Welcome to Health Sciences North | Horizon Santé-Nord (HSN). Our team of staff, physicians, medical learners, students and volunteers are dedicated to delivering the highest quality patient care, research, teaching and learning to our northeastern Ontario region and beyond.

At HSN, providing quality patient-centred care is at the core of everything we do. We care for more than 130,000 patients each year, with almost 30 per cent coming from outside the city – making us a true regional centre for the residents of northeastern Ontario. HSN offers a variety of programs and services that meet many patient care needs, with leading regional programs in the areas of cardiac care, oncology, nephrology, trauma and rehabilitation.

HSN is a full academic health sciences network, working in collaboration with the Northern Ontario School of Medicine and Laurentian University. We are a network of integrated facilities and programs working together for the benefit of our patients, communities, physicians, researchers, staff and learners in the areas of prevention, diagnosis, treatment and care. We work with many other partners, including patients and family members, to advance our goal of becoming more patient-centred.

In addition to our one-site acute care hospital, we offer care beyond our walls in the areas of outpatient care and chronic disease management. With all of these services, combined with enhanced surroundings and state-of-the-art technology, we are able to take patient care to a new level for northern residents.

Dr. Denis Roy
President and CEO
Health Sciences North | Horizon Santé-Nord

(Cover photo courtesy of HSN staff member, Rabih Dabliz, Pharmacy)
Academic Health Sciences Centre

HSN is affiliated with the Northern Ontario School of Medicine, Laurentian University, Cambrian College and Collège Boréal. During your visit to the hospital, you will be seen by a team of health care professionals, some of whom may be in training. Individuals in training will identify themselves to you as learners or medical residents. Working under the close supervision of hospital staff and attending physicians, they play an important role in the care and treatment of you and your family. Do not hesitate to ask them any questions about their role in your care. If you have questions or concerns, please consult your physician.

Quick Facts

**HSN has a diverse range of services across the following core programs:**
- Medicine and Rehabilitation
- Medical Imaging
- Critical Care
- Family and Child
- Emergency and Ambulatory Care
- Surgical
- Mental Health and Addictions
- Northeast Cancer Centre

**HSN Statistics**
- 3,898 employees
- 586 volunteers
- 270 physicians
- 493 beds

**Each year:**
- Outpatient clinic visits ................. 328,207
- Emergency Department visits ........ 61,540
- Admissions ........................................ 22,633
- Xray tests ......................................... 85,708
- Operating room cases ...................... 15,641
- CT scans ........................................... 24,857
- Lab tests .......................................... 6,884,462
- Chemotherapy visits ....................... 8,440
- Radiation Therapy visits ................... 68,332
- Open heart surgeries ....................... 442
- Pacemakers ..................................... 338
- Mammography exams ..................... 5,574
- Angiography exams ....................... 3,025
- Knee replacements ......................... 488
- Hip replacements ............................. 259
- Births ........................................... 1,830
# Welcome

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Mission, Vision and Values

Mission Statement
Improve the health of northerners by working with our partners to advance quality care, education, research and health promotion

Vision Statement
Globally recognized for patient-centred innovation

Values
Excellence, Respect, Accountability, Engagement

Patient Declaration of Values
My family and I will be treated with respect and compassion.
I can actively be a part of my care, including the ability to make decisions if I am able to.
My health care team will share important information with me.
I can express my concerns and get answers to my questions.
At HSN, we are committed to providing quality care to everyone who comes through our doors.

As a patient, you have both rights and responsibilities when it comes to your health and the health care services you receive at the hospital. As a family member or friend, you also have a role to play.

According to this philosophy, patients and visitors have a right and responsibility to:

• Be treated in a kind and respectful way.
• Receive culturally-sensitive care.
• Expect that all information about your health care will be kept private and confidential in accordance with the law.
• Be given information in a way you will understand.
• Expect that your health care team will share important information with each other.
• Participate in making decisions about your care.
• Refuse care as permitted by the law.
• Express your concerns and get answers to your questions.
• Be polite and respect the privacy of other patients, visitors and members of the health care team.
• Avoid offensive or abusive language.
• Recognize that the needs of other patients and families may sometimes be more urgent than your own.
• Give accurate information to your health care team to help them plan your care.
• Give your health care team the name of the person who will represent you if you cannot make decisions by yourself.
• Be familiar with the names and roles of people involved in your care.
• Follow the plan of care given to you the best way you can.
• Accept responsibility for the decisions you make about your treatment.
• Take care of your personal things and send home anything that is not needed.
• Understand that you may be responsible for all expenses not covered by OHIP or private insurance during your hospital stay.
• Keep appointments, or call to cancel if you are unable to keep your appointment.
• Comply with all applicable federal, provincial and municipal laws.
• Observe the visiting hours for the area you are visiting.
• Respect our patients’ right to privacy and leave the patient room or care area when asked by hospital staff. Abusive behaviour will not be tolerated.
• Be considerate of the rights of our patients and hospital staff by treating them with courtesy and respect.
• Do not visit if you are not feeling well or have an illness that could be transferred to our patients.
• Be respectful of the property of other people and of the hospital.
• Comply with safe conduct regulations.
• Photos are not to be taken while on hospital property without prior approval.
• Those who do not comply with these responsibilities may be asked to leave or be escorted off hospital property.

We hope these guidelines for patients and visitors will make your visit more pleasant.
Patient Compliment or Complaint Process

The Patient Relations office works cooperatively with your health care team in an effort to enhance your hospital stay and to resolve patient care issues that may occur while you are in hospital.

Share Your Experience

If you have any questions about your care or treatment, we’ll help you understand.

If you wish to offer compliments about the hospital’s service or staff, we’ll pass it along.

If you have some needs that you feel have not been met, we’re here to listen.

We try to meet your needs in the best way possible.

If you feel you have a problem or concern about your care, please follow these steps:

- Talk to your nurse or physician. If you are still not satisfied, or they are not available, ask to see the Clinical Manager.
- In other areas of the hospital, you may talk to the staff in that department. If no one can assist you, ask to see the supervisor.
- If you still have questions or concerns, please schedule an appointment by contacting the Patient Relations office at 705-523-7100, extension 3737 or email patientrelations@hsnsudbury.ca.
A brochure map of Health Sciences North’s Ramsey Lake Health Centre, including parking, is available throughout the facility to help patients and visitors locate services. Information on where to register for tests, procedures, appointments and follow-up care has also been included in the brochure. The brochure map is also posted on the hospital’s website at www.hsnsudbury.ca.
Health Sciences North (HSN) recognizes that patient safety is everyone’s responsibility and is committed at every level of your care to make sure that your stay is safe and free of harm. Patients who are more involved in their care do better and recover faster.

Our top priority is to keep you safe every day.
Here is how you can make your visit or hospital stay safer and a more positive experience:

1. **SPEAK UP** it’s okay to ask questions about your care
2. **TELL US** about your health history
3. **ASK FOR HELP** don’t hesitate when you need it
   - Every time you talk with a doctor, nurse, or pharmacist, ask the following questions to better understand your health. If you don’t understand the information given to you, ask to have it explained to you again.
     - 1. What is my main problem?
     - 2. What do I need to do?
     - 3. Why is it important for me to do this?
4. **CLEAN YOUR HANDS** and remind others
   - Practicing good hand hygiene is the best way for you and those caring for you to prevent the spread of germs. Everyone should clean their hands when they enter and exit the hospital, as well as when they leave and enter your hospital room. All staff are required to clean their hands before and after providing care. Please look for hand sanitizer, located at every entry/exit as well as in patient rooms.
5. **KNOW AND UNDERSTAND** your medications
   - Remember to bring all your medications or a complete list with you. Ask about the reasons for all your medications. If a pill looks unfamiliar to you, don’t take it unless you know what it is. If your medication is changed, ask why. Tell a member of your team if you have ever had an allergic or bad reaction to any medicine.
6. HELP prevent falls
Falls are the leading cause of injury for seniors. Ask if you need help with tasks such as going to the bathroom, getting in and out of bed, or reaching for belongings. Let others know if you feel dizzy or have fallen in the past. Be sure your bed is low enough so your feet can touch the floor. Use the side rails on your hospital bed. Use handrails and grab bars provided in washrooms.

7. CHECK for identification
All HSN staff, physicians, volunteers, students, and contract workers are required to wear a photo identification badge. Look for ID badges and don’t let anyone care for you who is not wearing a badge. If ever you feel unsure about a person’s presence or purpose in your room, ask them to show their identification and state their reason for being there.

8. MAKE SURE staff identify you before providing care
Make sure staff identify you are the right patient. They must use two methods of identification every time (name and date of birth).

9. RESPECT others and expect it back
HSN values a safe environment for our patients and everyone who works here. However, violent actions can make it hard for us to give the care our patients need. The hospital has a policy in place that deals with aggressive or violent behaviour.

10. BE INVOLVED in your health care
The Ontario Hospital Association (OHA) has developed a program to encourage patients to become more involved in their health care. Visit www.oha.com for information on how to get involved in your care to ensure your safety and improve the quality of care you receive.
Here’s how you can make your visit or hospital stay safer and a more positive experience:

1. **SPEAK UP** – it’s okay to ask questions about your care
2. **TELL US** – about your health history
3. **ASK FOR HELP** – don’t hesitate when you need it
4. **CLEAN YOUR HANDS** – and remind others
5. **BE INVOLVED** – in your health care
6. **KNOW AND UNDERSTAND** – your medications
7. **HELP** – prevent falls
8. **CHECK** – for staff identification
9. **MAKE SURE** – staff identify you before providing care
10. **RESPECT** – others and expect it back

**Partners in Safety!**

Be *aware, be informed and be involved*
Accessibility
In accordance with Ontario Regulation 429/07 and the Ontarians with Disabilities Act 2005, HSN works hard to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers.

HSN offers/supports the following accessible services:
- Personal assistive devices
- Service animals
- Support persons
- Translation
- Interpretation

More information about accessibility at HSN can be found on our website at www.hsnsudbury.ca in the Patients and Visitors section, under Accessibility.

Admission to Hospital

What to Bring
- Your Ontario Health Card
- Your own pajamas, a robe, slippers and your own pillow if you wish
- Any aids you use such as canes, walkers, wheelchairs, hearing aids, dentures, and eyeglasses (be sure to have your name labeled on all of these items)
- All current medications you are taking in their original containers

What Not to Bring
Do not bring money and valuables. If you have jewelry, credit cards or large sums of money with you, please ask a family member or friend to take them home.

ATM Machines
An ATM machine is located next to the Rock Garden Café (cafeteria) on Level 2.
Boutique
The Boutique is located on Level 2 by the main entrance. Here you will find a selection of gifts, cards, magazines, jewelry, snacks, fresh flowers and more. Nevada and lottery tickets are sold at the OLG Lottery Kiosk across from the Boutique. A number of volunteers dedicate their time to provide you with friendly and knowledgeable service. The Boutique accepts cash, debit, Visa or MasterCard as payment.

Hours of Operation
- Monday to Friday ........................................ 9:00 a.m. to 7:00 p.m.
- Saturday, Sunday and Holidays .......... 10:00 a.m. to 7:00 p.m. (or as posted)

Cell Phones
Please be advised cell phones and other wireless devices are restricted in all patient care areas of the hospital. Please limit the use of these devices to entrances, lobbies, and cafeterias.

Code of Ethics
As members of Health Sciences North entrusted with care of the sick, their families and friends, having the unique obligation to serve together with compassion, integrity and excellence, we are committed to these four core ethical principles:

- **Respect and Dignity of all Persons**
  We treat patients and their family, the public and staff with respect, compassion, integrity and justice

- **Protect the Vulnerable**
  We acknowledge that individuals both affected with and by illness may be vulnerable

- **Work Together for the Common Good**
  We promote good working relationships

- **Foster Ethical Decision Making**
  We collaborate within a framework that is based on ethical principles

Discharge Information
Unless otherwise specified by your doctor, discharge time is 11:00 a.m. Please make necessary transportation arrangements with a family member or friend. Ensure that you have all of your belongings and hospital cards, as well as aftercare instructions and prescriptions as needed. It is important that you understand all the instructions about your medications, diet, activity, and return appointments. If you have any questions, a member of your health care team will assist you.

Elevators
Elevators are located in the South, Centre and North Towers.
Fire Exits
All fire and emergency exits located at HSN are clearly marked for your safety.

Should you discover a fire at HSN, leave the area immediately, close all doors and sound the fire alarm. It is important to remain calm and report it to an identified staff member immediately. During a fire, all elevator traffic will stop.

During a fire alarm, please remain where you are. Should an evacuation be necessary, hospital staff or Fire Department personnel will notify you of where you need to go.

Flowers
Fresh flowers can be purchased in the Boutique located on Level 2 by the main entrance. Please check to make sure that flowers are permitted in the area you are visiting.

Food Services
If your condition permits, prior to each meal, you will be presented with meal options for selection by one of our Food Services staff, who will document and submit your choices just in time for the next meal (check with your nurse about specific meal times for your unit). Your health care provider, family or friends can request paper menus for the week so that they can help you select meal options. If you follow a special diet, please let us know when you arrive. If you would like to talk to a dietitian while you are here, let your health care provider know.

Cafeteria
The HSN Rock Garden Café, located on Level 2 of the Centre Tower, is open to the public seven days a week. Daily breakfast, lunch and supper features are served along with a variety of fresh baked goods, fruit, sandwiches, soups, salads, snacks and beverages.

The Rock Garden Café accepts cash, debit, Visa and MasterCard.

Hours of Operation
Monday to Friday: 7:00 a.m. to 6:30 p.m.
Weekends and Holidays: 10:00 a.m. to 2:00 p.m.

Tim Hortons
The hospital has two full service Tim Hortons located near the main hospital entrance and the Northeast Cancer Centre main lobby.

Tim Hortons in the hospital’s main entrance is open:
Monday to Friday: 6:00 a.m. to 9:00 p.m.
Weekends and Statutory Holidays: 7:30 a.m. to 10:00 p.m.

Tim Hortons located in the Northeast Cancer Centre is open:
Monday to Friday: 7:30 a.m. to 4:00 p.m.
Weekends and Statutory Holidays: Closed
Information Desk
The information desk is located in the main lobby on Level 2 and is open from 7:30 a.m. to 7:00 p.m. Volunteers are there to assist you with general inquiries, as well as to guide you to your destination. You can reach the information desk at 705-523-7100, ext. 3868.

Latex-free Balloons
Latex balloons can cause severe allergic reactions. Out of the safety and concern of our patients and staff, we wish to remind everyone that latex balloons are not permitted in the hospital. Mylar (foil) balloons are a safe alternative for gift-giving or birthday celebrations.

Lost and Found
Various items are often left behind by patients and visitors after a hospital stay or visit. Items are stored at HSN for a period of 80 days, at which time any items of value will be sent to charitable organizations. Clothing and other items not suitable will be discarded.

To inquire about a misplaced item, please contact Security at 705-523-7100, ext. 3204.

Newspapers
Newspapers and magazines can be purchased in the Boutique. Newspaper kiosks are also located outside the main entrance.

Organ and Tissue Donation
Organ and tissue donation improves quality of life and helps to save lives every day for those in need. During your stay at the hospital, you or your family may be approached and asked to consider organ and tissue donation. This is a personal choice, but it is important to register your consent at a Service Ontario kiosk, or online at BeADonor.ca to ensure that your wishes are known and respected. Every three days someone on the wait list in Ontario dies waiting for an organ or tissue transplant. Should you choose to donate, your generosity could help save the lives of up to eight people and transform life for up to 75 others.

For more information on organ and tissue donation and to obtain a consent registration form, you may call 705-523-7100, ext. 3300 or visit the Trillium Gift of Life Network at www.giftoflife.on.ca.
Parking

Ramsey Lake Health Centre Parking:
There are a total of eight parking lots available to patients and visitors which require $6.00 upon exit. A total of 70 handicap parking spots are available throughout the various patient/visitor lots.

A Pay and Display (pay-as-you-go) lot is located outside the main entrance to both the hospital and the Northeast Cancer Centre where you pre-pay your stay by submitting money into the payment box and receive a ticket to be placed in your windshield. Rates are $1.00 per hour.

Frequent visitors may purchase a parking pass/tokens from the Finance office on Level 1 of the South Tower, Monday to Friday, 8:00 a.m. to 4:00 p.m.

- Parking pass for 1 week - $30
- Parking pass for 1 month - $80
- Package of parking tokens (10 tokens used upon exits) - $50

Sudbury Outpatient Centre Parking:
Frequent visitors may purchase a parking pass/tokens from the Finance office on the Basement Level of the Sudbury Outpatient Centre Monday to Friday, 8:00 a.m. to 4:00 p.m.

- Parking pass for 1 week - $20
- Parking pass for 1 month - $50
- Package of parking tokens (10 tokens used upon exits) - $35

A change machine is located in the following areas:
- Ramsey Lake Health Centre - Main hospital lobby outside of Rock Garden Café
  - Rehab Entrance
  - Front Lobby
- Sudbury Outpatient Centre - Main Lobby

Parking charges cover the cost for the care and maintenance of the parking lots as well as security supervision. Care and maintenance expenses include patching and paving, snow removal, salting and sanding, lighting, gate replacements and repairs, line painting and security. The hospital's parking lots are not funded by the Ministry of Health leaving 100 per cent of the capital and operating costs for the parking lots to be managed by the hospital.

Patient Billing
Patient billing and all cashier services are available in the Finance office located on Level 1 of the South Tower.
Patient Resource Library
The Patient Resource Library is located in the main lobby of the Northeast Cancer Centre. There you will find resources on all aspects of cancer to help you and your family. Please ask the library staff to help you find what you need. You may borrow books and videos, pick up free brochures and magazines, request an information package, use the Internet, view videos or interactive tutorials, and use the free Cancer Information Service.

Patient Library hours are Monday to Friday 9:00 a.m. to 1:00 p.m. You may contact the library at 705-523-7100, ext. 2351 or 3375, or by e-mail at library@hsnsudbury.ca.

Scent Policy
Many scented products, such as perfumes, hand creams and deodorants, may linger after an individual leaves an area and cause irritation to those around them. These irritations can include, but are not limited to, allergic reactions, headaches, dizziness or shortness of breath.

HSN promotes a scent-free environment in all areas of the hospital. We appreciate your support and ask that you do not use or wear any scented products in order to protect the health and well-being of our patients, visitors and staff.

Security
Uniformed security personnel at HSN are on duty 24 hours a day, seven days a week. If you have any security concerns please let a staff member know, or call 705-523-7100, ext. 3204 for Ramsey Lake Health Centre and ext. 5628 for Sudbury Outpatient Centre.
**Smoking**

The hospital, inclusive of property grounds, is smoke-free. HSN believes promoting a smoke-free environment will benefit the health of all those who come to our facility. Visitors are not allowed to smoke on hospital grounds. If you have been admitted and smoke, a member of HSN’s staff is available to talk to you about how we can help you stop smoking during your stay; please speak to your nurse.

**Spiritual and Religious Care**

Hospitalization and/or crisis situations present many challenges to the emotional and spiritual well-being of patients, family members and friends. It is frequently a time for reflecting on one’s life experiences when individuals are confronted with spiritual issues around the meaning of life, suffering and death.

A team of theologically and clinically trained Chaplains are available to respond to the spiritual and religious needs of patients, families and friends. Spiritual and religious care is provided within a multi-faith, multicultural context and assists individuals in discovering and deepening their spirituality. Requests for clergy visits of any denomination or spiritual tradition can be made through the nursing staff or unit Chaplain.

There is a Chapel located on Level 1 of the North Tower and is open to all patients and visitors 24 hours a day for personal prayer or quiet reflection. Information regarding regularly scheduled Worship Services and sacramental needs can be obtained through the unit Chaplain.

**Aboriginal Medicine Lodge**

The Aboriginal Medicine Lodge located on Level 2 of the Centre Tower is unique in Canada. It incorporates culturally significant elements required for traditional healing and ceremonies, such as a fire pit and ventilation for smudging, a circular shape, incorporation of the four colours and seven grandfather posts, and space for traditional medicines and healers. The Medicine Lodge is designed to be respectful of the traditions and spiritual requirements of the Aboriginal patient population.
Telephones
Telephones are available to patients in every room. Patients are free to make unlimited local calls at no charge. Patients will be billed for long distance calls through a third party service provider. Patient telephone numbers are comprised of six (6) digits and include the room number and bed number for each patient.

Example: 6 + the room number + the bed number. For example, if a patient is in room 4100, in bed number 1 the telephone extension will be 641001. Likewise, if a patient is in bed 2, the phone extension would be 641002.

Televisions
Personal bedside televisions are available for rent. For more information on this service please dial extension 4484.

Vending Machines
Vending machines are located next to the cafeteria on Level 2.

Visiting Hours
Visiting hours are daily from 11:00 a.m. to 7:00 p.m.

• Only two visitors per patient are permitted at one time.
• Children under 16 years of age must be accompanied by an adult and supervised at all times.
• Please check with the nursing staff to discuss visiting options for special care areas such as the Family and Child Program, Critical Care areas and the Emergency Department. Visitor restrictions will continue to be implemented in specific circumstances such as an outbreak or emergency situation.

Visitors are asked to use good judgment and refrain from visiting if they have any of these cold or flu-like symptoms:

• Cough
• Fever
• Sore throat
• Runny nose
• Vomiting

Your full cooperation is greatly appreciated.

Volunteer Association
The Health Sciences North Volunteer Association, which works in liaison with Volunteer Services, is a member of Hospital Auxiliaries Association of Ontario (HAAO). The association was formed in November 2000 with the merger of the Laurentian and Memorial Auxiliaries. The merger was the result of the transition from a multi-site hospital system to Sudbury’s new one-site hospital.

www.hsnsudbury.ca
Volunteer Services
Volunteer Services assists and supports activities throughout the hospital by working hand-in-hand with hospital staff to enhance the foundation of quality care provided to patients. Volunteers are identified by their bright orange or navy vests.

Washrooms
Public washrooms are clearly marked and can be found throughout the facility, including the main entrance.

Website
For more information on our programs and services, or general information about HSN, please visit our website at www.hsnsudbury.ca.
The Health Sciences North Foundation (HSNF) raises money for patient care programs, equipment, new facilities, education and research that benefits the more than 650,000 men, women and children in northeastern Ontario who are served by Health Sciences North. The Foundation is governed by a volunteer board of directors that includes representatives from the community and the hospital.

When you donate to the HSNF, you can support the department or area of your choice, or leave your donation “undesignated”, meaning your money will be used in the area with the greatest need. You can also make your donation in honour of a doctor, nurse or another special caregiver. Whatever you decide, know that your contribution will make a real difference in the lives of the patients who count on us.

For more information, or to make a donation please contact the Foundation at 705-523-7130 or visit www.hsnf.ca.
The Northern Cancer Foundation (NCF) was formed in 1992 with the mission of raising funds throughout northeastern Ontario to support the Northeast Cancer Centre (NECC) in Sudbury. Its mandate is to act as the fundraising vehicle for the NECC by supporting leading-edge cancer research initiatives, new equipment purchases and the development of progressive patient care services.

Our much-needed funds are generously donated by personal donations, ‘in memoriam’ gifts, special events, and collaborations with organizations and businesses throughout the northeast. Additionally, the NCF strives to develop relationships at the community level with individuals, organizations, corporations and service clubs who encourage and promote community ownership of the research and cancer care programs delivered at “their Cancer Centre.”

Of the monies raised by the Foundation, a large portion is committed to local research activities. For every $1 raised by the NCF, local researchers are able to obtain an additional $4 in grant monies. Other dollars are used to support the Daffodil Terrace Lodge, pediatric oncology, breast health, meal supplements for patients and student bursaries. Every donation received by the NCF stays in the community to benefit patients and their families treated at the Northeast Cancer Centre.

The ‘Garden of Hope’ (a donor recognition program) was designed to recognize contributions made to the NCF. This symbolic representation of accumulated support is personalized with individual messages in memory or in honour of loved ones. Just as the research and patient programs represent hope in the ongoing battle against cancer, so does our Garden which represents the gifts of hope.

The NCF office is located on level 0 of the NECC, next to the main reception desk. Drop-ins and conversation are always welcome and appreciated!

www.ncrfsudbury.com
Community Walk-In Clinics

After-Hours Medical Walk-In Clinic .................................................. 705-566-3366
1122 Lasalle Blvd.
Monday to Friday: 4:00 p.m. – 9:00 p.m.
Saturday and Sunday: 11:00 a.m. – 3:00 p.m.

Brady Clinic ............................................................................................ 705-688-8833
359 Riverside Dr.
Monday to Friday: 4:00 p.m. – 9:00 p.m.
Saturday and Sunday: 10:00 a.m. – 2:00 p.m.

Lasalle All-Day Walk-In Clinic .......................................................... 705-560-9422
1813 Lasalle Blvd.
Monday to Friday: 7:00 a.m. – 10:00 p.m.
Saturday and Sunday: 9:00 a.m. – 9:00 p.m.

Northwood Medical Clinic ................................................................. 705-560-2227
New Sudbury
1280 Lasalle Blvd, Suite 102
Monday to Friday: 8:00 a.m. – 9:00 p.m.
Weekends: 8:00 a.m. – 6:00 p.m.
Holidays: 8:00 a.m. – 3:00 p.m.

Northwood Medical Clinic ................................................................. 705-522-3380
South End Four Corners
2009 Long Lake Rd.
Monday to Friday: 8:00 a.m. – 9:00 p.m.
Weekends: 9:00 a.m. – 4:00 p.m.
Holidays: 8:00 a.m. – 3:00 p.m.

Val East Medical Clinic .................................................................... 705-897-6464
3140-8 Highway 69 North
Monday to Friday: 5:00 p.m. – 9:00 p.m.
Saturday and Sunday: 11:00 a.m. – 3:00 p.m.