

# THE BULLETIN

HGH FOUNDATION NEWSLETTER – FALL 2023



## Caring For People, Closer to Home: How Your Kindness is Helping Fight Breast Cancer at HGH!

*A proud mother, loving spouse, and successful business owner, Nadia is just one of the women whose lives you are impacting at HGH. In appreciation for the difference you make for patients every day, she shares her story inside...*

### *Also In This Issue*

#### **HGH News:**

New parking payment option makes life easier at emergency

**Results of your generosity:**  
2022-23 by the numbers

**Hospital Accreditation:**  
HGH earns third exemplary standing

**Donor spotlight:**  
Susan's story



*Photo by Vonroe Photography*

# Help make a difference at HGH for women like Nadia

**Will you help us reach the \$830,000 goal to purchase a new mammography machine for HGH before year end? We're almost there!**

"The day August 12, 2021, marked a major turning point in my life. It is the date I received THE diagnosis that no one ever wants to receive. Breast cancer! Fear, insecurity, anguish, and panic took hold of me when I found out. In short, I was terrified! Many unanswered questions flooded my brain all at once!

To add to the misfortune, a cancer diagnosis during a worldwide pandemic did not facilitate the obligatory passage. However, after a discussion with HGH surgeon, Dr. Dumais, I can clearly say that I was reassured. I felt that I was taken care of and that there was a good plan in place.

It was just a few days later that I arrived at HGH very early for surgery. I will never forget that morning. The wait was over, finally! The list is long to describe all the emotions that cancer can make you experience, and I can tell you that they are not always the most beautiful.



*Nadia is now in remission and embracing a whole new chapter of her life.*

When I arrived for my surgery, I was greeted by an absolutely incredible and dedicated team. I was so well cared for and made as comfortable as possible given the situation. I really appreciated the staff's human side, their empathy, and I felt listened to by the entire team. Everything went very well, and I was able to return home the same day.

Unfortunately, I had to start the process again a few weeks later for a second surgery. The quality of service was consistent, and the welcome was as warm as the first time. All this marked the beginning of a long year and a half of challenges and convalescence. I can humbly say today that I have been in remission for more than a year and that I am doing very well.

The importance of early detection is so paramount! From personal experience, I can guarantee you that there is no point in being afraid or postponing the inevitable. The result will be the same, and the risk is so much greater if you choose to wait. HGH offers new facilities, state-of-the-art equipment and the staff is welcoming and professional. We always think it can't happen to us. Ladies! Schedule your screenings when necessary. It can happen!

I would like to conclude by thanking each of the donors who will contribute to the purchase of HGH's new advanced mammography machine. Your generosity will provide me with access to this wonderful technology in order to continue my follow ups safely and keep me healthy."

*Nadia*



# What's New at HGH



## HGH is Accredited with Exemplary Standing!

On March 31, 2023, Accreditation Canada issued its formal decision accrediting HGH with Exemplary Standing – the highest possible designation for an accredited hospital in Canada.

Last November, a team of four Accreditation Canada surveyors was on site at HGH to evaluate more than 2,047 standards of quality, safety and people-centred care. HGH demonstrated compliance to over 98% of these standards. This is the third time HGH has achieved the distinction of Exemplary Standing. Accreditation Canada describes this designation as being awarded to “organizations that go beyond Accreditation Canada’s requirements and demonstrate excellence in quality improvement.” Congratulations to the entire HGH team!

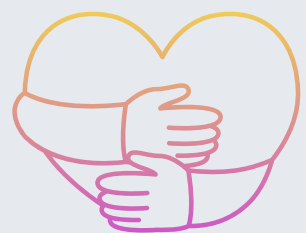
## Additional Payment Option When Parking at Emergency

HGH is now offering, as a pilot project, an online payment solution (HONKTap) for patients and their families who are using the Emergency Department parking lot.

The online payment system is managed by Honk and allows clients to pay online (using a QR code) with a credit or debit card using their smartphone. This is an additional payment option to the existing parking meters, which are operational and still accept cash payments.

The parking rate is the same, and the new online payment solution offers some additional convenience to patients and their family members such as the remote top up without having to return outside to the parking lot.

## HGH FOUNDATION ANNUAL RESULTS 2022-23



**4,840**

ACTIVE  
DONORS

**\$1,303,611**

TOTAL AMOUNT  
RAISED

**109**

MONTHLY  
DONORS

**61**

VOLUNTEERS

**13**

THIRD-PARTY  
EVENTS

THANK YOU FOR YOUR GENEROUS SUPPORT!

WANT TO KNOW MORE? OUR 2022-23 ANNUAL REPORT & FINANCIAL STATEMENTS  
ARE AVAILABLE ON OUR WEBSITE OR BY CALLING OUR OFFICE.



# Monthly Donor Spotlight

**Susan Latreille had never spent much time in hospital until an emergency visit to HGH changed everything...**

"In June 2021, I became quite unwell and went to HGH's ER with severe anemia. After some initial tests, doctors were concerned, and I was admitted. Soon after, the doctor came to my room to tell me that I had colon cancer which required immediate surgery. I will never forget that moment. So many scenarios run through your mind when you receive a cancer diagnosis. Fortunately, my surgeon, Dr. Priscille Cyr, was incredible. I believe she made an extra effort to ensure my surgery was performed without delay and it took place within days.

This all resulted in a 10-day stay at HGH. Everyone, including the doctors, nurses, technicians, porters, and housekeeping staff, were amazing, despite being run off their feet and under the duress of COVID. It was an overwhelming time for me, alone, no visitors allowed, and yet the support of all staff was exceptional.

Two months later, I began a 12-session series of chemo at HGH's Medical Day Unit. Words cannot describe the awesomeness of the staff there - kind, caring, empathetic - making another very difficult time easier to endure.



My experiences at HGH (which I would really rather not have required) have under the circumstances, been nothing but positive. This is why I chose to support the hospital as a monthly donor to the HGH Foundation. I am a senior on a fixed income, so small monthly donations are easy to fit into my budget, and each month as the payment comes out of my bank account, I am reminded to be thankful. I hope my contribution will help others in need experience the same positive support at what is an incredible hospital."

- Susan,

Grateful patient and monthly donor

**Who are our monthly donors?** They're people just like you who care deeply about the health of their community. They want to ensure family, friends and neighbours are able to receive the care they need at HGH.

**Please consider becoming a monthly donor today! Register online or by using the form below.**

Please support the HGH Foundation by returning this form with your tax deductible gift in the enclosed postage paid envelope.

**Your gift will be used to fund our entire mission.** Thank you for your support!

**YES! I would like to make a donation to the HGH Foundation.**

Here is my gift of \$ \_\_\_\_\_

☐ Enclosed is my cheque, payable to:  
**HGH Foundation**

**OR**

☐ Please charge my credit card:

☐ VISA

☐ MASTERCARD

☐ AMERICAN EXPRESS

# \_\_\_\_\_ Exp. date: \_\_\_\_ / \_\_\_\_

Name of donor: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

Signature: \_\_\_\_\_

Charitable Registration #118921592 RR0001

Online donation:  
[hghfoundation.org](http://hghfoundation.org)

☐ **Please send me information about leaving a gift in my Will**

☐ **Please contact me to arrange an automatic monthly gift**

☐ **I no longer wish to receive the HGH Foundation's newsletter**

**Thank you for your support!**