GRAND RIVER REGIONAL CANCER CENTER STATEMENTS OF SUPPORT

CANCER CARE CONCIERGE

"HopeSpring has been a valuable asset to the KW community and to the cancer program through offering support, counselling and workshops to those facing a cancer journey. From my first introduction to HopeSpring when it was located on Allen Street to the various locations it has moved to over the years; HopeSpring has remained consistent in their approach to supporting the community. The introduction of a concierge program will only work to further the support of people facing cancer as well as serve as a support for their families and loved ones. The ability to offer knowledge of community supports and workshops as well offer counselling will serve to enhance the education and support that is offered by staff within the walls of the cancer center .Knowing full well that the need for knowledge does not stop when people exit the doors of the cancer center; this program will ease in the transition of care once treatment has completed and allow patients to gain a sense of control over their care by empowering them with knowledge.

Tanya MacDonald, Nurse Educator and Regional Nursing Lead, GRRCC and WWRCP

"The Regional Cancer Program and Grand River Regional Cancer Centre are very fortunate to have HopeSpring Cancer Support Services in our region to support patients in their time of greatest need. The patient's journey, and that of their caregivers, can be extremely daunting and stressful. When I reflect on when my Mom went through her breast cancer experience, it was overwhelming, and I realize now we didn't always have or remember all the various supports available at our fingertips. Having a Cancer Care Concierge position at HopeSpring will fill this gap and point patients and their caregivers to the right resources to meet their individual needs.

I would also welcome this innovative new position in my role of developing a system for distribution of patient education materials to our partners across Waterloo Wellington region. I excitedly envision this dedicated Concierge role being the streamlined conduit to getting the appropriate patient education materials and other relevant shared resources into the hands of patients promptly. "

Lori Temple, Regional Coordinator, Waterloo Wellington Regional Cancer Program

"The Waterloo Wellington Regional Cancer Program supports HopeSpring in the development of the cancer concierge position. Often patients are overwhelmed when receiving a cancer diagnosis and going through treatment. Having a dedicated position to help patients navigate the available supports would be invaluable to patients and their families. Clinicians would welcome the ability of the concierge to reinforce information that they have already provided and to further assist patients to understand and access services. Innovative positions like these align with the strategic plans for both Grand River Hospital as well as the Regional Cancer Program."

Jane Martin, Regional Vice President, Waterloo Wellington Regional Cancer Program

“The Waterloo Wellington Regional Cancer Program is interested in further partnering with Hopespring. The development of a cancer concierge is innovative and exciting. We envision that this creative position would support patients in navigating the many programs and services available to patients. Often we find that patients are overwhelmed with opportunities, or are hesitant to ask health care providers about available supports. The envisioned concierge would assist in navigating and supporting patients for the many services available while indirectly supporting staff to focus on clinical support.”

Donna Van Allen, Director, WW Regional Cancer Program and GRRCC

“HopeSpring is such a critical partner and provider of support for cancer patients and caregivers in the Waterloo Wellington region. It’s so important that we work together to meet the full range of cancer patient needs. It’s been exciting to watch them pivot and grow over the pandemic, patients have relied and will continue to rely on the support they offer throughout the pandemic and their cancer journey.”

Christine Peters, Regional Oncology Lead, Person-Centred Care, WW Regional Cancer Program