



Woodstock Hospital

NEWSLETTER

SEPTEMBER
2024

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MESSAGE from the President & CEO

In June of this year, Woodstock Hospital (WH) began renovating the Chemotherapy/IV Infusion Clinic. This newsletter is dedicated to sharing an overview of the project and inviting you – our generous community – to be a part of transforming cancer care at your hospital.

This redesign and expansion of our clinic is a powerful example of our commitment to people-centred care. We listened to the voices of our patients and their care partners throughout the redesign process, surveying them to discover what meaningful changes could enhance their care experience. As an organization, this is what we always strive for – having the people who use our services tell us what matters most to them.

We also encouraged staff feedback to ensure the newly renovated clinic will be a space that supports them in providing the high-quality, compassionate care our patients have come to expect from Woodstock Hospital.



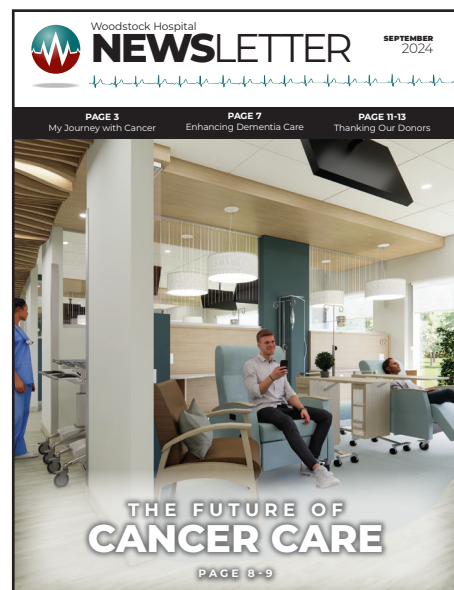
Perry Lang, Woodstock Hospital President & CEO.

As part of our ongoing commitment to people-centred care, we are also seeking your insight to help shape our new three-year Strategic Plan. I encourage you to scan the QR code provided on page 4 and share what you feel could be improved. Your anonymous survey response will help us develop key strategic priorities, and we will share our findings with you in an upcoming newsletter.

ON THE COVER THE FUTURE OF CANCER CARE

On the cover and throughout this newsletter, you'll find virtual renderings of our future Chemotherapy/IV Infusion Clinic, created by our architect, Tillmann Ruth Robinson. These images reflect our vision for the space, guided by valuable feedback from patients, families, and staff. While the final design may vary, these renderings offer an exciting glimpse into the future of cancer care at Woodstock Hospital.

Construction began in June 2024 and is expected to take about a year to complete. This edition is dedicated to the clinic's transformation because we need your support to bring this vision to life!



ENHANCING

Dementia Care in the ED

Coming to the Emergency Department (ED) can be an overwhelming experience for anyone. Now, imagine bringing a loved one who is living with dementia or confusion into this environment. The bright lights, noise, unfamiliar faces, and constant action can feel frightening, triggering behaviours that can be challenging for the patient and their caregivers.

In our January newsletter, we introduced you to the new ED Resource Team, which includes Dementia Resource Consultants (DRCs) from the Alzheimer Society Southwest Partners' DREAM Program, an Ontario Health at Home Care Coordinator, and a Geriatric Emergency Management Nurse. This team enhances care for elderly patients in the ED, including individuals with confusion or dementia-related symptoms.

This initiative has led to positive feedback from patients and their families. One of the latest compliments has been in relation to the availability of therapy dolls and other dementia-friendly Montessori activities in the ED.

Krizalyn Galang, a Dementia Resource Consultant, has seen firsthand how these simple tools make a profound difference. "The doll can evoke a sense of routine and nurturing instincts. When a patient 'cares for the baby,' it often helps them feel calmer and more secure." Krizalyn describes how some patients immediately connect with the doll, cradling it gently, while others find comfort in simply holding it. "It's about creating a sense of purpose and routine in an otherwise disorienting environment."

Beyond therapy dolls, Krizalyn and her colleagues use a variety of other tools to connect with patients. They play music on MP3 players, show photographs of familiar faces like Elvis, and engage in simple, purposeful tasks. "It might be as straightforward as asking, 'Can you help me sort these?'" or listening to their favourite songs. It's all part of the Montessori approach to dementia care, focusing on the patient's strengths and preferences," she says.

Many families are surprised to see the calming effect these tools have. "Some have even decided to get therapy dolls for their loved ones to keep with them at their retirement or long-term care home, after seeing the difference it makes in managing agitation or resistance to care," shares Krizalyn.

"Our partnership with the Alzheimer Society Southwest Partners and Ontario Health at Home has been invaluable," says Heidi Dantes, Director of Emergency Services. "By focusing on compassion, creativity, and connection, we're improving the patient experience and providing families with resources, education, and support that they might not have accessed before."



Krizalyn showcases some of the Montessori activities and items she uses to engage patients.



The Strategic Plan Steering Committee. The committee is comprised of staff and Patient & Family advisors.

STRATEGIC PLANNING

at Woodstock Hospital

Woodstock Hospital is in the early stages of developing a new Strategic Plan. Strategic plans are crucial for hospitals. They help us set clear goals and a vision for the future, ensuring we continue to provide our community with the best possible care close to home.

This will be a three-year Strategic Plan. A shorter timeline will allow us to check in more often, re-evaluate as needed, and better respond to the changing needs of our staff, patients, and community.

Our new plan will focus on people-centred care, incorporating the voices of patients, families, caregivers, staff, and the community into everything we do. By listening closely to those we serve, we will ensure our priorities reflect their needs, preferences, and experiences.

We are also committed to continuing to enhance equity, diversity, inclusion, and belonging, ensuring everyone who comes through our doors feels welcomed and respected.

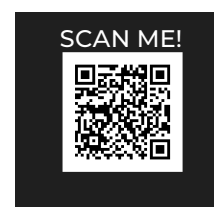
This fall, we will be engaging with stakeholders to get their thoughts and ideas on healthcare

and the changing needs of our community. We will also visit long-term care homes and public spaces, like the library, to gather feedback and inform our plan.

“By capturing a wide range of experiences and insights, we will create a comprehensive plan addressing the local opportunities and challenges that we face,” says Jennifer Lynch, Director of Strategic Planning, Community Engagement, and Patient Experience. "Your feedback allows us to adjust our strategies and ensure our actions and initiatives are relevant to Woodstock and Oxford County residents. Together, we will create a plan that reflects our community’s needs and ensures our hospital continues to provide exceptional care for all."

Scan the QR code to complete a quick survey or [click here](#) to visit our website regularly to see if there is an engagement opportunity near you!

SHARE Your Voice,
SHAPE Your Care!



PATIENT

Meal Ordering Made Easy

We are excited to introduce the new CBORD Patient Meal App. This app is designed to make meal selection easier, personalized, and more convenient for our patients and their families.

With the CBORD Patient Meal App, patients can now use their personal devices to order meals during their hospital stay. The app is free to download, and signing up is simple. Patients use their date of birth and Medical Record Number, which can be found on their wristband (starting with "WH").

Once logged in, patients can explore customized menus tailored to individual dietary needs and preferences. Meal orders can be placed with just a few taps, with a cut-off time of 10:00 am for lunch and 2:00 pm for dinner. Patients can even plan ahead by ordering for the next day at any time.

Trish Lamers, Director of Food Services, shares her excitement about the app's potential impact. "We're happy



Stock photo provided by CBORD.

the app allows caregivers and families to order meals on behalf of their loved ones. They know their loved one's preferences best, and in cases where a patient may be unable to do this themselves, this feature offers both convenience and peace of mind."

Trish adds that Food Services staff will continue assisting with meal ordering as needed.

"Looking ahead, our goal is to integrate the meal ordering system into Woodstock Hospital's new patient TVs, allowing for an even more seamless experience."

[Click here](#) to learn more about the new patient meal ordering app on our website.

Minister of Health Visit

On August 12, 2024, we welcomed Minister of Health, Sylvia Jones, and our local MPP Ernie Hardeman to the hospital. We took this opportunity to discuss enhancing Mental Health and Addiction Services in our community. We also showcased our state-of-the-art CT scanner and CORI surgical robot for hip and knee replacements.



Hospital Board Chair Patrice Hilderley and President & CEO Perry Lang welcomed our guests!

AWARDED

for Organ & Tissue Donation

Woodstock Hospital (WH) has been recognized with multiple awards from Ontario Health’s Trillium Gift of Life Network (OH-TGLN) for its outstanding contributions to organ and tissue donation during the 2023/24 year.

This past year, WH supported one organ donor, resulting in six organs being donated, saving five lives. Additionally, 24 tissue donations contributed to enhancing the lives of many others. These life-changing outcomes were made possible by the dedication of our staff and the trust placed in WH staff by donor families.

Among the four awards received was the Award of Excellence for Conversion Rate. This award acknowledges that WH has consistently met or surpassed provincial targets for converting potential donors into actual donors for four or more consecutive years.

“Facilitating organ and tissue donation is a collaborative effort that involves many departments working together,” says



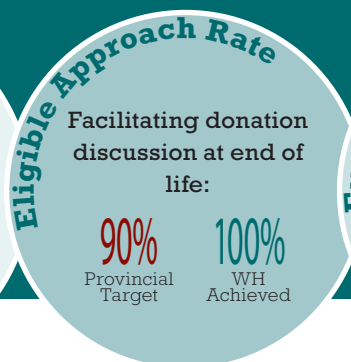
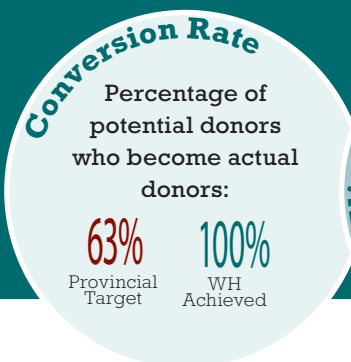
Celebrating our awards with coffee and cake for staff as it wouldn't be possible without them!

Brad Joosse, Director of Critical Care and Dialysis, and Chair of WH’s OH-TGLN Committee. “From our Critical Care team to the Lab, Pharmacy, and beyond, every step is carefully coordinated to ensure that once a family makes the courageous decision to donate, every effort is made to keep the organs healthy and viable for recipients.”

WH also received the Award of Excellence for Eligible Approach Rate, recognizing the hospital’s commitment to facilitating donation discussions with eligible patients and their families at the end of life.

Brad thanks the hospital’s OH-TGLN Committee for promoting the importance of organ and tissue donation year-round and engaging with staff to enhance WH’s organ and tissue donation processes.

Woodstock Hospital Received Four Awards from OH-TGLN for 2023/24:



MESSAGE from the Woodstock Hospital Foundation



Jocelyn Jenner,
Senior Development
Officer, WH Foundation

Imagine for a moment that you've just received a cancer diagnosis. You are sitting in your doctor's office, hearing words that will change your life forever. In that instant, a thousand questions flood your mind, and one of the most pressing concerns is navigating the long road of treatment ahead. The idea of travelling far from home—leaving behind the comfort and support of family, friends, and familiar surroundings—adds another layer of worry to an already frightening situation.

Now, imagine a different scenario. Imagine being able to receive your treatment in your own community. Imagine you are in a space designed with your needs in mind. Imagine being close enough to home that your loved ones can sit by your side. Imagine that the care you receive is delivered with the same compassion you have always known from our local healthcare providers.

This is precisely what we will achieve with the renovation and expansion of Woodstock Hospital's Chemotherapy/IV Infusion Clinic. We will ensure those who are facing a cancer diagnosis have access to the very best care close to home.

I invite you to join the Woodstock Hospital Foundation in raising \$3 million in support of this project. In this newsletter, we highlight some of the incredible gifts we have already received. But there is still more work to do, and I am reaching out to you today to ask you to make a meaningful contribution. [Click here](#) to donate now.

Please join us in making this vision a reality. Together, we can ensure that if our friends, neighbours, or loved ones need treatment, they can find the care and comfort they deserve right here at home.

Thank you for your continued support and generosity.

Jocelyn



Donald McGill was the last patient to receive treatment in our old clinic space.



Nurse, Corinne, chats with a patient in the temporary treatment space in Vision Hall.



Rendering of one of the areas for stretchers in the newly renovated clinic.

THE FUTURE of Cancer Care at our Hospital

Woodstock Hospital officially began renovating the Chemotherapy/IV Infusion Clinic on June 3, 2024.

This project is about more than just bricks and mortar; it is about creating a space where patients feel comfortable and supported during one of the most challenging battles of their lives. As one of the Verspeeten Family Cancer Centre's (formerly known as London Regional Cancer Program) satellite clinics, the Chemotherapy/IV Infusion Clinic provides systemic cancer treatment closer to home for Woodstock and Oxford County patients.

"Discussions about renovating the clinic began because of growth projections for Woodstock and Oxford County," explains Fatima Vieira-Cabral, Director of Pharmacy and Chemotherapy. "Statistics from Cancer Care Ontario also demonstrate that more people are receiving cancer diagnoses

and there are additional treatment options because of advances in immunotherapy. "With our community's increasing population and trends tracked within our clinic, we knew we needed to expand the treatment space to accommodate more patients."

The clinic will increase from eight treatment chairs and three stretchers to 15 treatment chairs and three stretchers, ensuring patients have access to the care they need in their community when they need it. This expansion is also crucial with emerging treatments, such as immunotherapy and targeted therapy options.

Designed with Patient Input

Patient voices have shaped every aspect of the redesign. From layout to paint colours, our patients have ensured the new clinic meets real needs. Not just medical, but emotional and practical ones, too.



Picture of the Old Treatment Space



Renderings of the New Treatment Space

“Our patients told us they wanted more privacy, space for their care partners, and more natural light,” shares Fatima. “The new design includes pods of four patients for greater privacy, rather than our current open concept. There will also be more room for care partners and large windows that fill the treatment space with natural light.”

A simulated treatment pod was created so our patient advisors and staff could experience the new layout firsthand and share feedback. “When it also comes time to choose furnishings,” Fatima adds, “we hope to receive patient and family input on preferred treatment chairs and lighting options.”

Fatima is also excited about the clinic’s new victory bell –a firehouse bell donated by the Woodstock Fire Department. “The bell will be in a more prominent location as it’s a symbol of hope and achievement for patients celebrating the completion of their treatment.”

Project Manager Ryan Wood has been ensuring the renovations stay on track. “Our current focus is on completing exterior wall work in preparation for new floor-to-ceiling windows in the treatment area.” He adds his excitement about the patient input received. “We’re building something together and creating a space that many patients will appreciate because of the input they provided.”

A Personal Touch

Deb Capling is a patient in our Chemotherapy/IV Infusion Clinic and was

invited to be a patient advisor for the project. “When I was diagnosed with Stage IV cancer in March 2019, I wondered if my grandchildren would even remember me,” she shares. “But thanks to the incredible support of my family, friends, colleagues and the oncology team at Woodstock Hospital, I’m still here and thriving today.”

Deb is proud to contribute to the clinic’s redesign. “It’s an honour to work alongside hospital staff and offer my perspective to help create a space that truly reflects the needs and dignity of every patient.” She adds, “The larger windows were at the top of my wish list, along with avoiding beige paint on the walls!”

Building a Community of Care

Community support has been at the heart of our clinic’s renovation project. As you’ll read in this newsletter, generous donations from members of our community are helping to make this transformation possible. We are proud to share their stories about why they decided to donate to support cancer care at Woodstock Hospital.

“With a fundraising goal of \$3 million, we invite everyone in our community to join us in creating a space that is not just for treatment, but a place for hope and healing,” says Ron Burns, Chair of the Woodstock Hospital Foundation Board of Directors. “Every contribution, big or small, will help us build a brighter future for those who require cancer care in our community.”

[Click here](#) to make a donation today in support of this transformation.

A LETTER

from Patient, Nora Holden

“You have cancer.”

These three words trigger a whirlwind of emotions—shock, fear, disbelief, confusion.

When I heard those words in 2012, my thoughts went straight to my family. I wasn't ready to leave them. After a routine mammogram, scans, and surgery, I was diagnosed with metastatic breast cancer. The cancer had spread to my bones. I found myself suddenly fighting for my life.

Am I going to die? Why me? Who will help my husband and children? Where will I get the help I need? These questions raced through my mind.

My name is Nora Holden and I've been a cancer fighter for the past 12 years. After thirty-three radiation treatments in London, I was told my chemotherapy and subsequent transfusions would be administered at the newly opened satellite Chemotherapy/IV Infusion Clinic at Woodstock Hospital. What a blessing that was!

The clinic was closer to my home, saving my husband and me long drives in all weather conditions. My husband could sit beside me, the parking was more affordable, and wait times were shorter.

But the biggest blessing turned out to be the compassionate, knowledgeable, and supportive staff. The oncology nurses quickly became more than care providers; they were part of my support team. They offered comfort and a listening ear when I needed to talk about my fears, and they celebrated my milestones.



Nora awaits treatment in the temporary space that has been set up in Vision Hall.

Over the years, I've seen the volume of patients increase, leading to tighter working areas for the staff and smaller treatment areas for patients. You don't realize how important treatment space is until you're a patient who has to sit in a chair with limited movement for two to six hours.

When I learned the hospital was planning to redesign the clinic, I was delighted to be invited to be a patient advisor on the project. The new space will be a calming, supportive environment—one where your caregiver can sit comfortably with you, where you can stretch out without impeding the flow of traffic, where you can have a private conversation, and where you can look out of the window to see what's happening with the weather. And most importantly, it will be able to accommodate more patients for treatment.

You never know when you or someone you love might hear those words: *“You have cancer.”* But together, we can ensure treatment is accessible to those who need it, close to home.

LIFE-SAVING

Treatments Close to Home

Ken and Bobbie (Roberta) Sommers are well-known names in Oxford County, especially in Tavistock, where they've built a legacy of community involvement. Ken, a Tavistock native, has spent over 60 years working in the family business, Sommers Motor Generator Sales Ltd. After raising their children, the Sommers moved to Woodstock to be closer to other family members and friends.

“We have relied on the hospital for various tests and procedures throughout the twenty years we have lived in Woodstock,” shares Bobbie. “When I had surgery two years ago, the care I received was outstanding. The nurses were compassionate and attentive, making a difficult time much easier.”

When they learned about the renovation of the Chemotherapy/IV Infusion Clinic, the Sommers were inspired to make a significant contribution of \$500,000. With their gift, they're hopeful that more patients can receive life-saving treatments close to home



Ken and Roberta pictured with Jocelyn and Perry.

without the added burden of travelling to another city.

“No one should have to face cancer treatments far from home,” says Bobbie. “We hope that by supporting this project, patients will feel more comfortable and supported by having loved ones nearby during such a difficult time.”

Ken adds, “We are fortunate to be able to contribute to an initiative that will truly impact patients’ lives. Our hope is that with upgraded facilities and advanced treatments, patients will have a smoother road to recovery.”



Project Manager Ryan Wood brings out the Chemo "mood board" to a Patient & Family Advisory Committee BBQ to discuss design details with advisors Beth and Nora.



Ryan tours Senior Team members, Perry and Cindy, through the renovated space. They discussed exterior work underway for the installation of large windows.



Patient advisors Nora and Deb, discuss the project with Director of Capital Projects, Chris, and visit the temporary treatment space located in Vision Hall.

A LEGACY of Gratitude

Annette Vriends was diagnosed with pancreatic cancer in August 2021. Although she was closely followed by the Baker Centre for Pancreatic Cancer in London, Annette was able to receive her chemotherapy treatments close to home at Woodstock Hospital. The convenience of local care made a significant difference in her journey, allowing her to easily arrange rides, reducing the stress of travelling to another city.

Annette often expressed her gratitude for the compassionate care she received at the WH clinic. “She always talked about how the staff were incredibly supportive and caring,” shares her nephew, Pete. “Annette wanted to donate to show her appreciation for the Chemotherapy team and also ensure other patients can receive the same great care she did.”



Photo of Annette provided by her nephew, Pete.

Annette left a generous gift of \$450,000 in her estate to support cancer care at Woodstock Hospital. Her donation will help create a space that continues to provide the compassionate, accessible care that Annette valued so deeply.

THANK YOU

Doug and Patti Bell

Cancer has touched the lives of countless individuals, but for Doug and Patti Bell, the impact has been deeply personal. The lifelong residents of Thamesford have supported family members, friends, and colleagues through the challenges and fears that accompany a cancer diagnosis.

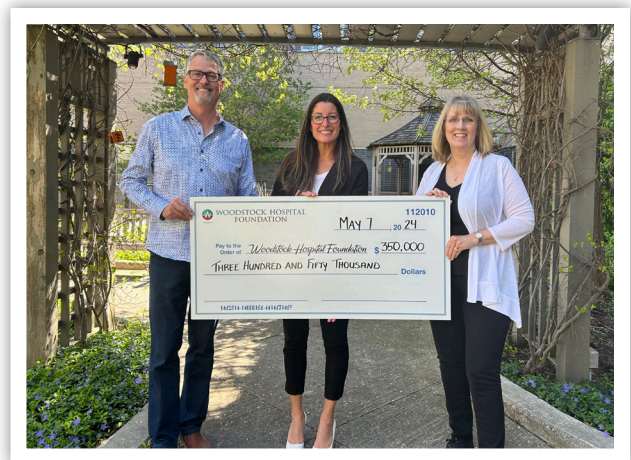
When they learned the Chemotherapy/IV Infusion Clinic was undergoing extensive renovations, they saw an opportunity to make a meaningful difference in their community.

With a generous donation of \$350,000, Doug and Patti have played a pivotal role in advancing cancer care in Oxford County. Their contribution is helping to create a state-of-the-art treatment environment that will support patients and families during some of their most difficult times.

“It’s our sincere hope that the additional treatment spaces and enhanced, patient-

centred environment will lead to more success stories in the fight against this horrible disease,” Patti shares.

Doug echoes these sentiments. “The hospital has always conveyed a sense of caring and a patient-first mentality that isn’t always achievable at larger facilities,” he says. “We were awestruck by the vision Woodstock Hospital had for this renovation, and we believe the quality of treatment provided at this clinic will be second to none.”



Doug and Patti pictured with WH Foundation's Senior Development Officer, Jocelyn.

THANK YOU Maglin Site Furniture

Ian McAskile has called Woodstock Home for 75 years. It's where he built his business, raised his family, and watched our community thrive.

"Maglin Site Furniture wouldn't be where it is today without the incredible support of our neighbours and friends in Oxford County."

Ian knows firsthand how important it is to have cancer care close to home. "Ten years ago, my wife, Peg, underwent treatment at the Chemotherapy/IV Infusion Clinic. The care and compassion she received during that challenging time left a lasting impression on us. The wonderful staff provided us with comfort and strength for which we will always be grateful."

Ian adds that he hopes Maglin employees feel proud to know the business has supported this project with a heartfelt \$250,000 gift. "The hospital is a vital resource for everyone in Woodstock and Oxford County, including our employees and their families. We are proud to make this donation to our community hospital and encourage others to support this project if they are able to."



Photo provided by Maglin Site Furniture.

ANOTHER SNEAK PEEK

at the Future of Cancer Care at Woodstock Hospital



The renovated clinic will also provide private treatment spaces which may be required due to the nature of the treatment, isolation requirements, or if requested by the patient or their family.



DONATE TODAY

Support our Chemotherapy/IV Infusion Clinic

If this newsletter has inspired you to donate in support of cancer care at Woodstock Hospital, please [click here](#) or scan the QR code now.

If you would like to discuss this project further and talk with staff at the Woodstock Hospital Foundation about your gift, call **519-421-4226** or email foundation@woodstockhospital.ca.



WIN BIG Join the Online 50/50 Raffle Winner's Circle

On November 4, 2020, the Woodstock Hospital Foundation first promoted its now widely-known online 50/50 Raffle. In its first year alone, the Raffle generated over \$380,000 worth of prize funds. "People are really excited about this initiative," says Jocelyn Jenner, Senior Development Officer of the Woodstock Hospital Foundation. "Not only is it a chance to win, but our community likes knowing they are supporting essential equipment for our hospital."

The highest monthly jackpot was over \$194,000 in December 2023. The proceeds from upcoming draws are supporting new mammography machines in the Diagnostic Imaging Department.



Harla Morris won \$46,595 in August's Grand Prize Draw.



Patricia Coomber won \$53,732 in July's Grand Prize Draw.



Jayne Novak won \$43,162 in June's Grand Prize Draw.



William Chute (left) and Alan Partner, won \$49,000 in May's Grand Prize Draw.



Clara Diane Vanmeer won \$51,830 in April's Grand Prize Draw.



Vicki Gagen won \$57,872 in February's Grand Prize Draw.



PLAY ONLINE NOW

[Click here](#) to purchase your tickets for the 50/50 draw!

Lottery Licence #RAF1414172