



A Credit to your Health

A publication of THE CREDIT VALLEY HOSPITAL OCTOBER 2004 / VOLUME 6 ISSUE 3

Budget Measures May Impact Patient Care



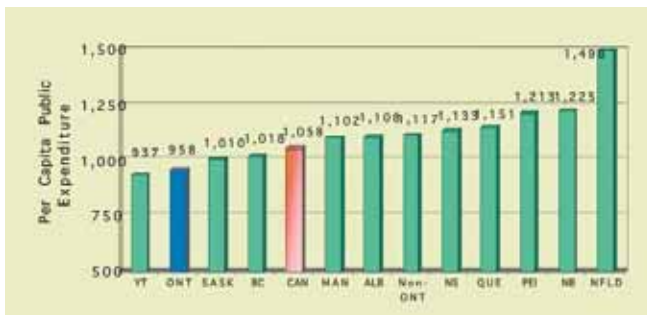
A Message from Wayne Fyffe, President and CEO

The hospital/healthcare world is complicated at the best of times. Recently, newspaper accounts of federal/provincial negotiations and the war of words between the Health Minister and the Ontario Hospital Association have many people confused. In this edition of our regular news insert, we will try to clarify the

government's expectations of CVH, our response, and what it means to you, the community we serve.

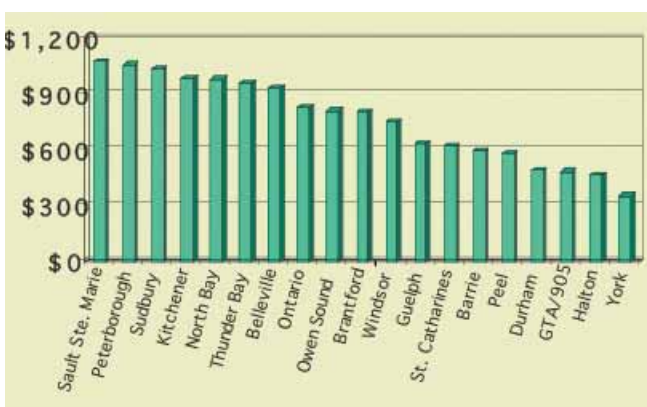
The Starting Point

2002-2003 Public Expenditure on Hospitals: Ontario is the Lowest



Source: Ontario Hospital Association

2002-2003 Community Hospital Per Capita Funding



Source: GTA905 Healthcare Alliance

Ontario spends less per person on hospitals than any other province in Canada. Per person spending on hospitals in the Peel Region is the third lowest in all regions of Ontario. CVH, according to Ministry of Health and Long-Term Care published data on performance, is the most efficient hospital (of its size or bigger) in the province. Our cost per weighted case of inpatient care is 7.7% less than expected and the community uses our inpatient services 12.4% less than expected (for a similar community, age and sex adjusted).

Sounds great, but what does it mean?

It means that when you read about 'fat' in the system, the articles are not commenting on CVH – we are already efficient. It means that we are under serving our community by 12.4% because we have not yet been given permission to build any new inpatient beds. The new addition now under construction will shorten wait times for cancer care and other ambulatory care services, but it has no inpatient beds. So the long waits for surgery and for emergency care, and overcrowding in labor and delivery will continue until our next addition is approved and

built. That next phase of construction, which is ready to go to tender pending ministry approval, will add 150 new inpatient beds which will help us meet the government's promise to reduce wait times.

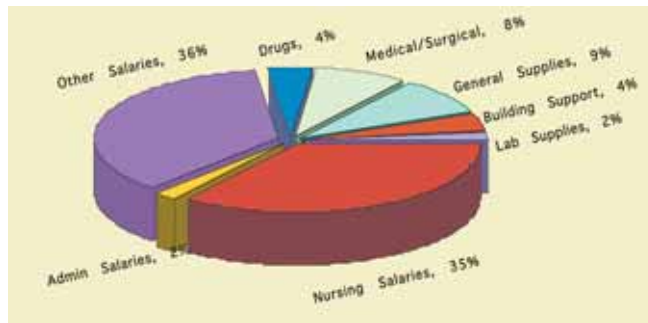
So how are we doing financially?

For the year ended March 31, 2004, CVH had a small surplus.

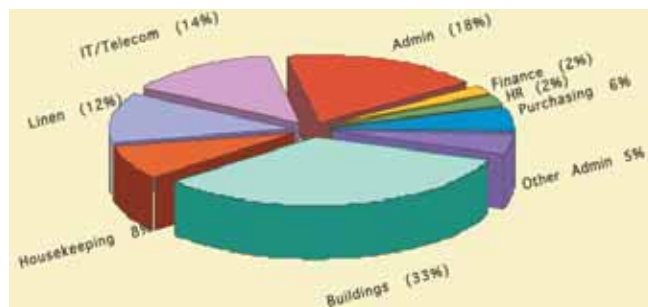
We were recognized for our efficiency in the government announced funding for this year (we received proportionately more than other hospitals). Regrettably, however, the total amount of funding is still insufficient to balance the budget. If we continue at the current rate of spending, we have projected a deficit of \$14.2 million at March 31, 2005.

So where does the money go?

2003-2004 Operating Expenses (\$200 million)



2003-2004 Non-clinical General Expenses (\$13 m of \$200 m)



The cost of non-clinical services in the hospital – infrastructure costs such as heat, light, power and water, continue to increase. The savings we are now required to find in order to balance our budget (\$14.2 million) in the most simplistic terms, is more than the entire cost of those basic services (approximately \$13 million). Drugs, medical supplies and salaries (as per collective agreements) continue to increase. Often, when new public service agreements are negotiated provincially, hospitals are left to find the dollars to pay the increases within existing budgets. Salaries account for 73% of our operating expenses; medical supplies and drugs are 12% of our budget.

So what are we doing about the projected deficit?

The government has said there is no more money for hospitals, period. We are required to submit a plan to balance the budget. So we have a plan:

1. To freeze management salaries and hiring of some vacant/planned positions \$3.0 m
2. To find further savings, without reducing the number of patients being seen. \$6.8 m
3. To reduce the number of patients being seen (increase wait times) so that further staff and supply costs can be reduced. \$4.4 m

Total Savings: \$14.2 m

This plan was submitted to government on October 15 and we are expecting a response and/or approval to proceed



Premier Dalton McGuinty chose Credit Valley to focus attention on nursing manpower at hospitals in Ontario. The premier and his government provided funding to support nursing education and mentorship initiatives to enhance the role of nurses in Ontario. The premier toured Credit Valley with media representatives in order to draw attention to his government's target for hospitals whereby 70% of the hours worked by nursing staff is by full time nurses. Credit Valley has already achieved that benchmark and is confident that it will continue to meet or better that statistic through the hiring of graduate nurses; less reliance on agency nurses and by hiring and mentoring internationally trained nurses. In the last year, Credit Valley filled 50 new full-time nursing positions to allow the hospital to cover off sick time and vacations and minimize the use of overtime and agency nurses. Half of the new positions went to new grads. The hospital assists new grads financially by helping them obtain their license to practice from the College of Nurses, which allows them to start work as soon as possible. We also have a mentorship program that enables them to be fully functional in their chosen area as soon as they complete the program.

November 15.

The Board of Governors has agreed to balance the budget but finds the reduction of volumes of services (as allowed in the government guidelines to achieve a balanced budget) unreasonable in our community. We are efficient. Our community is growing. We are under serving our community. Further reductions will increase wait times and we would further under serve our community. We should be increasing services, not decreasing. So we are asking the Minister of Health to reconsider. We have made a supplementary request to at least fund the \$4.4 million so that service volumes can be maintained at current levels until there is money to allow us to expand and grow with our community.

This has been a much longer message than usual. However, we feel it is important that you the people we serve know that we are a high performing hospital that must take significant action to balance our budget this year, and this will have an impact on the care available to you at CVH.

Please don't hesitate to contact us with your questions, concerns or suggestions.

Email us at:

cvhpr@cvh.on.ca

Or write to us at:
Balanced Budget
The Credit Valley Hospital
2200 Eglinton Avenue W.
Mississauga, Ontario
L5M 2N1

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Challenge
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Flu Shot
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Visit our website at www.cvh.on.ca

Healing Philosophy emerges as construction continues



Construction continues to progress at The Credit Valley Hospital where The Carlo Fidani Peel Regional Cancer Centre and Ambulatory Care Centre are scheduled to open this spring.

While the exterior of Credit Valley's newest hospital wing is beginning to take shape and claim its place as part of the Mississauga landscape, recent developments inside the building are bringing next spring's grand opening into much sharper focus.

Credit Valley's capital expansion is aimed at providing larger and more comprehensive facilities to better serve one of Canada's fastest growing communities, and to provide shorter wait times for overall patient care – both with the current building project and with others that await government support.

The new four-floor outpatient building will provide a wide range of

multidisciplinary services such as renal dialysis, mental health, rehabilitation, cardiopulmonary, genetics and advanced diagnostic imaging. There will also be clinics for both ophthalmology and ambulatory care, which will provide medical and surgical units for minor procedures such as fractures.

A new, 350-space parking garage to supplement the building is on schedule to open at the same time.

Construction directly in front of the existing entrance has been completed as new walkways and asphalt driveways have been set in place. The new entrance of the hospital will move over to the new lobby when construction is completed in

the spring. A canopy similar to the one that exists over the present entrance will be also constructed over the new front doors - one of the final elements of the entire project that will soon signal that completion is near.

While the current expansion addresses cancer care and a wide range of much needed ambulatory services, there are other high demand-needs that Credit Valley is attempting to meet at present. Credit Valley continues to press for the provincial government to give their approval to plans for a maternal child care centre as well as units devoted to palliative, complex continuing and paediatric care.



One of three new linear accelerator radiation treatment machines is moved into place. Each unit weighs almost 40-thousand lbs.

High-tech machines mark latest phase of cancer centre construction

The Carlo Fidani Peel Regional Cancer Centre took a major stride forward recently with the arrival of three cancer treatment machines.

These are no regular machines. They are 40,000-pound linear accelerators that deliver high dose radiation treatment to adult cancer patients, treatments that previously required patients to travel to downtown Toronto. With these units in place, improved access to quality cancer care treatment is another step closer to reality for patients in Peel and Halton regions.

The machines were placed in each of three bunker treatment rooms which are meticulously and solidly surrounded by high-density 'hematite' concrete. The treatment rooms themselves are uniquely designed to provide a more open and relaxing environment rather than a more traditional vault-like feeling for the patient.

The arrival of the linear accelerator (or linac) radiation machines means that the six-month commissioning process - to reach a mandatory operation standard for patient care - can begin simultaneously with the completion of the building and be ready to accept patients from the first day the new wing is opened.

Forward thinking planning will also allow the three new machines to be calibrated simultaneously - effectively cutting the routine preparation time in half. The commissioning process needs a subject - a substitute patient. In this case, a tank of water is used to simulate a human body (made of mostly of water) to test the effectiveness of the radiation beams.

Dr. Ramani Ramaseshan, chief medical physicist for The Carlo Fidani Peel Regional Cancer Centre, is leading the team that will oversee their installation and eventual ongoing maintenance of the cancer treatment machines. The precision of these machines, down to tenths and hundredths of a millimeter, is balanced by the size and weight of the entire machine - that amounts to almost 40-thousand pounds or about 25 cars.

"We are on an aggressive schedule to get these treatment rooms operating by the anticipated opening date of May 2005," says Dr. Ramaseshan. "Installation of the machines has gone very well so far. There will be inevitable downtimes as we work through the process. Our staff will work on a varied schedule in order to be as productive as possible."

The machines are made by Varian Medical Systems of Palo Alto, California, to deliver high-intensity radiation beams that are one million times more intense than that of a regular x-ray. The trick is to isolate the tumour so that the beam does not destroy any healthy tissue or organs that may surround a tumour. The four-dimensional beam focuses on the tumour and destroys the cell from a number of angles. One of the unique features these linacs offer is a respiration monitor that allows for patient breathing without throwing off the beam from its target.

Each of the bunkers will be able to treat 35 - 40 patients a day. Treatments are routinely done over the course of five or six weeks, on a daily basis. Each visit the patient's dosage is computerized to determine exactly where the lasers need to be directed. A patient may receive a dosage that lasts only five to ten minutes a day but, with the exacting set-up required for each patient, sessions can take between 30 - 45 minutes.

Regional Cancer Care; A Long Journey That's Just Begun

Dr. Sheldon Fine watched as three linear accelerator cancer treatment machines were recently set in place. He must have been thinking about all of the obstacles that have been overcome to get to this point, but also how many more challenges lie ahead for a facility that has been 15 years in the making.

"This cancer centre is for all the people of Peel and Halton, a true regional resource," says Dr. Fine, regional vice president, Cancer Care Ontario (Peel and surrounding area). "Our staff is highly-trained and, more importantly, they bring a sense of excitement and concern to deliver care that respects a patient's individual circumstance."

The new regional cancer program involves a wide range of health care partners including Cancer Care Ontario,

other hospitals, community care access centres, public health, and district health councils. Collective processes are being developed to ensure that people can get into the centre for treatment, get appropriate treatment within the centre, but then return to their 'home bases' and continue with a high level of quality care, whether that may be a health care facility or the patient's own home.

Beyond treatment, research will also be a part of the cancer centre's service to the community. The two major thrusts of the research will be an extension and expansion of Credit Valley's existing clinical research program which evaluates new drugs, new treatments and approaches to care.

The second element is the development of a "cutting edge" tumour bank. Working in conjunction with the Ontario Cancer Research Network, the cancer centre will collect specimens of tumours that are frozen quickly after surgery. The material is then used by researchers around the world to establish what makes tumours grow and what will influence the type of treatment ultimately chosen to treat various tumours.

Staff and patients both agree that investing and participating in research is an important part of overall cancer treatment. The Carlo Fidani Peel Regional Cancer's involvement in the tumour bank is a first for a community based centre. The initiative contributes to the centre's goal of providing comprehensive cancer care. Dr. Fine believes it also adds to the effectiveness of a facility that will quickly become the envy of any centre on Ontario.

Dr. Fine's enthusiasm and delight in reaching this phase is obvious as he says, "after 15 years of waiting for this to happen; we have machines in place, we have a building being completed around us and a very strong staff as well. What's not to be excited about?"



Dr. Ramani Ramaseshan (left) and Dr. Sheldon Fine (right) examine the newly installed high-tech machinery inside a cancer treatment room.

* All stories written by Keith Marnoch, *Community Relations and Communications*

When the Funding Gets Tough, the Tough Get Fund Raising!



BY MICHAEL MURPHY
Chairman of the Board of Directors, CVH Foundation

The people who deliver healthcare at The Credit Valley Hospital in our community are going through unprecedented stress. While they are not alone, as witnessed by all the recent articles in the media, they are being asked to balance budgets, usually tied to reducing services, while at the same time preparing for an expansion of the hospital and an increase in cancer care,

ambulatory care and a host of other programs which will be served by the centre.

The Credit Valley Hospital Foundation, like all hospital foundations, is charged with raising capital funds only. Operating funds for services such as doctors, nursing, food services and other day-to-day operating costs are paid by the Ministry of Health and Long Term Care and through the hospital's revenue generation opportunities.

Capital expenditures such as the new cancer centre are only partially funded by the government and the community is expected to contribute its share. This can vary from 30% of a project to 100% depending on the specific nature of the project. In the case of Credit Valley, the \$50 million we are raising represents 30% of the needed funds.

On page one of A Credit To Your Health president and CEO Wayne Fyffe comments on the critical impact that our

balanced budget measures will have on services offered to our community. If the government does not recognize the rapidly increasing size of our population and provide the appropriate operating funds to meet the needs, we will find ourselves waiting longer or having to go elsewhere for health care assessments and procedures at greater cost to our health, wallets and emotional needs.

Creating regional centres of excellence recognizes that certain programs should serve a larger population because size can ensure that the medical talent, equipment, know-how and efficiencies exist to provide the highest level of care for specific illnesses such as cancer. The Credit Valley Hospital is responsible for such regional programs as oncology, genetics, renal and maternal and infant health (providing the highest level of care outside of Sick Children's Hospital for babies who are born with complex medical needs). We serve the people of Mississauga, Oakville, Halton Hills, Milton, Georgetown, Brampton, Orangeville, Caledon and West Etobicoke. We must therefore direct some of our fundraising efforts to people in all the regions that we serve.

That brings us to the current expansion. With a regional program in oncology, which is respected throughout Canada and the US for its innovation in treatment and improved outcomes, we are privileged to be building The Carlo Fidani Peel Regional Cancer Centre to serve the people in the communities listed above. In order to build such a centre, which includes a large ambulatory care centre, the government provides 52% and the community needs to provide their share, in this case \$50 million towards all phases of the expansion program.

Our capital campaign has reached \$36 million. We have \$14 million yet to raise in order to reach our goal.

The current campaign has enjoyed many record breaking moments. The gift of \$6 Million from Mr. Carlo Fidani, for whom the cancer centre will be named; the gift of \$5 million from the WB Family Foundation to fund diagnostic equipment for the current hospital and the new cancer centre; the gift of \$1 million from the Canadian Cancer Society, the largest gift they have ever made to a capital campaign; the \$1 million gift from the Credit Valley Volunteer Partners, our own volunteers who provide 70,000 hours of free support and assistance to the hospital in addition to their fund raising efforts; the gift of \$1.7 million pledged from the Sikh community, an outstanding demonstration of their gratitude for the services they receive; and finally the Kresge Challenge Grant of \$1 million.

The Kresge Foundation is a US Foundation created for philanthropic purposes by the founder of Kresge stores to challenge communities to get involved in strengthening their communities through charitable giving. We must raise \$4 million in new donations by next May in order to receive this grant. We want everyone in our communities to celebrate the honour of this challenge grant by becoming part of the success. There is a donation form below. Please make your best gift ever and partner with Credit Valley for this distinguished honour. Only two or three such grants are made in Canada each year and this decision of the Kresge Foundation to invest in Credit Valley is recognition of the quality of our hospital and their belief in our community to rise to the challenge.

We ask for your understanding as this new government seeks to re-work its partnerships with all Ontario hospitals. We are blessed to live in this area of achievement, comfort and quality health care. We urge you also to be thoughtful in your consideration of our request for funds that will be matched by the Kresge Foundation.

Our Community Responds to the Kresge Challenge!

The Rotary Club of Mississauga-Streetsville rises to the Kresge Challenge with a pledge of \$100,000 toward The Carlo Fidani Peel Regional Cancer Centre at The Credit Valley Hospital.

The Rotary Club of Mississauga-Streetsville approached The Credit Valley Hospital Foundation to support the World Class Right Here \$50 Million Capital Campaign. Once rotarians learned about the \$1 million Kresge community challenge grant, the club decided to designate their funds to the cancer centre and increase their pledge from \$50,000 to \$100,000 over five years.

In March 2004, The Credit Valley Hospital was awarded a \$1 million challenge grant by The Kresge Foundation to help complete phase 1 construction of The Carlo Fidani Peel Regional Cancer Centre and accompanying ambulatory care centre.

The Carlo Fidani Peel Regional Cancer Centre at Credit Valley will be one of the largest integrated oncology programs

in the country, serving more patients than the busiest centres in the U. S. and will set the standard for cancer care across the province of Ontario. The ambulatory care centre will expand to accommodate 575,000 outpatient visits when the centre opens in 2005.

The Credit Valley Hospital is one of only three Canadian organizations awarded a grant in this round of grantmaking from The Kresge Foundation of Troy, Michigan. The challenge grant is contingent upon raising an additional \$4 million in new gifts by May 2005, while also broadening its base of philanthropic support. "Having The Kresge Foundation's support for the cancer centre is key to bringing that portion of the fundraising campaign to a successful conclusion," explains Norma Bandler, President of The Credit Valley Hospital Foundation.

"The Rotary Club of Mississauga-Streetsville, its members and families have always held the hospital and its needs close to its heart since its founding, and we are proud to support Credit

Valley with a gift of \$100,000", said Daniel Millar, treasurer. "We were excited to learn that although our gift would be completed in \$20,000 installments over five years, the entire pledge would count towards the Kresge challenge grant and help Credit Valley reach its campaign goal. We hope that this donation will be an example for others to follow."

We challenge all individuals, businesses and corporations in Peel, Halton, Wellington, Dufferin, Simcoe and the GTA West, who will be served by The Carlo Fidani Peel Regional Cancer Centre, to help us build your regional cancer centre.

Please respond to the Kresge Challenge and follow the example set by this group of dedicated rotarians to help us raise the additional \$4 million and complete the cancer centre portion of our capital campaign.

The Credit Valley Hospital Foundation is grateful to donors like the Rotary Club of Mississauga-Streetsville, who continue to support our efforts to ensure our communities receive world class health care right here close to home.

I'm Up to the Kresge Challenge in support of Credit Valley!

I would like to support the Kresge Challenge in the total amount of \$_____ to be pledged over One Three Five year(s) with equal annual payments

OR

Please accept my one-time gift of: \$25 \$50 \$100
 \$250 \$500 OTHER \$_____

OR

I prefer automatic monthly withdrawal of \$_____ (please attach void cheque)

Payment to be made by: I have enclosed my cheque

Visa MasterCard AMEX

Card #: _____ Expiry: _____

Please make cheque payable to: The Credit Valley Hospital Foundation and mail to: 2200 Eglinton Avenue West, Mississauga, ON, L5M 2N1. Phone: 905-813-4123 Fax: 905-813-4334

Please provide the following information:

Name: _____

Address: _____

City: _____ Postal Code: _____

Phone: _____ Email(optional): _____

Tax receipts will only be issued for gifts over \$20, unless otherwise requested.

The Credit Valley Hospital Foundation respects your privacy. We protect your personal information and adhere to all legislative requirements. We do not rent, sell or trade our mailing lists. The information you provide will be used to keep you informed and up to date on the activities of Credit Valley, including programs, services, special events, funding needs, opportunities to volunteer or to give, and more, through periodic contacts. If at any time you wish to discontinue any of these contacts, simply contact us by phone at 905-813-4123 or via email at thecreditvalleyhospital@cvh.on.ca, and we will gladly accommodate your request. Charitable Business Number 10520 6353 RR0001

Visit our website at www.cvh.on.ca

Valuing Diversity at Credit Valley

As our society becomes more diverse, The Credit Valley Hospital understands that providing excellence in patient care will be directly related to our ability to consider the unique needs, beliefs and values of every individual.

Culturally sensitive care refers to care that is respectful of difference. It is characterized by consideration for the unique needs, beliefs and values of every individual.

As a patient or visitor to the hospital, we would appreciate your assistance in helping us to provide culturally sensitive care.

1. Offer information on your cultural preferences and religious background as it pertains to your care.
2. Feel free to ask questions and let us know if there is anything that you don't understand.
3. Request an interpreter to assist with communication when necessary.

The Credit Valley Hospital's Accessibility Plan

According to the 2000/2001 Canadian Community Health Survey, approximately 164,000 persons or 17 per cent of the total Peel population reported an activity limitation due to a disability.

Credit Valley's accessibility plan is updated on an annual basis. To view the September 2004-2005 Accessibility Plan or for additional information on the hospital's diversity program, visit The Credit Valley Hospital web site at www.cvh.on.ca. The Credit Valley Hospital recently hired an accessibility/diversity coordinator to focus on initiatives that will enable us to respond to the diverse needs of our internal and external population. If you have any questions or suggestions on how we might better respond to your needs, please call 905-813-1100 ext. 5056.

Internationally Trained Nurses at Credit Valley

The Credit Valley Hospital's newest and growing workforce of clinical nurses is becoming increasingly diverse with the hiring of internationally trained nurses (ITNs). In addition to utilizing their technical training and expertise, many provide interpreter services and offer informal coaching and support to colleagues in understanding the needs of our increasingly diverse patient/visitor population.

Ensuring that these nurses have the resources that will enable them to successfully transition into The Credit Valley Hospital environment is the focus of a newly established committee at the hospital. Some of the initiatives already identified include additional training and support for nurses who speak English as a Second Language and tailored mentorship relationships that focus on the needs of ITNs.

Debunking The Flu Myths



BY ANNE ARCHIBALD, RN, COHN (C)
Occupational Health & Safety Department

Will you get your flu shot this year?

Although there are many reasons people give as to why they choose not to get the flu vaccination, there is really only a small group that actually can't receive it, due to severe allergy to eggs or components of the vaccine. As for others, they often admit that they're afraid of needles and don't like getting vaccines of any kind, that they couldn't find the time or don't think the vaccine is safe.

Aside from an allergy to eggs, there is no reason to avoid getting a flu shot – especially when it can help you stay healthy and avoid serious and potentially life-threatening complications that can arise from influenza.

The Flu shot is available free of charge to all Ontario residents at convenient Public Health Clinics, doctors offices and participating workplaces.

Let's dispel some common myths about getting a flu shot.

Myth #1: I didn't get a flu shot last year and I didn't get sick. Obviously I don't need flu vaccinations.

Fact: Every flu season brings a new and different strain of the disease. While some flu seasons turn out to be "lighter" than others, no one can predict when a really bad flu season will occur.

Myth #2: I'm young and healthy. I don't need a flu shot.

Fact: Influenza is much worse than a cold. Even healthy young adults can become seriously ill. On average, people who become sick from the flu are bed-ridden for up to five days, causing them to lose time from work or vacation.

Besides, if you develop the flu, there's a chance you might infect others who are at much higher risk than you: young children, elderly people, or someone with a medical condition who could end up with serious complications from the flu

and end up in hospital.

Myth #3: Getting a flu shot will give me the flu.

Fact: This is simply not true. The vaccine does not contain any live virus so you cannot get the flu from the vaccine. Many people confuse the flu with a cold or other respiratory infection. The vaccine will not protect you against these.

Myth #4: The flu is just a bad cold.

Fact: A cold is not the flu. The flu is much worse. The flu is caused by the influenza virus. A cold is caused by several different viruses.

Myth #5: Flu shots aren't worth getting because they're not very effective anyway.

Fact: A flu shot is about 70% to 90% effective in preventing illness in healthy adults. In children, it's about 62% to 73% effective in preventing illness with fever. Among the elderly, the vaccine can prevent pneumonia and hospitalization in about six out of ten people.

Protection from the vaccine develops about one to two weeks after the shot, and may last up to one year. Vaccine effectiveness varies from one person to another, depending upon their general state of health. Some individuals who get a flu shot can still get the flu. But if they do, it is usually a milder case than it would have been without the flu shot.

Myth #6: I don't need another shot. I've already been vaccinated.

Fact: A flu shot is needed every year. There are many different strains of the flu virus with slightly different characteristics. The strains change yearly and each year a new vaccine is produced that provides protection against the three most common strains predicted for the coming season.

For clinic dates and times near you, go to www.peelregion.ca/flu

* Information obtained from the Ontario Ministry of Health.



Credit Valley was host to Canada AM, CTV's morning current affairs program, September 13th, the first day of the federal/provincial health summit. Host Ravi Baichwal was on site talking to the frontline personnel at the hospital as well as patients about the urgency of health care reform. At Credit Valley, it is important that more healthcare dollars be devoted to capital projects to provide the infrastructure to meet the increasing demands of the people served not only as a community hospital, but through our regional cancer, maternal/child, genetics and renal dialysis programs. Credit Valley is literally bursting at the seams in the emergency department as well as its labour and delivery areas where obstetricians and nursing staff deliver close to 5,000 babies annually, in a department designed to handle only 2,700 births a year.



The cost of fighting cancer is unbelievable.

The cost of not fighting is unthinkable.

Help build Mississauga's Regional Cancer Centre

It will be at The Credit Valley Hospital. And it will be for every person in every city and town in the regions of Peel, Halton, Dufferin, Wellington, Simcoe and GTA West. It means world class care and treatment will be close to home – close to family and friends.

Your donation is worth a million. Literally. When we raise the next \$4 million, The Kresge Foundation will contribute the additional \$1 million needed to complete the cancer centre campaign.

The Carlo Fidani Peel Regional Cancer Centre. It isn't just any cancer centre. IT'S YOURS.

Please give what you can, as soon as you can. For more information and ways of giving, call 905.813.4123 or visit www.cvh.on.ca



CREDIT VALLEY
THE CREDIT VALLEY HOSPITAL FOUNDATION

World Class. Right Here.



Our Commitment to Privacy

When you come to the hospital to receive care, we need to ask you a variety of personal and health-related questions. This information helps us to determine the best way to care for you. We will also ask your permission to perform tests or procedures required for your care. We collect, use and share your personal health information with other healthcare providers in order to:

- Provide treatment
- Improve the quality of service we provide through surveys and chart reviews
- Find out if your services are covered by a medical plan
- Contact you for donations
- Meet legislative requirements

You have our promise that we will keep your personal information confidential and only use the information in order to provide your health care.

You do have the right to refuse to give personal or health information.

However, failure to do so could impact our ability to provide the care you require.

For More Information About the Privacy Act, contact:

The Chief Privacy Officer at (905) 813-3830 or visit our website at www.cvh.on.ca.

Visit our website at www.cvh.on.ca