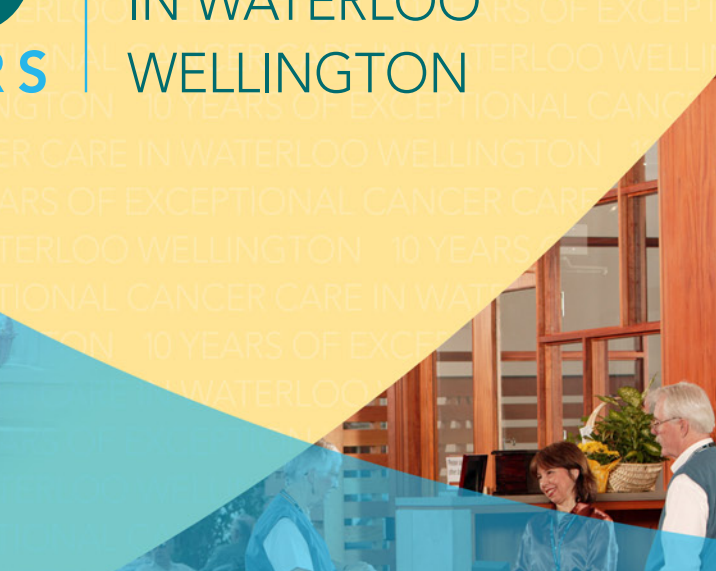


GRAND RIVER HOSPITAL

your health, your hospital

10
YEARS

OF EXCEPTIONAL
CANCER CARE
IN WATERLOO
WELLINGTON



GRH'S REGIONAL CANCER CENTRE: A PROVINCIAL LEADER, BUILT ON A HISTORY OF EXCEPTIONAL CARE



With roots in a history of exceptional care, Grand River Hospital's Regional Cancer Centre has built on a tradition of excellence in its first 10 years.

And since 2009, Cancer Care Ontario has recognized GRH's cancer centre as the top, or within the top three highest rated cancer programs in the province.

The hospital's cancer centre stands on the site that housed the original Berlin and Waterloo Hospital that opened in the mid-1890s. This original building (later re-named the Scott Pavilion) was replaced by the bright, welcoming cancer centre building. However the guiding principles remain: to improve the health of our community with the best information, equipment and staff while fostering the education of new health professionals.



"Before the cancer centre, our small cancer clinic provided very specific treatments and blood transfusions but only a limited range of services," explains Donna Van Allen, systemic therapy program director. "We didn't have the capacity or staff to provide the services we have today."

Since opening in 2003, the hospital's cancer centre has become a provincial leader in cancer care by being the first cancer centre in Ontario:

- With a paperless radiation department providing accurate health information quickly;
- To be fully integrated with a hospital, saving operating costs and providing patients with streamlined care across cancer and hospital programs; and
- With diagnostic assessment services that include nurse navigators who help to diagnose cancer faster for better outcomes. The program currently has specialized clinics to diagnose lung, breast, colorectal and prostate cancers.



From the \$12,000 original hospital building to the current \$56.7 million 9,000 square metre centre, GRH's Regional Cancer Centre has grown to meet the needs of Waterloo and Wellington patients.

"It's very fitting to me that the cancer centre is associated with a history of exceptional care," says Van Allen. "We've come a long way in 10 years but I think the biggest benefit is that people from our communities are able to access quality cancer care, close to their homes."

Photos from top to bottom:

The Scott Pavilion stood from 1895 until it was demolished in 2000 to make way for the new, spacious cancer centre.

Donna Van Allen sits in Grand River Hospital's old cancer clinic.

The original hospital building, built in 1895.

GRH FACT | GRH's Regional Cancer Centre is among the top cancer centres in Ontario for fast access to radiation therapy and chemotherapy.

A PATIENT'S CHOICE TO STAY AT GRH AFTER RECEIVING COMPASSIONATE CARE

For Samantha Silva and her family, the choice between care at GRH's Regional Cancer Centre or a larger centre closer to their Brampton home was easy after experiencing GRH's compassionate care.



Samantha Silva will always remember and be thankful to the care providers who helped her through her cancer journey.

"I was a first year University of Guelph student playing for the lacrosse team when I just didn't feel myself," recalls Samantha. "I felt very tired, out of shape, and I thought my legs would give out."

Samantha went to her school's clinic where they took blood and sent her home to rest. She awoke to many missed calls from the clinic urging her to go immediately to Guelph General Hospital. With her mom by her side, the doctor told Samantha she might have cancer and would be transferred to GRH's Regional Cancer Centre.

"It was a terrifying moment that I'll never forget," explains Samantha. "But after arriving at GRH I was greeted and cared for by nurses who were unbelievably nice and met my doctor almost immediately."

A few days after arriving at GRH, Samantha was diagnosed with acute myeloid leukemia. She started treatment right away and spent the next month in a hospital bed.

"After a month in the hospital, I had the option of transferring to a larger facility in Toronto since it was closer to my Brampton home. But right from the beginning, my family and I felt so comfortable with the caring and thoughtful nurses. We knew we wanted to stay at GRH."

Samantha is now in remission but she will always remember the people who helped her through her journey.

"It takes a certain type of person to be a nurse and work with cancer patients," explains Samantha. "I genuinely consider all my nurses and care providers at Grand River Hospital to be my friends and family."

GRH FACT | GRH works closely with Cancer Care Ontario and area hospitals to ensure Waterloo Wellington residents have the best access to specialized cancer care.



A CARING TEAM FOR PATIENTS AND THEIR FAMILIES



As cancer centre volunteers, Robert Hadley (left) and Olav den Ouden help create an unwavering compassionate environment for patients and their families.

Gratifying, remarkable, and privileged; these are the experiences volunteers, care providers and physicians describe as they support patients through their journey at Grand River Hospital’s Regional Cancer Centre.

“I am proud to volunteer in such a caring environment,” says Robert Hadley, a cancer centre volunteer for more than three years. “I feel useful when helping patients and blessed to work with a team that resembles a family.”

It was the unwavering, compassionate family environment that resonated with Alannah Bell and convinced her to give back by volunteering.

“At a pivotal point in my family’s life when my husband was informed of his terminal illness, the genuine care of the team at the cancer centre was there supporting us every step of the way,” recalls Bell. “Out of that experience, I decided to volunteer my time.

“I have learned that the cancer centre indeed has a mutual and reciprocal relationship with our community, through each patient and their family. What could matter more than each other’s care?”

Olav den Ouden couldn’t agree more. After starting his ninth year of volunteering at the cancer centre, he looks forward to being able to help even in the smallest ways.

“Every Monday, I see complete strangers and sometimes friends. Every Monday, I go home and tell my wife that I made a few folks smile this morning. It’s heartwarming to help,” says den Ouden.

The team at the cancer centre has many layers. It’s the work they do together that creates a remarkable environment.

“The stress of a cancer diagnosis and treatment is an immense burden,” explains Anne Schmidt, resource nurse for chemotherapy. “I feel privileged to be part of the cancer centre team and to travel this journey with our patients.”

GRH: MAKING A DIFFERENCE IN CANCER CARE THROUGH SPECIALIZED DIAGNOSTICS AND TREATMENT



(Photo above) Vince D’Mello (left) and Dr. Dimitrios Divaris are the administrative and medical directors for the combined laboratories at Grand River and St. Mary’s hospitals. They have helped lead new processes at GRH to cut reporting times for lab tests on potentially-cancerous tissues.

(Photo bottom right) Dr. Mohamed Husien is a surgical oncologist at GRH who specializes in liver and pancreatic procedures, including cancer cases.

Waterloo and Wellington patients have benefited from 10 years of specialized care at GRH’s Regional Cancer Centre. However, that exceptional care goes beyond the cancer centre building.

Cancer treatment depends on sophisticated laboratory testing, medical imaging and surgery. These programs have moved forward in leaps and bounds at GRH since the cancer centre opened in 2003.

Half of GRH’s laboratory studies involve identifying potentially-cancerous tissues. The lab at GRH’s KW Site conducts testing on tissues for patients from both Grand River and St. Mary’s hospitals.

The lab has cut wait times for reporting from these tests. Thanks to new LEAN processes, nearly 90 per cent of biopsy cases are completed in five days. Quicker turnaround means faster answers for patients awaiting the results.

GRH’s medical imaging service provides more than 125,000 studies a year. Several upgrades to the hospital’s MRI unit have boosted its imaging capabilities, improving care for patients who may be at a higher risk of illnesses such as breast cancer.

Patients have also benefited from an upgraded interventional radiology unit installed in 2012. It combines x-rays and ultrasounds with minimally-invasive surgery to treat a variety of conditions, including cancer.

The hospital plays a key role in surgeries coordinated through cancer programs, such as bowel and breast surgery.

GRH is also a centre of excellence for liver and pancreatic surgery. New procedures launched at the hospital have allowed for liver cancer surgery with very small incisions, providing faster recoveries and fewer complications for patients.

Thanks to teamwork and innovation throughout GRH, patients benefit from the best specialized cancer care close to home.

GRH FACT Surgical, laboratory and medical imaging services have seen major enhancements since GRH’s Regional Cancer Centre opened in 2003.

GRH FACT In a survey from July to September 2012, patients gave the GRH Regional Cancer Centre’s outpatient chemotherapy service a 99 percent satisfaction rating.



GRAND RIVER HOSPITAL
CELEBRATING YOU!



Celebrating the 10th anniversary of Grand River Hospital’s Regional Cancer Centre would not be complete without acknowledging our staff, patients and their families and friends as well as our community for 10 years of memories, stories, advocacy and ongoing, generous support.

That’s why we’ve been taking the time to ask you for your feedback to help us celebrate this tremendous milestone. Here’s what you had to tell us.



“It is a bright, friendly place in times when you need a compassionate and uplifting helping hand the most! Not only are all the staff members totally dedicated and efficient but they are always there for me! That’s why I’m so proud to have a facility like this in Kitchener.”

“I’m proud of the help it has given to me. It has helped me in so many ways as I was going through my illness.”

“My husband was diagnosed with lung cancer exactly one year ago. Sadly, there was minimal treatment but no cure. The staff members at the cancer centre were there for all of us every step of the way. I wish things could have turned out differently but we were given the straightforward facts right from the start of this journey, with minimal travel involved. Thank you to everyone.”

“Now there is an option for people in our community to receive high-quality care. When I started working here, the cancer centre was under construction. It has been an immense pleasure to watch it evolve. Proud to work at GRH!”

We’re proud to have cared for our patients in a state-of-the-art facility for the past 10 years. Here’s to many, many more.

Photos from top to bottom:
GRH staff, volunteers, patients and families have been sending us their stories and memories. We are honoured and grateful to receive them.

GRH FACT | More than 800 volunteers provide thousands of hours of support for cancer patients and others throughout GRH.

GRAND RIVER HOSPITAL FOUNDATION
SUPPORTING CARE CLOSE TO HOME



One recent donor was Mrs. Keiko Belair, wife of the late Charles Belair, whose \$530,000 gift was directed to patient intravenous pumps and scopes, equipment used in cancer diagnosis and treatment.

Ten years ago, our community came together to celebrate the opening of Grand River Hospital’s Regional Cancer Centre.

It was a proud moment for many, including donors to the historic joint hospital campaign, One Voice One Vision. Raising \$43,065,000 for the three area hospitals was a huge achievement. As one of the major projects of the campaign, donors were especially proud of the new regional cancer centre.

With our community’s generosity, GRH was able to do much more than build a new cancer facility and purchase related patient care equipment. It was able to provide relief and hope to the thousands of local residents treated for cancer close to home since 2003. Cancer centre patients often comment on their feelings of relief at not having to travel out of town for specialized treatment.

In the last 10 years, our community has continued to support cancer care close to home through fundraising events such as the longstanding 105.3 KOOL FM Poster Boy Campaign, the Grand River Motorcycle Ride for Dad, Ride of Your Life and the Betty Thompson Golf Classic. The community also provides support through direct mail appeals, memorial gifts, leadership gift requests and charitable bequests. Along with medical equipment in the cancer centre, donor funds have supported other areas of the hospital which diagnose and treat cancer including medical imaging, surgical services, laboratory services, the Waterloo Wellington Breast Centre and the inpatient oncology unit.

One recent donor was Mrs. Keiko Belair, wife of the late Charles Belair, whose \$530,000 gift was directed to patient intravenous pumps and scopes, equipment used in cancer diagnosis and treatment. According to Keiko, “My husband earned his living here, and we wanted to show our appreciation by giving back to this community in a meaningful way. Grand River Hospital was a natural place for us to support because everyone benefits from the hospital. I received excellent care as a patient and realize how vital a service it provides to the members of the community and region.”

According to Ron Caudle, chair of Grand River Hospital Foundation Board of Governors, “We are very grateful to Keiko and Charles Belair for their generous support. I am proud that our community continues to support the fabulous cancer care provided at Grand River Hospital. On behalf of our donors, and the GRH Foundation Board of Governors, I offer our congratulations to Grand River Hospital’s Regional Cancer Centre on its 10th anniversary.”

GRH FACT | The Grand River Hospital Foundation has worked with the community to raise millions of dollars for cancer care instruments and related equipment at GRH.



IF YOU COULD GIVE PEACE OF MIND AND EXEMPLARY CARE TO THE WOMEN OF OUR COMMUNITY, WOULD YOU?



"All I wanted was to
stay in the picture
with my boys."

- Sarah Bradshaw,
former cancer patient

By making a special holiday gift today, you can help purchase a new full-field digital mammography unit, the gold standard in breast screening and assessment, for GRH's Waterloo Wellington Breast Centre (WWBC).

Grand River Hospital's WWBC is trusted with the care of women in our community. It currently operates two full-field digital mammography units that provide high-quality images, reduced radiation for patients and user-friendly technology for front-line clinicians.

This holiday season, Grand River Hospital Foundation is raising funds to bring a third, full-field digital mammography unit to Grand River Hospital. Today, you have a chance to help us purchase a new unit that will further reduce wait times for routine mammography, ensuring that screening and assessment programs at the WWBC will continue to be provided in a timely basis to women in the community.

We need your help to purchase this \$500,000 full-field digital mammography unit!

**Please make your tax-deductible donation today and help bring this
full-field digital mammography unit to Grand River Hospital.**

www.grhf.org/en/inspire

I WANT TO HELP ^{10/13}

☐ I authorize GRHF to process my donation as indicated beside.

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**
FOUNDATION

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