

**THIS HANDBOOK IS YOURS TO KEEP**

**Welcome to**



Cornwall Community Hospital  
Hôpital communautaire de Cornwall



2010  
**Patient Handbook**

To our Patients and Visitors:

On behalf of our health care team, I welcome you to Cornwall Community Hospital.

Cornwall Community Hospital is a 170-bed acute care hospital operating on two sites in the city of Cornwall, located in Eastern Ontario along the St. Lawrence River. With a staff of over 1000 employees, Cornwall Community Hospital serves acute, in-patient, out-patient and community based clients. The hospital provides a wide range of medical specialties which include but are not limited

to: Anaesthesia, Dentistry, Emergency, Endoscopy, Medicine, General Surgery, Gynaecology, Internal Medicine, Neurology, Obstetrics, Ophthalmology, Orthopaedics, Paediatrics, Psychiatry, Rehabilitation as well as Urology.

Cornwall Community Hospital was incorporated in 2004 with the amalgamation of the Cornwall General Hospital and the acute care services of the Hotel Dieu Hospital, both with over 100 years of health care service to Cornwall and surrounding area. In 2006, the Canadian Council of Health Services Accreditation accredited Cornwall Community Hospital for the first time since the amalgamation. Our Vision of leading Eastern Ontario in providing high quality services, demonstrated by our performance and our people is what our healthcare team strives for everyday.

We hope you find all the important information you need in this Patient Handbook to make your stay and visit as pleasant and as comfortable as possible. We encourage you to share your suggestions on how to improve this patient handbook so we can better serve you and your loved ones.

Sincerely,

Jeanette Despatie  
Chief Executive Officer



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**We are constantly changing to meet your needs.  
The information presented here may be subject to change.**

## Our Mission

Cornwall Community Hospital is a community of highly skilled and caring people committed to excellence, and compassionate health care services, making the best use of the resources entrusted to us. We develop partnerships to ensure the services needed are available.

## Our Vision

We will be a progressive hospital leading Eastern Ontario in providing high quality services, demonstrated by our performance and our people.

## Our Values

### Respect

We are a community of health care providers who value those we serve and each other. We will demonstrate this respect by:

- providing services in both official languages; and
- understanding and meeting the needs of the people we serve.

### Teamwork

We are dedicated to working and sharing together in a style that creates trust and a healthy, healing, caring environment.

### Integrity

We are empowered to practice responsible and ethical stewardship.

### Compassion

We are committed to respond with empathy to meet each person's needs.

## Our Strategic Direction

1. To demonstrate excellence in the delivery of patient services
2. To demonstrate outstanding operational and financial performance
3. To become the work place of choice for staff, physicians and volunteers
4. To create a safe environment for patients, families, staff, physicians and volunteers
5. To be an active participant and leader in the local Health Integration Network of Champlain



## **Cornwall Community Hospital Construction Check-up - Update to the Community**

Community partners, staff and donors gathered on May 19th, 2009 with special guest the Honourable David Caplan, Minister of Health and Long Term Care, to mark a ceremonious occasion. The official commencement of construction of Cornwall Community Hospital's capital redevelopment project was celebrated with a groundbreaking ceremony and a commemorative shovel entering the ground.

Cornwall Community Hospital's Capital Project includes the construction of a new 'high tech' wing, renovations to the existing facility and consolidation of its services to the McConnell site. When completed, all of the hospital's patient services will be located on the McConnell Avenue site and will feature the latest in medical technology.

The new project will include an expansion of 95,000 square feet of new space and 78,000 square feet of renovation. The expansion will house 5 new state of the art operating rooms, and new emergency and diagnostic imaging departments.

The total cost of the redevelopment, including the Early Works portion, is just over \$119 million.

Stay tuned to local media for more construction updates or visit our website at **[www.cornwallhospital.ca](http://www.cornwallhospital.ca)**

We apologize for the inconvenience, noise and disruption caused by the construction. We appreciate your patience and understanding while we make improvements to our hospital.

**Patient Safety:  
It's YOUR Hospital stay, be involved!**

### **Patient Rights**

#### **Patients have the right to:**

- Ask questions and express concerns
- Receive safe and proper care
- Privacy and dignity
- Confidentiality
- Competent staff and physicians
- Be informed and participate in decision-making and the process of care
- Request a second opinion

- Refuse treatment and be informed of the implications of their actions
- Voice concerns and have them addressed
- Contact the Director, Quality Performance, if concerns are not addressed to the patient's satisfaction

## Patient Responsibilities

### **Patients and/or their representatives have the responsibility to:**

- Use health care resources responsibly
- Maintain an accurate history of personal medical information
- Respect the rights and property of others
- Participate in care
- Provide accurate information
- Keep all appointments or notify the appropriate department if unable to do so
- Follow instructions for medications and other treatments
- Make healthy choices about lifestyle and habits

## Patient Safety Tips

### **Your health care, be involved:**

- Be involved in your health care. Speak up if you have questions or concerns about your care
- Tell a member of your health care team about your past illnesses and current health condition
- Bring all of your medicines with you when you go to the hospital or to a medical appointment
- Tell a member of your health care team if you have ever had an allergic or bad reaction to any medicine or food.
- Make sure you know what to do when you go home from the hospital or from your medical appointment.

## **ALLERGIES**

### **Scent**

CCH is a scent safe environment for all individuals who may be sensitive to scented products. Because of the serious effects scented products have on some of our staff, patients and volunteers we want to create an awareness of the potential hazards associated with the wearing and the use of scented products.

1. Appropriate signage will be displayed in-patient and staff work areas.
2. All staff, volunteers, auxiliary members, and physicians should avoid wearing scented personal care products as perfume cologne, deodorants,



aftercare lotions, hair products, body lotions and powders.

3. Patients and visitors should be discouraged from the use of strongly scented products in the hospital.
4. All departments shall make every effort to consider scent free products, eg. cleaning products. Where possible, scented products will be eliminated, reduced and/or replaced, with non-scented alternatives.
5. Flowers sent to the hospital need to be low scent.

### **Latex**

If you are allergic to latex please inform staff at patient registration or the nurses station on your floor. Only Mylar, non-latex based balloons are permitted in the hospital.

### **FIRE SAFETY**

For your protection, Cornwall Community Hospital conducts fire drills and practice exercises regularly. If you hear the fire alarm please remain in your room and do not be concerned. Your caregivers have been trained in fire safety procedures and will advise you as needed. Fire exits are clearly marked throughout the building.

During a fire alarm, all elevators return to the main floor and are not operational. All fire doors automatically close until there is an “all clear” announcement on the speaker system. Do not move to another place unless a member of the fire department or other hospital staff asks you to move.

### **INFECTION CONTROL**

The single most effective thing you can do to protect yourself and others from getting infections is to practice good hand hygiene. This can be achieved by:

- using the alcohol-based hand sanitizer available on each unit and at hospital entrances.
- cleaning your hands after using the washroom, before eating, and after coughing, sneezing or blowing your nose.
- observing your caregivers hand hygiene practice – expect to see our staff clean their hands and if you don’t, it’s OK to ask (Staff will not be offended).



For safety precautions, some patients require isolation. In this case, appropriate signs will provide information that is required to limit the spread of infection. Visitors may be asked to wear personal protective equipment (such as gowns, masks, gloves) when visiting patients in isolation rooms.



## VISITING HOURS

Units	Visiting hours & Restrictions
Inpatient medical and Surgical Units, Critical Care Unit, Rehabilitation and Inpatient Psychiatry	11:00am - 1:00pm 4:00pm - 8:00pm No children under the age of 13, except for compassionate reasons.
Inpatient Children's Unit (Paediatrics)	4:00pm - 8:00pm Parents/alternative allowed anytime.
Inpatient Maternity Unit (Obstetrics)	11:00am - 8:00pm Mother's partner or support person allowed anytime.
Palliative Unit - (End of Life Care)	As directed by patient
Emergency Room	Only one visitor per patient, if space permits

**No more than 2 visitors at any time.**

**Children under the age of 13, if permitted, must be accompanied by an adult.**

**Compassionate visiting hours will be arranged for special circumstances.**

**Visiting hours may be further restricted for infection control precautions.**

### **DO NOT VISIT If you have any of the following symptoms:**

- Diarrhea, nausea and/or vomiting within the past 48 hrs.
- Fever
- Sore throat
- Influenza

**Please do not come to visit until you are feeling better and these symptoms are gone.**

## Hospital Information

### ADMISSION

All patient admissions must be coordinated through Patient Registration. Admissions will be based on bed availability. Patient Registration will be responsible for assigning beds based on medical priority and preferred accommodation. You will be asked:

- Your name and current address
- Your Ontario Health Card
- Details regarding health care insurance coverage or method of payment if you require semi-private or private accommodations
- Any other pertinent information

When you arrive to the Inpatient Unit you will be oriented to your room, use of call bell, mealtimes and visiting hours. We will encourage you to send excess clothing, valuables (cash, credit cards, jewellery) and medications home. If you cannot send valuables home the nurse will help you write an itemized list and will have you sign it after you've double-checked it. These items along with a receipt will be kept locked up for safekeeping. Upon discharge you can claim your items with a copy of the clothing and valuables form.

### AMBULANCE

All Ambulance transfers between facilities, hospital to hospital, hospital to nursing home, are covered by OHIP. Ambulance from home or from scene of an accident is billable to the patient or WSIB if it is a work related injury. The cost of an Ambulance is \$240.00 OHIP pays all but \$45.00 which is billed to the patient. All other provincial insurance does not cover an Ambulance in Ontario and the full cost of \$240.00 is billed to the patient.

### ASSAULT AND SEXUAL ABUSE PROGRAM (ASAP)

Emergency health care, counselling and resources for women, men and children who have been victims of domestic assault or sexual assault or abuse.

### Emergencies

For an assault occurring within 72 hours, please go directly to the Emergency Department of the Cornwall Community Hospital at 840 McConnell Avenue.

### Victim help – for assault over 72 hours

*Health-care related: 613-932-3300, ext. 4552*

*Counselling: 613-932-3300, ext. 4658*

### Requests for training, presentations or general information

613-932-3300, ext. 4202 ● [asap@cornwallhospital.ca](mailto:asap@cornwallhospital.ca)

1-866-263-1560 (toll free) ● TTY 613-936-4643

[www.cornwallhospital.ca/asap](http://www.cornwallhospital.ca/asap)

## AUXILIARY

**The objective of the Auxiliary to the Cornwall Community Hospital is as follows:**

1. Assist the hospital with volunteer services to staff, patients and visitors
2. Help the Hospital purchase equipment, furnishings and other medical needs through fund raising projects
3. Help in keeping a favourable image of the Hospital within the community.

The Auxiliary operates gift shops at both sites. The McConnell site gift shop is open Monday through Friday 9:00am - 5:00pm. The Second St. site gift shop is open Monday to Thursday 9:00am until 4:00pm and Friday from 9:00am until 1:15pm.

## BILLING

The difference between a ward and semi private is \$175.00 / day

The difference between a ward and a private is \$200.00 / day

Room charges are subject to change. Please confirm with Patient Registration at time of admission.

If you have additional insurance coverage for semi-private or private rooms please present it when registering.

Ambulatory aids such as crutches, collars, splints and aircasts may also be of an extra charge to you. All extra costs may be paid for at cashier on level 1 at the McConnell Ave. Site, level one on Second St. site between the hours of 8:30am - 4:00pm Monday to Friday. Payments may also be made in Patient Registration on level one at both sites, twenty-four hours a day, seven days a week.

Television services are provided through an exterior company for a nominal fee. Please inquire at nursing station for information and pricing.

## CAFETERIA SERVICES

**Meal times are:**

- Breakfast is served between 7:45am and 8:15am,
- Lunch is served between 11:45am and 12:15pm
- Dinner is served between 4:45pm and 5:15pm



Patients are not allowed to eat food from the cafeteria because of their dietary restrictions. The cafeteria at the McConnell site is available for staff and visitors from 6:40am to 5:30pm and Saturday and Sunday from 10:30am to 1:00pm. The cafeteria at Second St. site is

located within the tuck shop on level 1 and is open from 11:15am-1:15pm Monday through Friday.

There are vending machines available 24 hours a day at the McConnell site in the Emergency Department, in the Cafeteria and in front of the elevators on floors 2, 4 and 6. At the Second St. site there are vending machines in waiting area on level one and in the cafeteria.

## COMMUNITY MENTAL HEALTH

Cornwall Community Hospital's Mental Health Programs offer a wide variety of services to meet the needs of individuals within our catchment's area of 75,000 people.

- Inpatient Psychiatric Care Unit
- Outpatient Mental Health Program
- Day Hospital Program
- Children's Mental Health
- Mental Health Crisis Line/Mobile Crisis Team.
- Tri-County Mental Health Service
- Withdrawal Management Services
- The ACT Team

## DIRECTIONS

We are centrally located at 510 Second St. East and 840 McConnell Ave. Cornwall Ontario. Here is a map with a view of nearest highways.

## DISCHARGE

Discharge planning is initiated as early in a patient's treatment as possible. Multidisciplinary involvement in discharge planning helps to ensure that a client leaves the hospital in a timely manner with the necessary resources in place.

A patient will be requested to leave the hospital by 1100 hours or as soon as possible after the discharge order is received. Patients who have been discharged may be asked to vacate their room to allow new patients to be admitted.



## FOUNDATION

### The Foundation at a glance

The Foundation appreciates receiving all donations. No matter how you choose to give, your donation will help the Cornwall Community Hospital Foundation buy equipment to enhance medical care in our community. The reasons people give are as varied as the donors themselves. Below are some of the types of donations we receive and ways we can help you customize your gift. Donations can be made using a cheque, credit card, money order or cash. All gifts are eligible for a receipt for income tax purposes.

### How to Make a Donation

*In Person* .....Cornwall Community Hospital Foundation  
(Mon-Fri 8:00am-4:00pm) 510 Second Street, Cornwall, ON

*In Person 24/7* ..... Registration Desk – McConnell Site

*By Mail (using the enclosed mailer)* .....840 McConnell Ave.,  
Cornwall, ON K6H 5S5

*Go Online* .....[www.cchfoundation.ca](http://www.cchfoundation.ca) (DONATE ONLINE icon)

*By Phone* .....613-930-4508

### Types of Donations

#### *In Memory*

Donors give *In Memory* on the passing of or in commemoration of a deceased loved one. This can be done by contacting the Foundation office directly or on-line. You can also request that gifts be donated to Cornwall Community Hospital Foundation in lieu of flowers at your loved one's viewing. Your funeral home can assist you to ensure your wishes are followed.

#### *In Celebration*

A *Celebration* donation made to commemorate a special occasion such as a wedding, birth, birthday, anniversary, graduation, Christmas or other important event is a very special way to honour friends and family.

#### *Scheduled Periodic Giving*

The staff at the Foundation office is happy to help you customize your giving by arranging monthly, quarterly, bi-annual or annual giving.

#### *Planned Giving... Today, Tomorrow and the Future*

The Foundation is a registered charitable organization. You may wish to include the Foundation as a benefactor in your will or name us as beneficiary of a life insurance policy you possess.

### ***Special Events***

Fundraising activities and events are often organized by the Foundation or community groups to raise money for the Hospital. Community participation ensures their success. So join us, enjoy yourself and be generous . . . with a donation of money and/or your time.

### **LOST AND FOUND**

The lost and found is located at the Security office level 1 at both sites.

### **PARKING**

For the new parking system to be used at McConnell site only, payment will be accepted inside the building at a “paystation” instead of at the gate. There is one parking lot at each site as well as limited metered parking at both sites. Parking passes are available for a reduced fee (with a refundable deposit). These passes can be purchased at the business office on level 2 at the McConnell site and on level 1 at the Second St. site as well as in the Patient Registration, at any time, located on level one of both sites.

### **PRIVACY**

Personal information will not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required by law. Personal information will be retained only as long as necessary for the fulfilment of those purposes.

### **Consent for the Collection, Use and Disclosure of Personal Information**

The hospital requires the knowledge and consent of the individual or substitute decision-maker for the collection, use, or disclosure of personal information, except where inappropriate i.e. legal requirements, or serious illness.

- Consent is required for the collection of personal information and the subsequent use or disclosure of this information. Consent with respect to use or disclosure will be sought after the information has been collected but before use (for example, when the hospital wants to use information for a purpose not previously identified).
- The hospital will make a reasonable effort to ensure that the individual is advised of the purposes for which the information will be used or disclosed. Patient privacy information brochures are available and privacy posters are in various locations throughout the hospital.
- The form of the consent sought by the hospital may vary, depending upon the circumstances and the type of information.

- An individual may withdraw consent at any time, subject to legal or contractual restrictions and reasonable notice. The hospital will inform the individual of the implications of such withdrawal.

## **SPIRITUAL AND RELIGIOUS CARE**

Hospital staff can refer requests for spiritual and religious care to the Spiritual Care Coordinator. This service is available for those who need assistance with the grieving process, end of life issues, facilitating life transitions, issues of reconciliation, religious needs, and contacting faith community representatives.

There are worship spaces located on the 3rd floor of the McConnell Avenue site in room 3107, and on the first floor of the Second Street site facility (next to the cafeteria). These worship spaces are private and safe spaces for prayer or meditation.

## **TELEPHONES**

Please ask the nurses on your unit if there is a telephone available in your room. The extension number usually matches the room number. If you plan to make a long distance call, please have calling card or credit card ready and dial "0" for the switchboard operator to connect you with a Bell Canada operator. To place a local call from your room at either site simply dial "9", followed by the local phone number.

## **VIOLENCE PREVENTION**

Cornwall Community Hospital will make every reasonable effort to identify all potential sources of violence in order to eliminate and or minimize these risks. CCH refuses to tolerate any type of violence, within the workplace or at work-related activities. Violence is defined as any incident, in which an employee is abused, threatened, harassed, or in which injury is inflicted, or damage caused to property. It can be in the form of offensive comments including: jokes, obscene remarks, insults, teasing, bullying, mobbing, ridicule, swearing, shouting, demeaning or belittling statements, threats without weapons designed to hurt or isolate a person in the workplace causing emotional distress or personal humiliation, or threatening the health, safety and livelihood of an employee. The act may be implied or actual, and be either verbal or physical in nature.



☒ **Yes, I want to make a donation to the Cornwall Community Hospital Foundation**

**Please detach and mail to:** Cornwall Community Hospital Foundation  
840 McConnell Ave  
Cornwall, ON K6H 5S5

Having a properly equipped hospital is important to me. Please accept my donation to support the Cornwall Community Hospital Foundation's Equipment appeal.

☐ \$10   ☐ \$25   ☐ \$50   ☐ \$100   ☐ \$200   ☐ \$500   ☐ Other \$ \_\_\_\_\_

*Please make cheques payable to the Cornwall Community Hospital Foundation.  
All donations are eligible for a tax receipt. (Charitable Registration Number 89 406 5432RR0001)*

**Name:** \_\_\_\_\_

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

**Telephone Number:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

☐ **I would prefer to donate monthly**

☐ \$10 per month   ☐ \$15 per month   ☐ \$20 per month   ☐ \$30 per month

☐ I would prefer to give \$ \_\_\_\_\_ per month

☐ **I authorize the Cornwall Community Hospital Foundation to draw these donations from my bank account. (My sample cheque marked "void" is enclosed.)**

**Start date:** \_\_\_\_\_

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

☐ **I would prefer to charge my gift to my credit card:**

☐ VISA   ☐ MasterCard

**Card number:** \_\_\_\_\_

**Expiration date:** \_\_\_\_\_

**Name on card:** \_\_\_\_\_

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

**Start date:** \_\_\_\_\_

☐ **I am considering making a bequest in my will and would like more information.**

☐ **I would like to host an event on behalf of the Cornwall Community Hospital Foundation and would like more information.**

**Save time...donate online! [www.ourhospitalourfuture.ca](http://www.ourhospitalourfuture.ca)**

## Community Supporters Donateurs de la communauté

Cornwall Community Hospital would like to thank the following local businesses/sponsors who made this Patient Handbook possible for our patients.

L'Hôpital communautaire de Cornwall remercie les entreprises et les commanditaires locaux ci-dessous qui ont rendu possible la rédaction de cet annuaire des services aux patients à l'usage de nos patients.

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## Donateurs de la communauté



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*We'll meet your needs  
and exceed your expectations*

*Minutes from hospital*



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- Large Indoor Pool
- Luxury Suites
- Free High Speed Internet Access
- Free Breakfast
- BrookValley Grille Dining Room

[www.cornwallramada.com](http://www.cornwallramada.com)

**613 933-8000**

**805 Brookdale Ave., Cornwall, ON K6J 4P3**  
**Fax: (613) 933-3392 Toll Free: 1-888-900-5762**

**VILLA LONG SAULT VILLA**



**613-534-2307**

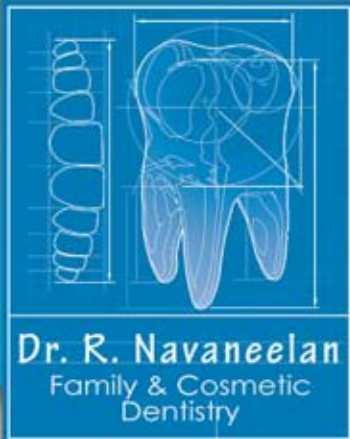
[www.longsaultvilla.com](http://www.longsaultvilla.com)

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**Registered Staff • Doctor Visit Weekly • 24 Hours Supervision**  
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## Community Supporters



### ***Dr Rachel Navaneelan*** *Family & Cosmetic Dentistry*



- New patients are always welcome
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- Smile makeover service available
- In office 1 hour whitening available
- New - Hi Tech 1 appointment crowns made on site
- Services available under general anesthesia for pediatric and adult treatment
- Evening appointments available

**invisalign**  
start smiling more™

**LUMINEERS**  
BY CERINATE™

**CEREC 3D**

# 613 933.7528

**McConnell Medical Centre**  
820 McConnell Medical Avenue, suite 226  
[healthytooth@drnavaneelan.ca](mailto:healthytooth@drnavaneelan.ca)  
[www.drnavaneelan.ca](http://www.drnavaneelan.ca)



## Donateurs de la communauté



**Parisien Manor**  
**439 Second Street East**  
**Cornwall, ON**

Within the warmth of our home, we provide compassionate care with love, innovation and skill

Tel: 613 933-2592  
 Fax: 613 933-3839  
 Email: [nquenneville@clmi.ca](mailto:nquenneville@clmi.ca)  
 Web: [www.parisienmanor.ca](http://www.parisienmanor.ca)




**Burns Ortho-Medical**  
 30 - 13th St. E., Cornwall, ON K6H 6V9  
 Telephone: 613.932.3139

- Custom Made Foot Orthotics
- Radial Shockwave Therapy
- Orthopaedic Shoes
- Compression Stockings

*For all your professional foot care needs.*

**Christina Lalonde D.Ch**  
 Chiropodist / Foot Specialist



**Diane Fry**  
 PT, BSc.PT  
 MCPA

**Colin Jeeves**  
 PTA, BSc.PT. (Ret.)  
 OHIP eligible rates, motor vehicle accidents, WSIB, DVA, RCMP

**Cornwall Regional Physiotherapy**  
 1217 Second St. West, Cornwall  
**613.935.7018**  
[www.dianefry.com](http://www.dianefry.com)  
 Diane Fry Physiotherapist Professional Corporation



Our mandate: Offer services to Women 16 years and older who are victims/survivors of sexual violence/assault.

Services: Crisis lines 24/7, Accompaniment to police, hospital, court etc., Public Education, Counselling and Peer Support Groups  
 P.O. Box 1192, Cornwall, ON K6H 5V3

Office Telephone: 613-932-1755 • Fax: 613-932-1548  
 Website: [www.sassforwomen.ca](http://www.sassforwomen.ca)  
 Email: [administration@sassforwomen.ca](mailto:administration@sassforwomen.ca) or [sasas@bellnet.ca](mailto:sasas@bellnet.ca)

Crisis Lines/Lignes de crise:  
 Anglophone: 613-932-1603 Toll Free 1-800-461-8192  
 Francophone: 613-932-1705 Toll Free 1-800-463-0174



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Ontario Licensed Funeral Directors  
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[www.wilsonfuneralhome.ca](http://www.wilsonfuneralhome.ca)

**Dr. Stuart Munro, D.D.S.**

**Intravenous Sedation Available**  
 Open: Mon to Thurs

**216 Second W., Cornwall**  
**613 938-2410**

## Community Supporters

### Cancer information and support from a source you can trust.



The Canadian Cancer Society is an important source of reliable information and caring support for people living with cancer, their caregivers, family and friends. The Society provides:

- reliable information about all types of cancer and cancer-related services
- support from a survivor or caregiver who has had a similar experience
- transportation getting to and from your cancer-related appointments
- help to quit smoking from a trained quit specialist

**Talk to a cancer information specialist at  
1 888 939-3333 or visit us at [www.cancer.ca](http://www.cancer.ca).**



**Canadian Cancer Society** **Société canadienne du cancer**

### Une source fiable d'information et de soutien.

La Société canadienne du cancer est une importante source d'information fiable et de soutien pour les personnes vivant avec le cancer, les aidants naturels, les familles et les amis. La Société offre :

- information fiable sur tous les types de cancer et les services liés au cancer;
- soutien par un survivant ou un aidant qui a vécu une expérience similaire;
- transport aller-retour vers vos rendez-vous liés au cancer;
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