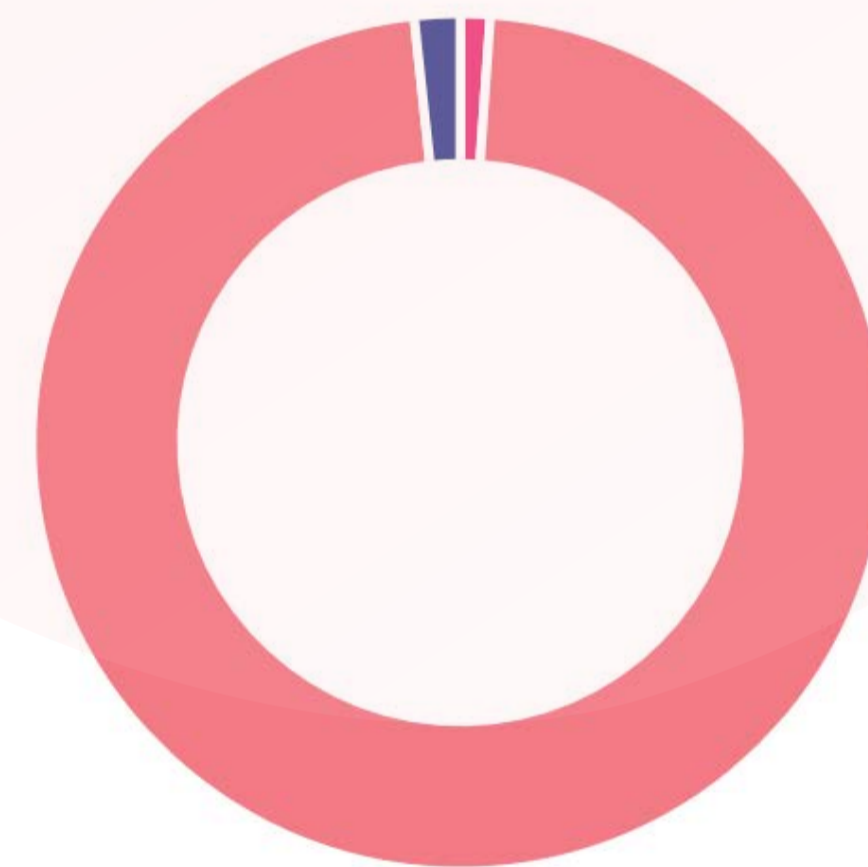
In-Kind

Donations



\$455,010

Where Funds Were Allocated In 2020 →



● Administration **\$5.6 K** ● Housing Support **\$430.2 K** ● Program Awareness **\$8.6 K**

*Monthly stats pulled from multiple data sources by SVS Relo.

Nights Served

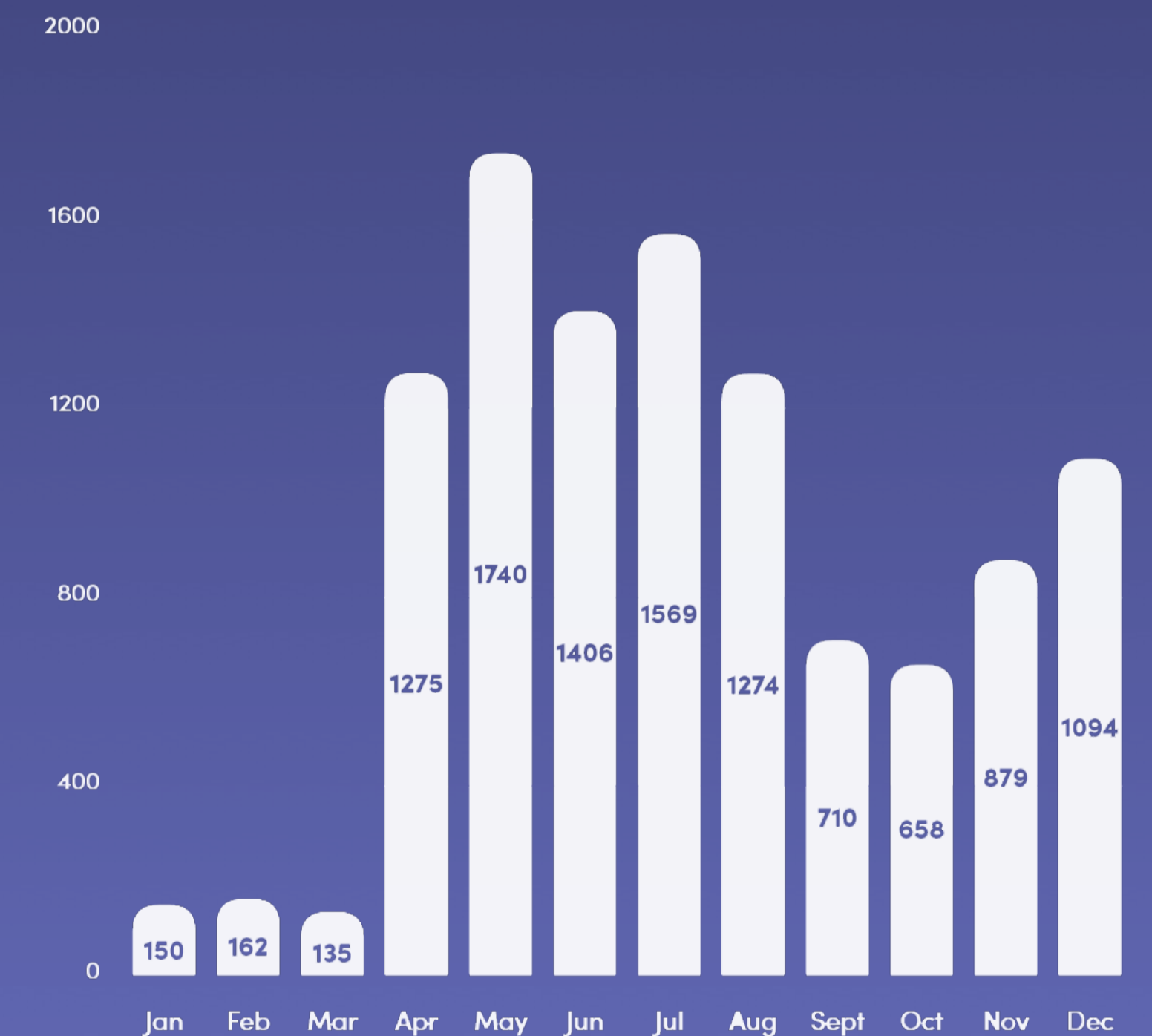
By Month



11,052

 Nights

Room Nights 2020



** Above figures are expressed as averages, in some cases accommodation costs are fully subsidized based on patient need.

Testimonials

What People Say About StayWell.

A lot of people politely told us that we simply don't qualify because we don't have that job or any working income which made it that much more difficult to find a place.

- Tina Proulx

I cannot say enough about the accommodations during my husband's radiation treatments. The location of the condo was perfect, the suite is brand new with everything we needed to stay safe.

- Jianne T. Google Review

At one point we thought we would have to sleep in our car as only one parent was allowed in the hospital with him at a time.

- Oliver

The accommodation StayWell provided us was wonderful. To have a place and feel like you can make it a home is so vital when in this situation. I can't thank StayWell enough for helping get the condo subsidized for us as the cost of living in Toronto is astronomical.

- Brianne Boucher

Having someone find us an apartment at a reduced rate took away some of the stress in an already super stressful situation.

- Emily Rose

It's really important for StayWell to be able to step up and provide some sort of alternative accommodation.

Glen Bandiera

Associate Dean of Medicine

University of Toronto

The total shortfall for 2021 is estimated at \$1.1 million, based on 2020 numbers. As COVID lifts, we expect this amount to dramatically increase as treatments resume.

Our Goal: To ensure that no patient is left behind.
Please help desperate patients access life-saving treatment.

To Donate: www.staywell.charity/donate

For Partnership Opportunities: sass@staywell.charity

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Healing Has A Home

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