

Welcome to QoLA Care

- Working together to make every day the best day it can be -

The Quality of Life & Advanced Care program (QoLA Care) at McMaster Children's Hospital partners with families facing serious pediatric health conditions with a focus on improving quality of life. Our patients include unborn and newborn infants, children, adolescents or young adults. We strive to understand who families are, what matters most to them, what they are facing, and what challenges may arise in the future.

Together we hope to make proactive plans which anticipate, prevent and treat sources of suffering and increase opportunities for joy, happy experiences and precious moments.

This partnership usually continues throughout a family's journey and may include support during inpatient admissions, at outpatient clinic visits, through virtual visits while at home and, when required, through joint visits with other community partners at your home.

Who We Are



Dr. Dave Lysecki

Medical Director



Dr. Greg Zúñiga



Dr. Joanna Humphreys



Jennifer Callen

Nurse Practitioner



Chanise Skinner

Clinical Specialist/Key Worker



Cindy van Halderen

Clinical Specialist/Key Worker



Kate Sutherland

Child Life Specialist

How to Reach Us

Urgent Medical Issues 24/7

page us: 905-521-5030

Same Day (weekday) issues:

call/text your keyworker (numbers below) or email golacare@hhsc.ca

Jennifer Callen, Nurse Practitioner

cel: 905-870-3975

Chanise Skinner, Clinical

Specialist/Key Worker

cel: 289-442-2608

Kate Sutherland, Child Life Specialist

905-521-2100 x73799

Cindy van Halderen, Clinical

Specialist/Key Worker

cel: 905-978-7817

Prescriptions and Refills

For Refills, ask your pharmacy to send a refill request to fax: 905-521-2601

For other medication issues

email golacare@hhsc.ca

Please provide us with 3 days notice when possible

Appointments and Bookings

call 905-521-2100 x73896 or

email golacare@hhsc.ca

Principles of Care

Available

No child or family who is suffering should be without support. Our team is available 24 hours a day, 365 days a year to help with pain and symptom emergencies whether your child is in the hospital or at home.

Collaborative

Our team partners with families and health care providers to ensure a network of care around children with serious health conditions. This partnership means we rely on you to let us know when we can help. *Please reach out if you need us.* This also means we will work with other involved health care providers, including family doctors, pediatricians, disease specialists, home care services and schools. If an issue is better suited to another health care provider then we ask families to direct these to the most appropriate resource (e.g. family doctor, pediatrician, home care coordinator). If a family is unsure or does not have other caregivers, we will suggest the best route to follow or help directly.

Compassionate

We understand the many challenges that accompany serious health conditions in children. We strive to ensure that our care is structured so that these challenges do not prevent children and families from accessing high-quality care and that our care is delivered with kindness, caring and understanding of your unique journey.

Continuous

The care of children with serious health conditions is complex, and it is important to have familiar professionals that know your child. Our team strives to ensure continuity over time and during transitions across settings.

Expert

Children with serious health conditions require broad expertise across many disciplines and specialties. While QoLA Care brings our own expertise, we always look to partner with experts of all kinds to ensure your child receives optimal care.

Holistic

We aim to address all issues which impact quality of life, including those that affect the body (physical), the mind (psychological), the heart (emotional), the soul (spiritual). This may also include improving practical issues such as care coordination, finances, transportation, equipment and access to respite care.

Equitable

We strive to ensure that all children and their families have access to care that accommodates their unique needs. We hope to help reduce any barriers or limitations to care experienced related to language, ethnicity, culture, gender and sexuality, finances, access to transportation, and past trauma. If you have concerns about receiving equitable care, please let us know and we would be happy to discuss this with you.

Proactive

No one knows the future. We hope to anticipate and prevent issues that are predictable and preventable; and to prepare and plan for issues that are possible but not preventable.

Well

To offer you the best, we need to be at our best. Our team commits to engaging in regular wellness activities to ensure that your care is the best it can be.

Additional Services

Newsletter

The QoLA Care Newsletter contains updates, upcoming events of interest, and links to resources or opportunities we feel you might enjoy or find helpful.

QoLA Care Family Craft Nights

Kate coordinates Virtual Craft and Activity nights to bring children and families together for an evening of fun and connection. All ages and abilities are welcome and supplies are provided. Registration required.

Caregiver Wellness Group

We offer a Virtual Caregiver Wellness & Support group twice each month. This is an informal, drop-in, support group for adults caring for a child with serious medical illness. Please feel so very welcome to join this group at any time. Dates and link information is always in the Newsletter.

Grief and Bereavement Services

For families who unfortunately experience the death of their child, QoLA Care continues to provide care. We offer a Bereavement Newsletter detailing information we feel may be relevant or useful and a Bereavement Support Group for parents whose child was cared for at McMaster Children's Hospital.

QoLA Care's Favourite Web Links

[QoLACare](#)

[Caringtogether.life](#)

[Courageous Families Network](#)

[Ontario Caregiver Organization](#)

[Canadian Virtual Hospice](#)

We look forward to helping you find your child's best quality of life

Sincerely,

Dr. Dave, Dr. Greg, Dr. Jo, Jen, Kate, Chanise, Palak and Cindy

