

GRAND RIVER HOSPITAL

Your health, your hospital

There are many stories of exceptional care at Grand River Hospital. Here are just a few of them...





“Having care like this close to home means the world to us.”

GRH’s childbirth program and neonatal ICU: supporting new families in Waterloo Region

For Shannon and Matthew Collins, the old saying “history repeats itself” has a frightening ring of truth to it. Fortunately, Grand River Hospital’s staff provided expert support and reassurance along the way.

Shannon and Matthew credit neonatal intensive care staff for giving their family a sense of empowerment and control during a challenging time in their lives, and for encouraging a close bond between their son Trent and his little sister Victoria. Here’s Shannon’s experience.

With a son who had been born prematurely three years ago, we knew there was a good chance our daughter would arrive early too. It was stressful to think about, until we learned Grand River’s neonatal intensive care unit (NICU) could care for babies born as early as 32 weeks.

Grand River Hospital is a key centre for childbirth and children’s services for Waterloo Region. More than 4,300 babies are born every year at GRH. The hospital also provides the most specialized care in the region for nearly 620 newborn babies a year with its neonatal intensive care unit.

Sure enough, I went into labour early and we had our beautiful daughter, Victoria, by emergency c-section at just under 34 weeks of pregnancy. She was immediately whisked away for care by a team of experts from the hospital’s neonatal intensive care unit. We weren’t even able to see or hold her.

When she left with the care team, I panicked. I wasn’t mentally prepared for that moment. The nurses really reassured me and turned what could have been a devastating event for a mom into a hopeful, calm moment. They said they would take me to see her as soon as I had recovered and an hour later, they did.

Never once did we feel like we were a bother, or that we shouldn’t be asking questions. They took the time to answer every question, support our decisions and gave us tips and advice to ensure our daughter’s safety. They also included our son in her care. He helped them take her blood pressure and give her a bath!

After 22 days in the NICU and a few setbacks, we were able to bring little Victoria home to be with us.

Having care like this close to home means the world to us. I didn’t have to worry about being all alone in another city. The staff are angels on earth. On stressful days when I was in the NICU by myself, they were my support. They were my family those days.



The Hovey family is pictured at a recent celebration of GRH's POGO children's cancer clinic. They include (left to right) Lauryn, Cailyn, Gail, Ann and Frank.

Grand River Hospital: providing exceptional cancer care for adults and children closer to home

Childhood can be full of challenges. But few things are tougher than when a young person has to fight cancer.

Cailyn Hovey receives care at Grand River Hospital's POGO (Pediatric Oncology Group of Ontario) cancer clinic for children. As her mom Ann explains, GRH's care staff are like family.

It was eight years ago when we were told Cailyn has a brain stem tumor. Three days after her third birthday, a specialist told me she had less than a year to live.

Nothing prepares you for the journey through cancer, and how that affects an entire family. Although it's been difficult, Cailyn's unique spirit, our hopefulness, and a great relationship with her care team have contributed significantly to how well she's doing.

Cailyn has received care in London, at Bloorview and at NYU. We are so grateful for our care here at GRH, where we've felt at home since 2006.

It's a short distance to travel for care, and Cailyn can have a more normal life after her chemotherapy treatments. She can often be back to school by late morning.

The care here isn't just about Cailyn. This journey is challenging for siblings too. Cailyn's sister Lauryn looks forward to coming in for visits, always speaks fondly about the unit's team and especially appreciates

"child life Mary"... the unit's child life specialist.

You know it's good when kids are positive about visiting the hospital even though they're not going for a positive reason. The staff members and doctors seem happy to see us. That's an important aspect of developing a positive relationship.

This journey can consume a parent with negative emotions. Being treated with care and respect by our health care providers eases those emotions, opening room for hopefulness and helping us feel that we're not alone.

So, what we get from our health care providers at Grand River Hospital goes well beyond their technical expertise.

We love our team at Grand River Hospital.

Grand River Hospital provides specialized cancer care closer to home for Waterloo Region, through the Grand River Regional Cancer Centre for adult patients and our POGO clinic for children.



Chris Osborne (left) and Dr. Ronald Fowlis (right) re-live the joyous moment after Chris made a complete recovery after his stroke. Hallelujah!

Grand River Hospital's stroke program: saving lives when minutes count

When a stroke happens, time is critical. After a stroke, two million brain cells are destroyed every minute. Each passing minute can mean the difference between significant improvement and disability.

A dedicated team at Grand River Hospital (GRH) provides special clot-busting medication, tPA. It must be administered to appropriate patients within four-and-a-half hours of the patient experiencing stroke symptoms.

For Karen Flewelling, GRH staff and stroke services helped save her 30 year-old son's life.

It's been five months since my son Chris had a stroke in the backseat of my car as we were returning from a weekend cottage trip.

I pulled over as soon as I realized something was wrong. When I opened the door, I could see that he had a blank look on his face. He couldn't speak or

get out of the car. I knew immediately that he was having a stroke and that getting help as soon as possible would be crucial to the quality of his life.

We went to the closest emergency department and they transferred Chris by ambulance to Grand River Hospital. Once he was there, he was seen by Dr. Ronald Fowlis and determined to be a good candidate for tPA. Once they gave him the drug, he began to regain his speech almost immediately. Within the hour, he had made a complete recovery!

Dr. Fowlis came to see him the next day and they both raised their arms and shouted "Hallelujah!" at Chris' amazing progress. Our nightmare had a happy ending... it was a dream come true.

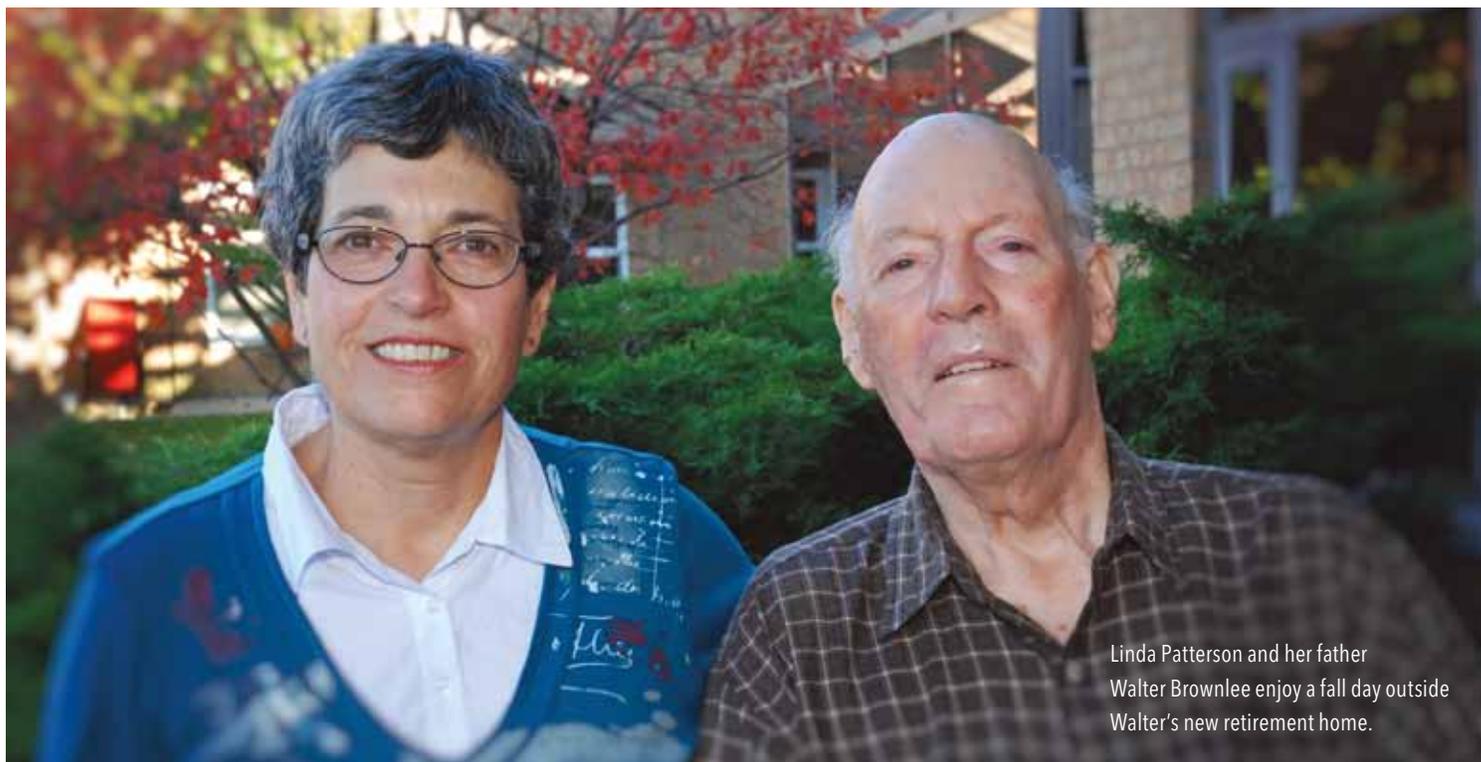
We're both thankful for the care Chris received. He has continued to lead an active lifestyle and maintain a positive outlook on life. Dr. Fowlis and the staff at Grand River Hospital were wonderful from the moment we arrived until the day Chris was discharged.

Being able to access exceptional stroke care close to home saved my son's life.

Call 911 immediately when symptoms of a stroke appear. These include:

- Sudden vision changes;
- Weakness or numbness;
- Trouble speaking;
- Dizziness; and/or
- A headache.

Grand River Hospital provides stroke care for residents of Waterloo-Wellington. GRH works to improve stroke prevention and care and reduce rates of stroke incidents and disability in our community.



Linda Patterson and her father
Walter Brownlee enjoy a fall day outside
Walter's new retirement home.

GRH's rehabilitation program: restoring health and improving quality of life

Staying healthy and active are important to ensure that as people age, they can maintain an independent lifestyle. 88 year-old Kitchener resident Walter Brownlee lived in his own home until this past summer, when he moved to a retirement apartment. Shortly after his move, a fall and an illness put his ongoing independence into question.

Walter says a specialized team at GRH's Freeport geriatric assessment unit helped him recover, and get more out of life.

I've lived on my own for several years and in a retirement apartment. I have prosthetic legs that I use to get around. I also lift five-pound weights every day to stay fit.

In the last year, I started having trouble. My old legs weren't working very well, and I stayed in my apartment a lot.

Then, this past summer, I had the flu and a fall and was at Grand River Hospital for about six weeks. I spent most of that time at Freeport.

They reassessed me for new prosthetic legs. The staff members helped me get around and were all very helpful. They would go with me as I walked around.

I don't want to have to depend on other people. I'm now living in a new home. I eat well, I feel good. I like getting out and playing bridge. I like getting out with my walker.

As his daughter Linda Patterson adds, Walter has quickly returned to his old self.

My father is doing better now. Since his time at Freeport, he has become much stronger.

The staff at Freeport were particularly helpful with providing education about his prosthetics... such as how to put his socks on his legs, and then how to attach the prosthetics. While we've been waiting for the new prosthetics to arrive, he has been able to continue using his current models with better results than before.

Our family was kept up-to-date during his stay at Freeport. We had family meetings which were very helpful. They also helped us look at options about where he might want to live, and through this, we were able to find a more suitable place for him.

Thanks to the care and support he's received as well as his new home, he's definitely returned to his old self.

Grand River Hospital's Freeport Site provides a wide range of health services. Its complex continuing care and rehabilitation programs support people who need specialized care to recover and retain their independence.



Grand River Hospital: bringing regional care closer to home

GRH has added increasingly-specialized services for our region. While GRH offers patients and families care focused on their unique needs, we also provide innovative services on par with hospitals across the province.

More care locally

Thanks to a range of high-level specialized services, Grand River and St. Mary's General hospitals provide approximately 85 per cent of all stays for Kitchener-Waterloo residents who need a hospital admission.

As the region's provider of children's hospital services, GRH also provides 71 per cent of all inpatient stays for young people in our communities.

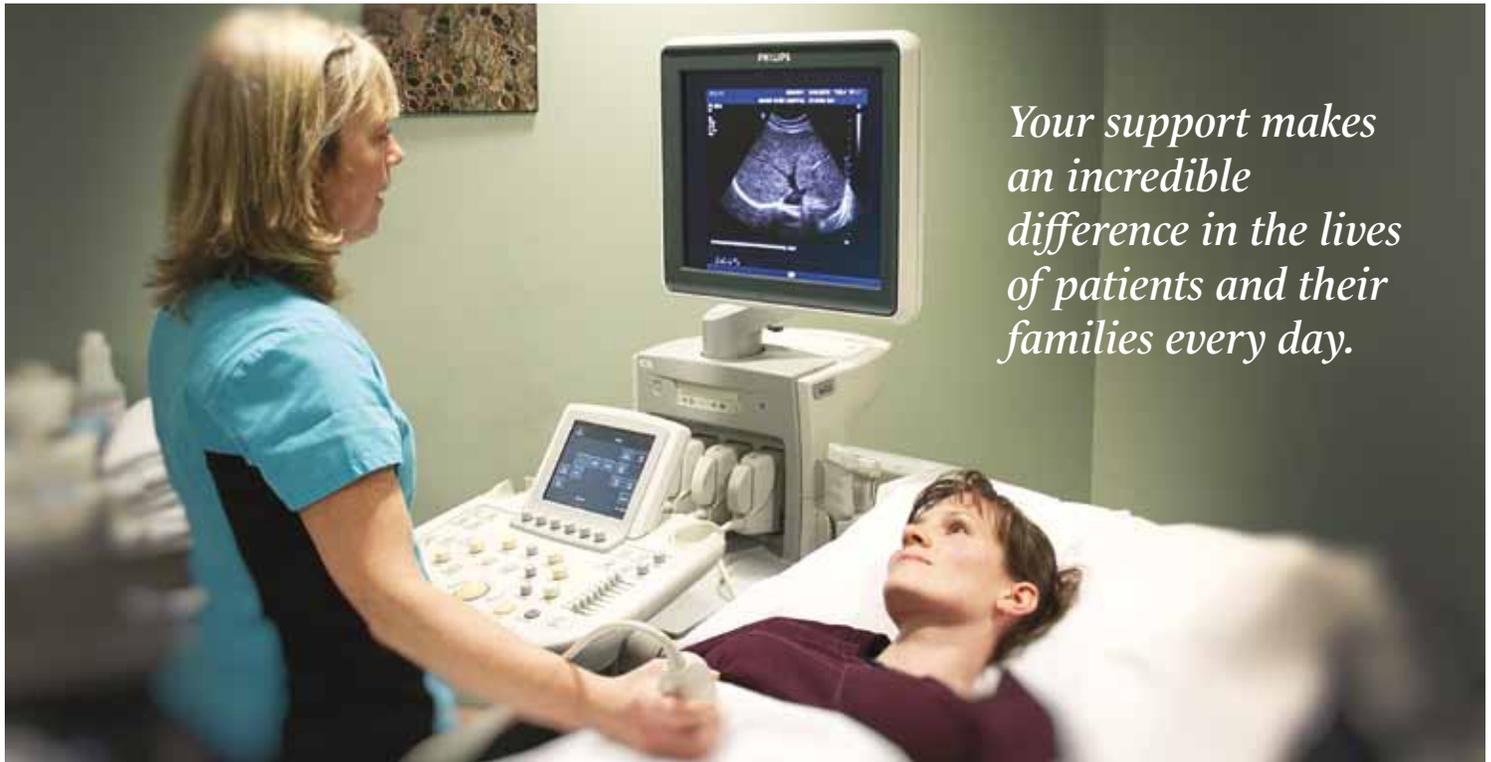
Specialized health for our region

GRH provides important health care services across Waterloo Region:

- The Grand River Regional Cancer Centre provides timely access to radiation therapy, chemotherapy and surgery for thousands of patients each year. The Waterloo Wellington Regional Cancer Program (which is hosted at GRH) also coordinates screening services across the region, helping to improve outcomes by detecting cancer earlier;
- GRH's renal program provides vital, life-sustaining kidney care across Waterloo and Wellington. It works with hospitals and health centres all across the region, making sure people with kidney disease have access to

the best care providers and dialysis care closer to home;

- GRH has worked closely to nurture a mental health care system involving organizations across the region. In addition to expanding hospital services for acute patients, GRH has brought a specialized mental health service to the region for long-term patients. Patients who used to go to London for longer-term mental health care can now receive that care at GRH's Freeport Site, closer to their families;
- GRH's laboratory is one of the most sophisticated in Waterloo Region, providing vital tests that support important care decisions. It provides microbiology services for all hospitals in Waterloo Region, and vital testing on potentially-cancerous tissues;
- GRH's new intensive care unit is part of a larger network, serving Waterloo Region and critically-ill patients from across Ontario; and
- Care staff in GRH's neonatal intensive care unit are providing an important screening test for retinopathy of prematurity (ROP), an eye condition affecting premature babies. A trained nurse imager conducts the exam locally, connected to an eye specialist at McMaster Children's Hospital via a video conference link. This reduces the need for ongoing travel. Earlier detection of ROP means more effective treatment.



Your support makes an incredible difference in the lives of patients and their families every day.

Community support makes exceptional health care possible at Grand River Hospital

With your generous support, great achievements have been made possible at Grand River Hospital in 2012. Grand River Hospital Foundation has helped provide \$3.5 million for patient care equipment and redevelopment projects, clinical research and staff education... all to ensure the best care possible for our community.

Having the finest equipment available means that Grand River Hospital can ensure excellence in patient care. Below are some examples of what community support has allowed GRH to purchase:

- Monitors to track patient vital signs in areas of the hospital such as the neonatal intensive care unit and post anaesthetic care unit;
- Technologically advanced lab equipment ensuring accurate and timely results for our patients; and
- New ultrasound machines, the gold standard in medical imaging, which are used in patient care areas throughout the hospital from paediatrics to oncology.

The provision of exceptional patient care at GRH has not been limited to the purchase of new state-of-the-art equipment. For example, gifts to Grand River Hospital's mental health and addictions program have provided access to tools and information that support a patient's mental health journey and recovery. As well, GRH staff in many patient care areas have also been able to participate in educational and professional development opportunities resulting in improved patient care because of donor support.

Grand River Hospital Foundation is grateful for your generosity. Your support helps GRH to continue to provide exceptional care in our community!



**GRAND RIVER
HOSPITAL**
FOUNDATION

30th Anniversary of the Westmount Ladies Blazer Golf Tournament



June 7, 2012 marked the 30th Anniversary of the Westmount Ladies Blazer Charity Golf Tournament, enjoyed by over 100 golfers. Grand River Hospital was chosen this year as the recipient of the tournament proceeds. Over \$37,000 was donated to the POGO (paediatric oncology) satellite clinic at GRH. Sadly, the 30th anniversary also marked the last Blazer tournament, a significant loss to our community. The committee is commended for raising over \$700,000 for various local charities since 1982.

Westmount Ladies Blazer Committee (not in order): Kristyn Clairmont, Leslie Gould, Gail Hauser, Shirley Madorin, Mary Murdoch, Ronda Reidel and Daintry Snyder

RBC Gift for the new Child and Adolescent Mental Health Resource Centre



The RBC Foundation's gift to the new Child and Adolescent Mental Health Resource Centre will provide families with access to tools and information to support their mental health journey and recovery.

Thank you also to the Ross and Doris Dixon Foundation for your support of additional resources for the centre.



Malcolm Maxwell, GRH president and CEO; Michael Volpatti, manager of donations for Ontario Southwest, RBC Foundation; D'Arcy Delamere, chair, GRH Board of Directors; Michael Falcone branch manager, main branch Kitchener, RBC; Dr. John Heintzman, chief of psychiatry, GRH; Ron Caudle, chair, GRHF Board of Governors; Jane Black, regional vice president, RBC

Childhood Cancer Awareness event held at Grand River Hospital



Our thanks to everyone who supported September's Childhood Cancer Awareness event. This event was supported by donors to the POGO satellite clinic at Grand River Hospital.



THANK YOU to our fundraising friends



September 1, 2012 was an incredible day for the 2012 GRHF Ride for Cancer. For 60 lucky cyclists, it was a chance to ride with, and spend a day in the company of, cycling's best and brightest riders and celebrities, including Steve Bauer, Craig Hummer, Curt Harnett, Ryan Roth and riders from Team SpiderTech. Over \$400,000 was raised to support cancer programs and patient care at Grand River Hospital and for those living with cancer in Ontario. Thank you to event sponsor Blackberry and all participating sponsors.

The Starlight Children's Foundation Canada recently made a gift in support of the child life program at GRH. Pictured are Jeff Shaw, store director, Toys R Us Kitchener, Jane Jamieson, GRHF associate director and Trudy Rudolph, hospital program coordinator, Starlight Children's Foundation.



Tri-City Readymix Ltd President Rick Esbaugh, and Barb Esbaugh present Kim Wilhelm, GRHF development officer with a cheque for \$29,166 for the Grand River Regional Cancer Centre. Over \$75,000 has been donated to the GRRCC to date through this golf tournament.

Members of the Royal Canadian Legion, Branch 469 presenting a gift in support of patient infusion pumps and wheelchairs to GRHF volunteer Alannah Bell.



Members of the Rotary Club of Kitchener-Westmount present a gift for neonatal intensive care unit (NICU) monitors to Jill Gale, former director of children and childbirth programs at GRH. These devices continuously monitor patient's vital signs including blood pressure, pulse and temperature.



One of GRHF's youngest donors, three-year-old Connor Evans rolled pennies for the 105.3 Kool FM "Its Kool to Care Campaign".



After experiencing firsthand the care provided in GRH's children's services, eight-year-old Lauren Schumacher asked guests to her birthday party to make a gift to the hospital instead of giving her a present.

Grand River Hospital gifts:

- Kitchener and Waterloo Community Foundation, Howard G. Schneider Cancer Care Fund
- Shoppers Drug Mart Life Foundation
- BBB7 (Bald! Breast! Bands! 7)
- Canton Poultry Meats Inc
- Channer's Mens Clothiers
- Creative Framed Inc
- Dorothy's Best Bowling Tournament
- Eat to Beat Cancer Charity Pancake Breakfast
- Hoffman-La Roche Limited
- Nara Electronics Limited
- Performance Initiatives Inc
- Pluto Daycare-Activa
- Waterloo Chippers Athletic Club
- Wilfrid Laurier University Students Union

Service clubs, associations and faith based donors:

- Alpine Club of Kitchener Waterloo
- Army Navy Airforce Vets In Canada #344
- Kiwanis Club of Elmira
- Ladies Auxiliary, RCAFA Wing 404
- Ladies Auxiliary, Schwaben Club
- Lioness Club of New Hamburg
- Lions Club International, St. Jacobs Lions Club
- Lions Club International, Wellesley & District
- Lions Club International, Lions Club of Kitchener
- Optimist Club of Hespeler-Cambridge
- Optimist Club of St. Jacobs
- Optimist Club of Twin Cities, Waterloo Region
- Rotary Club of Kitchener-Westmount
- Waterloo and Halton Region Elks and Royal Purple Lodge
- Wilmot Centre Missionary Church
- Woolwich Community Lions Club

Schools and youth fundraisers:

- Isla Costigan
- Megan Dietrich
- Caitlyn Gossman-Bond
- Katie Janzen
- Megan Pickett
- Colson & Kamryn Ruppert
- Sarah Jane Tompkins
- Hannah Velle
- Avy White
- Our Lady of Fatima School
- St. Teresa School



On September 26, 2012, a team of 12 Waterloo Regional Police Officers and their support crew departed from the Grand River Regional Cancer Centre on the Ride of Your Life tour. Four days and over 600 kilometres later, the team arrived on Parliament Hill, a successful conclusion to a ride dedicated to those living with cancer and fellow officers who have given their lives in the line of duty. Over \$24,000 was raised for cancer programs at Grand River Hospital.

In only four years, the Ride of Your Life Tour has raised a total of over \$113,000 for GRH, while raising awareness for the Police and Peace Officers Memorial in Ottawa.



Shirley MacLean, franchise owner of The Works, Gourmet Burger and Bistro in Waterloo, presents a \$2,943 gift for the Grand River Regional Cancer Centre to Mark Womack (l), GRHF development officer and Dave Schneider (r) from 99.5 KFUN. On opening day, patrons to the restaurant at lunch and dinner were asked to donate the cost of their meals to GRH.

GRH Volunteer Association gives more than their time. The Grand River Hospital Volunteer Association gives the hospital and the Foundation more than immeasurable hours of dedication and service. At the 2012 meeting, the GRH Volunteer Association donated \$185,000 to the GRH Foundation.



Anne Patterson (l), president of the Zonta Club of Kitchener-Waterloo, presents a \$17,475 gift to Jane Jamieson (r), GRHF associate director. This gift was made possible from the proceeds of the 2012 Betty Thompson Golf Classic and will be used to support the Waterloo Wellington Breast Centre. Over \$750,000 has been donated locally to breast cancer and other women's health issues from this tournament.

Lyle S. Hallman Foundation grant supports mental health education



Paula Podolski (l), program director, Mental Health Services, showcases pamphlets and booklets on addictions and mental health. These resources, were purchased at a nominal cost from the Centre for Addiction and

Mental Health and the Canadian Mental Health Association and are provided free of charge to GRH patients and their families. The purchase of these resources was made possible as part of a \$234,100 grant from the Lyle S. Hallman Foundation for mental health education.

Singer-songwriter Amy Sky (r) visited GRH on October 1, 2012 to talk about life, balance and mental health. Her visit was also funded by the Hallman grant.



2013 Leejay Levene Calendars now on sale

Leejay Levene died tragically in July of 2007 during routine wisdom tooth surgery. Leejay had a very kind heart and always considered the well being of others. For this reason, Leejay's family decided to share his personal artwork by creating a calendar in partnership with the Grand River Hospital Foundation.



The funds raised from the sale of the 2013 Leejay Levene Calendars will be used to purchase patient intravenous pumps. These pumps provide pain medication and other medications such as chemotherapy drugs, nutrition, saline or dextrose intravenously to patients. The calendars are available for \$10 at a variety of locations across K-W and are also available online at www.grhf.org or by calling 519-749-4205.

These calendars make a perfect stocking stuffer this holiday season.



Children and adolescents treated for cancer at Grand River Hospital's children's outpatient clinic are invited to participate in the bravery bead program. After patients are diagnosed with cancer, children receive a "starter necklace" that includes a cord, beads to spell their name, and a Clarky's Kids and Grand River Hospital bead. Children then collect beads to acknowledge the many experiences, treatments and procedures they face over the course of their cancer treatment.

The bravery bead program is generously supported by donors to the POGO satellite clinic at GRH and the Clarky's Kids program. Cailyn Hovey (I) shows off her set bravery beads.

The Tannery in Kitchener played host to a special art exhibit on October 14th to build understanding of and reduce stigma around mental illness. The show featured art created by people with lived experience of a mental illness. GRH co-sponsored the show along with the artistic group Spark of Brilliance and the KW Self Help Alliance. Thank you to everyone who took part, including the following local businesses who provided prizes for the show: Henry's Camera Store (Waterloo), Milesones (Waterloo) and Tim Hortons (Grand River Hospital).



Caudle's Catch Seafood Golf Tournament celebrated its 25th Anniversary in 2012. Over \$100,000 has been raised for the regional cancer centre through this tournament since its inception. Nancy Hewat, GRHF executive director presented Ron and Sylvia Caudle with a certificate of appreciation honouring their outstanding fundraising efforts and ongoing commitment to GRH at the tournament.

June 26th was a spectacular day for the 1st annual Inside the Ropes Golf Tournament! For 140 lucky golfers, it was a chance to be the first to step into the tee boxes at Grey Silo while they were still warm from LPGA Professionals Michelle Wie, Hee Kyung Seo, Inbee Park, and champion Brittany Lang. At the end of the day, a cheque was presented on behalf of the sponsors and golfers to Grand River Hospital Foundation for over \$34,800. The funds raised from this inaugural tournament will be used to help purchase the new Interventional Radiology equipment.



Thank you to the donors, including Ronald Bank and Mario Cabral (above), who funded the new television in Grand River Hospital's Medical Day Unit.

Much appreciation goes to the generous donors, including the KPMG Alumni event for funding the purchase of a Neopuff for the NICU. The Neopuff is easy-to-use, and is designed to provide safe, consistent and non-invasive resuscitation for infants.



On Sunday, June 24th, over 600 riders took to the roads of Waterloo Region for the third annual Tour de Waterloo. The event was geared to all kinds of roadies; racers, serious cyclists, the weekend road warrior and recreational non-competitive riders.

Registration fees were donated to the GRH Foundation and riders were encouraged to raise additional funds. Over \$33,000 was raised in support of cancer programs and patient care at Grand River Hospital.



Over the years, the K-W Poppy Fund has funded important medical equipment that has helped to greatly improve patient care at both the K-W and the Freeport sites. This year's gift will go towards the purchase of a vein finder for the emergency department and a patient intravenous pump at the Freeport site.

Jim Meyer (right), K-W Poppy Fund Chairman and Stan Howie (second left), President of Polish Veterans' Branch in Kitchener, ON. and K-W Poppy Fund vice-chairman, presented cheques for a total of \$29,995 to Nancy Hewat (left), GRHF executive director and Carolyn Dysart (second from right), GRHF board member, during the Awards Night in the Polish Veterans Branch on March 30, 2012.

HOW TO REACH THE FOUNDATION OFFICE:

In Person: Ground level (fourth floor) of the K-W Site's Kaufman Building
40 Green Street

By Phone: 519-749-4205

Online: www.grhf.org

By Mail: Grand River Hospital Foundation,
835 King St.W.
Kitchener, Ontario, N2G 1G3

MAKE A LIFE-SAVING HOLIDAY GIFT

*Help bring extraordinary vision – WITH PINPOINT PRECISION
– to Grand River Hospital*

Imagine that our doctors have the most advanced imaging tool ready and waiting to target a tumour with pinpoint precision, and ensure a faster and safer recovery.

This holiday season, Grand River Hospital Foundation is raising funds to bring a new advanced imaging unit to Grand River Hospital.

Today, you have a chance to help us purchase a new interventional radiology (IR) unit that will allow us to bring extraordinary vision – with pinpoint precision – to Grand River Hospital, and help diagnose and treat a much greater range of illnesses in ways we've never been able to before.

The new IR unit costs \$1.5 million. While we've raised over \$847,000, we need your help to reach our ambitious goal.

Please make your tax-deductible donation today and help bring this advanced imaging unit to Grand River Hospital.

www.grhf.org/en/pinpoint **DONATE NOW!**

MAKE A SPECIAL HOLIDAY GIFT



**Learn more from your hospital:
subscribe to our e-Pulse newsletter
at www.grhosp.on.ca/epulse**

First Name _____ Last Name _____

Street Address _____ City _____ Postal Code _____

Telephone Number _____ Email Address _____

Please accept my one time gift of: \$50 \$100 \$300 \$500 Other: \$ _____

Gift To: Interventional Radiology
 Other

Method of payment: Visa Mastercard American Express Cheque
Please make cheque payable to Grand River Hospital Foundation

Card No: _____

Expiry Date: _____ Signature of cardholder _____

I WANT TO HELP

11/12

I authorize GRHF to process my donation as indicated to the left.

Return to: Grand River Hospital Foundation,
835 King Street West, Kitchener, ON N2G 1G3

Supporting GRH through monthly giving is another convenient and cost effective way to give.

Please contact us at 519-749-4205 or visit www.grhf.org to learn more.

**GRAND RIVER
HOSPITAL**

F O U N D A T I O N

A receipt will be issued for income tax purposes. No. 88918 0394 RR0001