

Your Guide to the

Waterloo Wellington Regional Cancer Program

Patient, Family & Care Partner Information

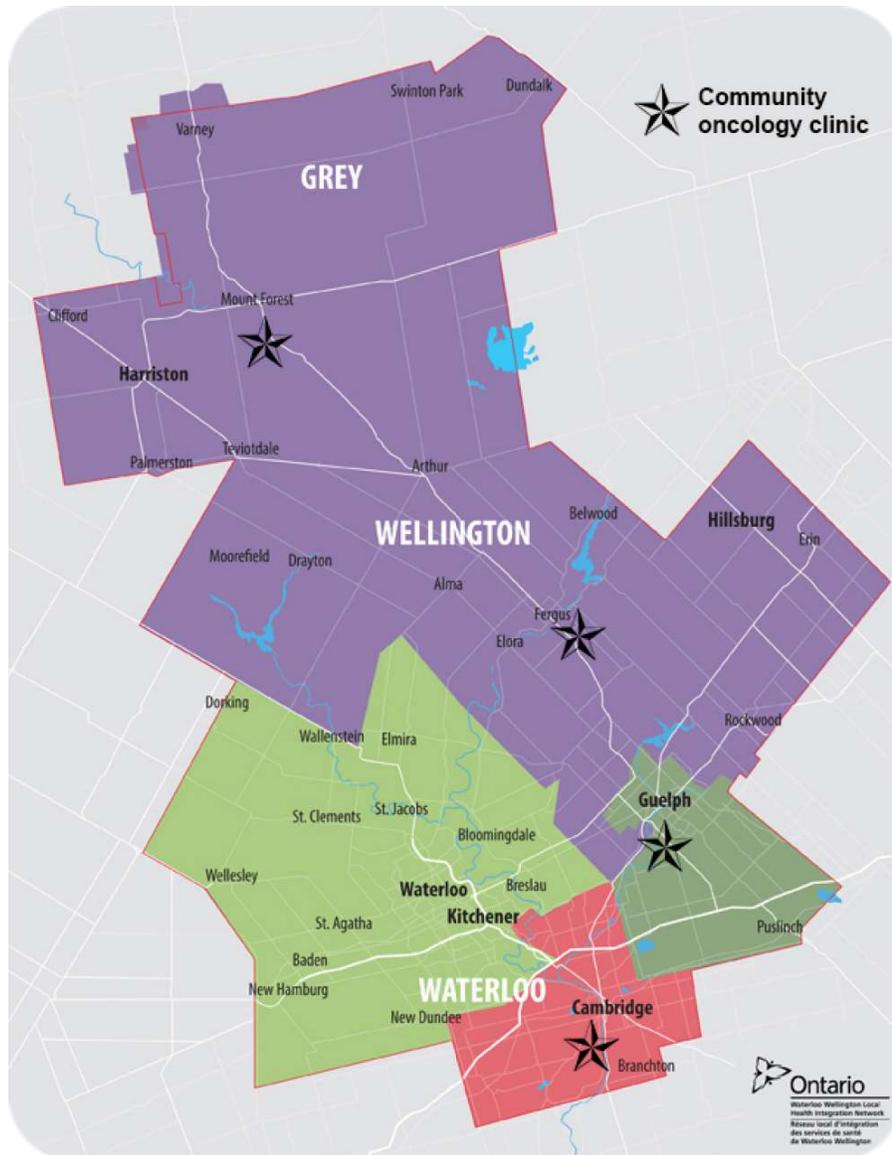


Waterloo Wellington Regional Cancer Program	1
Patient, Family & Care Partner Information	1
Regional Cancer Program Sites	4
General Information	8
Address & Hours	8
Where can I find...	10
Parking	11
Transportation	12
Tobacco & Perfume	12
When You Arrive	13
What to Bring To Your First Visit	13
Your Symptoms Matter	14
Your Voice Matters	15
Health Safety	15
Quit Smoking Support	15
Your Team	16
In Person Visits	16
Your Health Care Team	17
Questions to Ask Your Team Members	18
What Happens During Your Visit	19
Calling the WRHN Cancer Centre	20
Treatment Options	21
Will Everyone Get Treatment?	21
Chemotherapy	21
Radiation Therapy	24
Immunotherapy	25

Surgery	26
Clinical Trials	27
Advance Care Planning	27
Staying Active	28
Support	29
Supportive Care Team	29
Finances	32
Translation Services	33
Support At Your Site	34
Community Support Services	35
After You Finish Treatment	37
Follow Up at the Cancer Centre	38
Going Back to your Family Doctor	38
Patient and Family Advisors	39
Patient Learning	41
Your Access	41
Waterloo Wellington Self-Management	41
The J. Wesley Graham Patient and Family Resource Centre	42
Websites to Visit	45
CareChart Digital Health	46
How to Contact	46
Worksheets	47
My Notes	47
My Health History	48
Tracking My Care	49
More About Me	50
Terms	51

Regional Cancer Program Sites

The Waterloo Wellington Regional Cancer Program is made up of a network of hospitals and community programs.



For details about the services offered at each site read our Waterloo Wellington Regional Cancer Program Strategic Plan found at: www.cancerwaterloowellington.ca

WRHN Cancer Centre

835 King Street West
Kitchener, ON, N2G 1G3
519-749-4370
wwregionalcancerprogram@wrhn.ca
www.cancerwaterloowellington.ca



WRHN @ Queens Blvd.
911 Queen's Boulevard
Kitchener, ON, N2M 1B2
519-744-3311
info@smgh.ca
www.wrhn.ca

Cambridge Memorial Hospital

700 Coronation Blvd.
Cambridge, ON, N1R 3G2
519-621-2330
www.cmh.org





Guelph General Hospital
115 Delhi Street
Guelph, ON, N1E 4J4
519-822-5350
www.gghorg.ca

North Wellington Health Care

Louise Marshall Hospital

630 Dublin Street
Mount Forest, ON, N0G 2L3
519-323-2210
www.nwhc.whca.ca



Palmerston District Hospital

500 Whites Road
Palmerston, ON
N0G 2P0
519-343-2030
www.nwhc.whca.ca



**Groves Memorial
Community Hospital**
131 Frederick Campbell St.
Fergus, ON, N1M 0H3
519-843-2010
www.gmch.ca

Welcome

Hello and welcome to the Waterloo Wellington Regional Cancer Program - also known as WWRCP.

This booklet was created by our patients and health care team to give you key information that you will need as a patient, family member or caregiver. This booklet has information that can be used through all stages of your journey with the WWRCP.

As you read through this booklet you will notice that we have added website links, checklists and worksheets. Use this information to learn about and track your care. If you have more questions, ask one of your health care team members.

Use the tabs on the **right** as your guide.

General Info

Your Team

Visits &
Treatment

Support

Patient
Learning

General Information

Address & Hours

WRHN Cancer Centre is attached to the WRHN @ Midtown.

Hospital Address

835 King Street West
Kitchener, Ontario
N2G 1G3

Cancer Centre Registration Desk

Open
Monday - Friday
7:45am - 4:30pm

Patient Call Centre

519-749-4380
Monday - Friday
8:30am - 4pm

After Hours Care (CareChart@home)

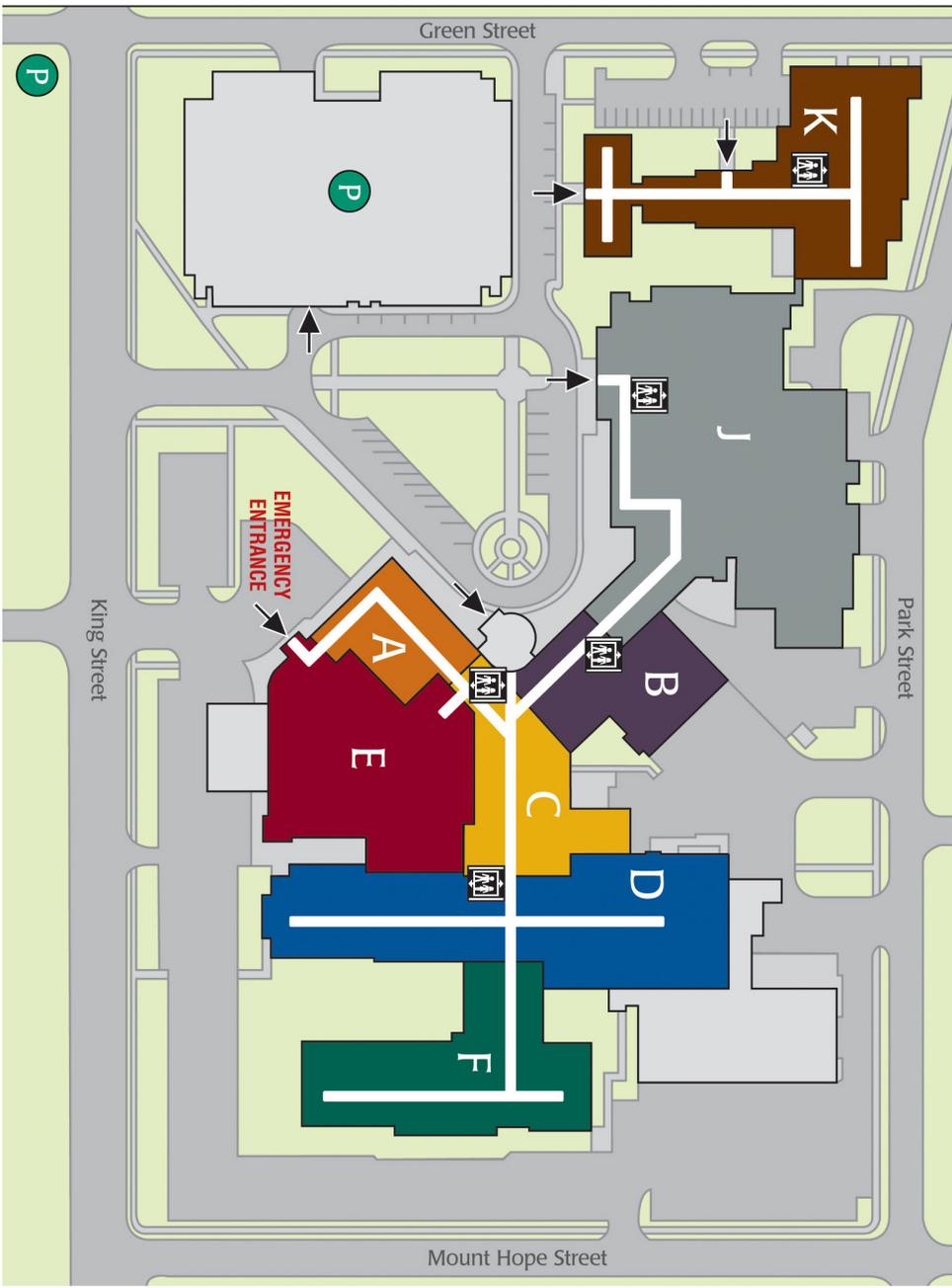
1-877-681-3057

Please note the centre is closed on weekends and on statutory holidays.

If you need options on how to get to or from the hospital for your visits, speak to a member of your health care team.

FINDING YOUR WAY AROUND

- A B C D E F** K-W HEALTH CENTRE WINGS
- J** GRAND RIVER REGIONAL CANCER CENTRE
- K** KAUFMAN BUILDING
- P** PARKING
-  ELEVATOR LOCATIONS
-  ENTRANCES



Where can I find...

WRHN CANCER CENTRE	
<ul style="list-style-type: none"> • Main Registration • Resource Centre • Clinic D (Radiation Therapy) • Supportive Care • Clinic E & Nurse Assessment Clinic • Malignant Pleural Effusion (MPE) Clinic • Lung Diagnostic Assessment Program (DAP) • Lab 	3rd Floor (Main Floor and Entrance to Cancer Centre)
<ul style="list-style-type: none"> • Cancer Centre Retail Pharmacy (CCRP) • Clinic A (Medical Oncology) • Clinic A+ (Medical Oncology) • Clinic B (Hematology) • Systemic Therapy Suite (Chemo Suite) 	4th Floor
WATERLOO REGIONAL HEALTH NETWORK	
<ul style="list-style-type: none"> • Inpatient Oncology • 6AB Treatment Area (outpatient visits) 	6th Floor
<ul style="list-style-type: none"> • Sanctuary • Cafeteria 	B
<ul style="list-style-type: none"> • Grand River Hospital Pharmacy • Tim Hortons 	C
<ul style="list-style-type: none"> • Medical Imaging (X-ray, Ultra Sound appointments) 	D
<ul style="list-style-type: none"> • Hospital Inpatient Floors • 6th Floor Oncology Inpatient Unit • Main Elevator • Gift Shop 	D/F
<ul style="list-style-type: none"> • Emergency 	E
<ul style="list-style-type: none"> • Precise Parking Office 	P
<ul style="list-style-type: none"> • Security Office 	K

Parking

There are many places to park around the hospital and cancer centre such as:

- 1. Main parking garage** - on site at 835 King Street West, Kitchener
- 2. Pay & Display parking**
 - Along the main entrance circle of Grand River Hospital
 - 40 Green Street
 - Rotary lot on King Street (across from the Hospital)
 - Don McLaren Parking Lot (across from 40 Green St)

If you will be visiting the cancer centre often you can buy a discount parking pass for 1 week up to 3 months (7-90 days). Visit the WRHN CC Main Registration or Radiation Therapy desk to get a parking validation slip. Bring this to the Precise Parking Office on the 1st floor of the WRHN Parking Garage.



Main Parking Garage on 835 King St. West.

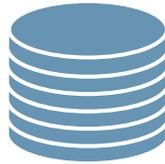


**Find up-to-date information on
parking & fees on
www.wrhn.ca**

Pay for parking at a kiosk or exit. Coins and bills can only be used at a kiosk.



Credit Card



Coins



Bills

Transportation

Public Transportation

Public transportation is available to Grand River Hospital.

Please visit www.grt.ca for more information and to plan your trip.

Wheels Of Hope

The Canadian Cancer Society (CCS) offers Wheels of Hope. This is a service where volunteer drivers help people get to their appointments and treatments at the cancer centre.

Your cancer doctor must **refer** you to this program. You will also need to register for these rides online or by calling ahead. There is a 1-time registration fee for you to pay. If you are not able to pay for this fee, please contact the Canadian Cancer Society.

Wheels of Hope (toll-free): 888-939-3333

Tobacco & Perfume

The Waterloo Wellington Cancer Program sites are **all smoke-free**.

Do not use tobacco products, e-cigarettes or vaporizers on hospital property.

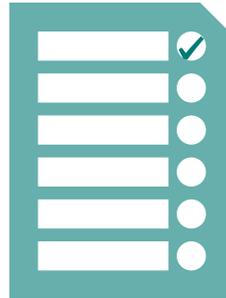
Refrain from wearing perfumes/colognes or scented products (e.g. lotions, body spray, spray deodorant) when you come to the hospital.

When You Arrive

When you arrive, head to the Main Registration desk inside the cancer centre entrance doors.



**Bring your
health card**



**Check in at
main
registration**



**Fill out Your
Symptoms
Matter on a
kiosk**

What to Bring To Your First Visit

- Your health card
- A friend, family member or support person (based on hospital policy)
- Your drugs, prescriptions, vitamins and/or natural supplements
- Name and address of your family doctor and pharmacy (pg. 50)
- Your drug insurance card (if you have one)
- Something to take notes with (notebook, pen, tablet, binder)
- Your health history (p, 48)
- Money to pay for parking
- A drink, snack or small meal
- A list of your questions
- Something to help you pass the time if you have to wait

Your Symptoms Matter

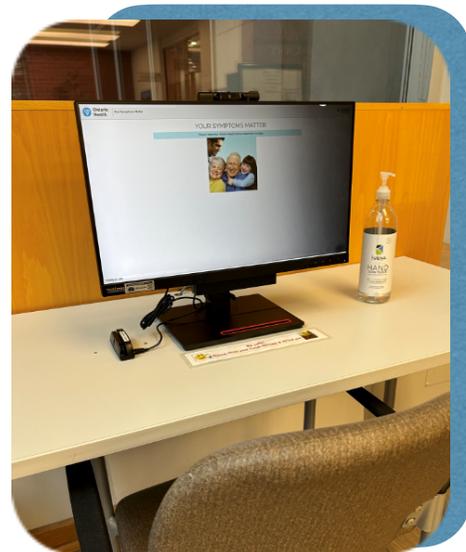
When your health care team knows about your symptoms they can give you advice to help you manage them. **Your Symptoms Matter** (YSM) is a tool used by Cancer Care Ontario and your health care team to assess the 12 most common symptoms that cancer patients go through.

Filling out YSM can help you and your healthcare team to:

- Notice and treat symptoms early on
- Talk about symptoms that matter to you
- Track your symptoms
- Choose the best treatment for your symptoms

This is what a **Your Symptoms Matter** kiosk might look like at your site.

Your answers will be sent by the computer to your health care team



Step 1 - Sanitize your hands

Step 2 - Swipe your Health Card

Step 3 - Answer each of the questions by touching the screen

Step 4 - Rate your symptoms on a scale of 0-10 based on how you feel **TODAY**

Step 5 - Sanitize your hands



Fill out YSM **the day before** your appointment by going to:
isaac.cancercare.on.ca

Your Voice Matters

The Regional Cancer Program cares about your experience.

Every 30 days you can fill out **Your Voice Matters** (YVM) on a kiosk or iPad. Your feedback can help us make your visits better. Anyone who gets treatment at a cancer centre can share their comments on YVM.

Health Safety

Help prevent the spread of infection by:

- Wearing a **mask** if you are sick
- **Cleaning your hands** using an alcohol based hand sanitizer
- **Washing** your hands



Hand sanitizing station

Hand sanitizer and masks are available around the hospital, cancer centre and at main entrances.

Please do not wear any scented products (sprays, colognes, lotions) when coming to the hospital or cancer centre.

Quit Smoking Support

Quitting smoking is one of the best things you can do to help your cancer treatment work better. Quitting smoking also lowers the chance of your cancer coming back.

You can access quit smoking support by asking:

- Your health care team
- Your family doctor or nurse practitioner
- Your pharmacist

Or by calling:

- Telehealth Ontario Smoking Cessation: 1-866-797-0000
- Region of Waterloo Public Health Unit: 519-575-4400

Your Team

Your health care team will work together to give you:

- Health care and treatment
- Health education and information
- Support
- Care during and after treatment

On the next page you will find a list of different team members and their jobs at the cancer centre. There are many people that work in the cancer centre. Make sure to keep track of your team member's names.

In Person Visits

You need a referral to be booked for a visit (appointment) with the Waterloo Wellington Regional Cancer Program. You might be referred by your family doctor or another specialist. Our clerical staff will call you to book your visit.

Arrive at least 30 minutes before your visit. This will give you time to register and fill out **Your Symptoms Matter (pg. 14)**.



Your Health Care Team

Team Member	Role	Name/Contact
Medical Oncologist	A cancer doctor who specializes in treating cancer with the use of medication (chemotherapy, immunotherapy etc.)	<hr/> <hr/>
Radiation Oncologist	A cancer doctor who specializes in treating cancer using radiation therapy	<hr/> <hr/>
General Practitioner of Oncology	A doctor that works with Oncologists & the health care team to care for you	<hr/> <hr/>
Oncology Nurse	A nurse who specializes in the care of people with cancer. They work in clinics, chemo suite and on the inpatient oncology unit.	<hr/> <hr/>
Pharmacist	<ul style="list-style-type: none"> - Teaches you about your pills and medicines - Offers support for medication issues - Prepares medications for you 	<hr/> <hr/>
Registered Dietitian	<ul style="list-style-type: none"> - Helps you with eating and nutrition through treatments - Uses nutrition to manage side effects - Helps you to recover from treatment 	<hr/> <hr/>
Registered Social Worker	<ul style="list-style-type: none"> - Provides information, support, and counselling to you - Helps you to find community resources 	<hr/> <hr/>
Radiation Therapist	<ul style="list-style-type: none"> - Helps to plan and deliver your radiation treatments 	<hr/> <hr/>
Spiritual Care Practitioner	<ul style="list-style-type: none"> - Supports your spiritual health and well-being 	<hr/> <hr/>
Pain & Symptom Management Team	<ul style="list-style-type: none"> - Helps you to manage complex symptoms resulting from your illness or treatment 	<hr/> <hr/>
<p>Your health care team may also include a Nurse Practitioner, Palliative Care Nurses, Surgeons or health professionals in the community.</p>		
<p>Family Doctor: _____ Nurse Practitioner: _____</p>		

Questions to Ask Your Team Members

- Do I have cancer?
- What type of cancer do I have?
- What is the grade and stage of the cancer?
- Is my cancer curable or controllable (not curable).
- Has my cancer spread anywhere? Where?
- What is my treatment plan? When do I get treatment? How do I get it? How long will it last?
- What are the most common side effects of my cancer treatment?
- What can I do to prepare for treatment?
- Who can I talk to about things that are on my mind (fears, concerns, hopes)?
- Who can I talk to for help with finances, stress, anxiety or depression?



My Questions:

What Happens During Your Visit

	What to Expect
Before Your 1st Visit	<p>For in-person visits:</p> <ul style="list-style-type: none"> • Fill out “My Health History” before you come in (pg. 48) • Bring your current drugs (medications) with you <p>For phone visits:</p> <ul style="list-style-type: none"> • Expect a call from an Oncology Nurse to fill out your health history over the phone
During Your 1st Visit	<ul style="list-style-type: none"> • Check in at Main Registration with your health card • Fill out Your Symptoms Matter • Meet with the Oncology Nurse • You will be asked questions about your medical history, family history, current drugs and symptoms • You will meet your Medical/Radiation Oncologist • Discuss the best treatment plan for you with your Oncologist and Oncology Nurse • Ask questions to your health care team • A treatment plan may not be made right away, so a follow up visit might be needed
After Your 1st Visit	<ul style="list-style-type: none"> • Write down any questions you still have • Your team will tell you the next steps in your care plan • You may be called to book a follow up visit or treatment • A plan might be made to have you see a community care team (nurses, doctors, palliative care)
At Follow Up Visit	<ul style="list-style-type: none"> • Check in at Main Registration • Fill out Your Symptoms Matter and/or Your Voice Matters • Meet with the Oncology Nurse or Oncologist (sometimes both again) • Ask questions if you are not clear on what your doctor or nurse is telling you

Calling the WRHN Cancer Centre

Your cancer doctor and nurse are often very busy during the day and will not always be free to take your call. If you are calling WRHN Cancer Centre you may need to leave a message with the Call Centre.

If you have a medical emergency please go to your closest Emergency Department.

Contact Info	What You Can Do
<p>Waterloo Wellington Regional Cancer Program wwregionalcancerprogram@wrhn.ca</p>	<ul style="list-style-type: none"> • Ask questions about regional programs and services
<p>WRHN Cancer Centre Call Centre 8:30am - 4:00pm 519-749-4380 *Please follow prompts</p>	<ul style="list-style-type: none"> • Reschedule a visit • Cancel a visit • Leave a message about questions for your treatments or care plan • Leave a message about new symptoms or concerns about your cancer
<p>WRHN (Main Site) 519-749-4300</p>	<ul style="list-style-type: none"> • Speak with Medical Imaging • Contact WRHN main volunteer desk • Reach an inpatient unit in the hospital
<p>After Hours Care (CareChart @Home)</p> <p>If you are calling in after 4pm, on weekends or holidays 1-877-681-3057</p>	<ul style="list-style-type: none"> • Reschedule a visit • Cancel a visit • Leave a message about questions for your treatments or care plan • Leave a message about new symptoms or concerns about your cancer

Treatment Options

Will Everyone Get Treatment?

Not everyone who comes to the cancer centre will have treatment. Your Oncologist will talk with you about whether treatment for your cancer is the best option. Some of the Oncologists who work at the cancer centre also specialize in non-cancer diagnoses (e.g. blood diseases that are not cancer). If you have any questions about your diagnosis ask your health care team.

If you are diagnosed with cancer, you may be offered treatment such as:

1. Chemotherapy - Intravenous (IV) or oral
2. Radiation Therapy
3. Immunotherapy
4. Surgery

Chemotherapy

Chemotherapy is a type of treatment that uses drugs to kill cancer cells or stop them from growing. Chemotherapy treatment may include one type of drug or a mix of two or more drugs. Your Oncologist will tell you the best options for you.

Chemotherapy treatment is often given in the Chemotherapy Suite or “Chemo-suite”, located on the 4th floor of the WRHN Cancer Centre.

Chemotherapy can be given:

- In a pill form (oral chemotherapy)
- Through a vein in your body - Intravenous (IV) chemotherapy
- By injection into your muscle or under your skin

Always follow your health care team's instruction for when and how to take your chemotherapy



Inside the chemotherapy suite at WRHN Cancer Centre

If you are offered chemotherapy you will:

- Be asked to sign a treatment consent form
- Meet with your nurse to review the treatment and side effects
- Have your treatment booked and a schedule printed for you
- Meet with your cancer pharmacist on your first treatment day to review your medications, supplements and vitamins

Chemotherapy Facts

- **It is very important that you fill out Your Symptoms Matter at each follow-up visit to monitor your symptoms**
- You may not always get your chemotherapy at a cancer centre or cancer site. Some chemotherapy is given in a pill form that you will take at home
- Your Oncologist will tell you how many treatments you will need
- If you have any questions while getting chemotherapy ask your clinic nurse or chemo suite nurse
- Unless told by your team, you can eat before and during your treatment. Make sure to pack snacks as some treatments can be long
- One care giver or support person can sit with you during your treatment or visit with you virtually (using your phone, tablet or a cancer centre iPad)
- Your treatment plan may change over time

Central Lines

A central line is a thin, flexible catheter (tube) that will get placed into a vein in your neck, arm or chest.

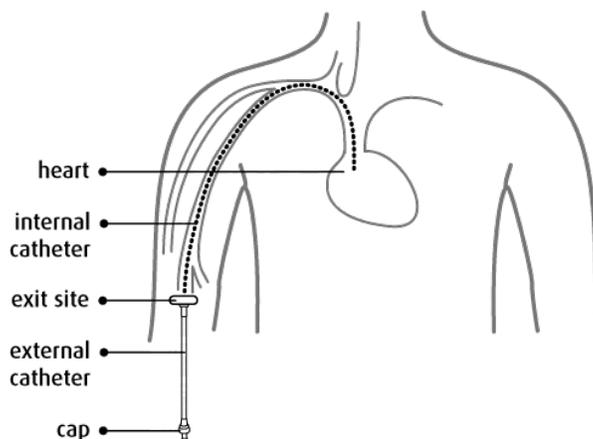
A central line might be left in your body for weeks or months.

A central line can deliver chemotherapy fluids, IV medications, IV fluids or nutrition. It may allow for less skin pricks.

PICC Line

You might hear the term “PICC line” during your visits. A PICC line is a Peripherally Inserted Central Catheter. It is put into a large vein on the inside of your arm, close to your elbow. The line travels inside of your vein to the top of your heart.

Peripherally Inserted Central Catheter

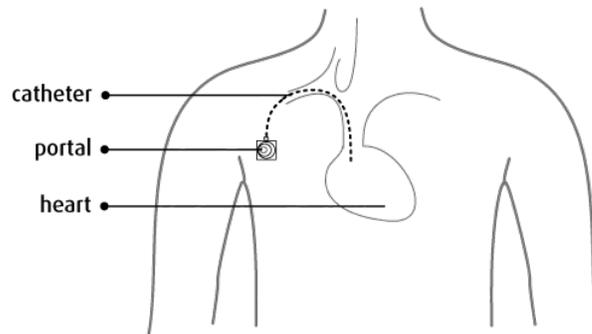


Implanted Device (Port-A-Cath)

An implanted device (a.k.a. Port-A-Cath) is a small round titanium or plastic chamber. The top has a silicone (plastic) cover that will self seal after it is accessed by a special needle.

The port is placed under your skin. It can be on the right or left side of your chest. The catheter will travel under your skin, into a large vein near the collarbone through to the top of your heart.

Implanted Port



Radiation Therapy

Radiation is a type of energy that travels through air as waves. Radiation therapy uses high doses of radiation to kill cancer cells or stop them from growing.

If you are offered radiation treatment you will:

1. Meet with a Radiation Oncologist and be asked to sign a treatment consent form
2. Be booked for a “Radiation Planning” visit with a Radiation Therapist. At this visit you will have a CT scan which is used to design your treatment plan
3. Be given between one and 40 treatments depending on your plan. They are booked daily from Monday to Friday
4. Have a schedule printed for you on your first treatment day with all of your visit dates and time



Example of radiation treatment visit

A CT scan is a 3-D (three dimensional) x-ray picture.

It shows bones, blood vessels and organs inside your body.

Radiation Facts

- Radiation does not hurt, it is like getting an X-Ray
- Radiation will treat a specific area of your body. Cells nearby may also be affected by the radiation. You will only have side effects in the area that is treated
- You will not be radioactive afterwards; you can have normal contact with friends and family
- Treatments are short, and often take less than 20 minutes
- You will get to meet with your Radiation Oncologist or Oncology Nurse once a week during your treatment

Immunotherapy

Immunotherapy is a type of cancer treatment, sometimes called biological therapy. Immunotherapy works to help the immune system find and attack cancer cells.

Immunotherapy is used to:

- Stop or slow the growth of cancer
- Stop cancer from spreading to other parts of the body
- Help the immune system work better to destroy cancer cells
- Deliver toxins, such as radiation or chemotherapy directly to cancer cells

Immunotherapy Facts

- There are many types of immunotherapy. Ask your Oncologist which type you are taking
- Immunotherapy can be given as a pill (orally), or by a needle into your vein (IV)
- You will have a set schedule for taking your immunotherapy
- You may have immunotherapy on it's own or along with chemotherapy, radiation or both
- Your Oncology Nurse will go over the side effects of your immunotherapy

Surgery

Surgery is another option for treatment for your cancer. You might have surgery if your Oncologist or Surgeon needs to look at, remove, or repair tissue.

Surgery can:

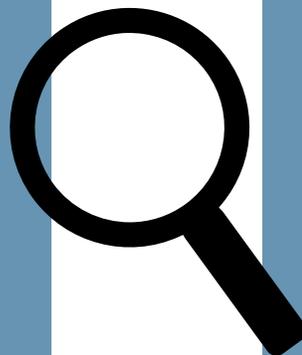
- Prevent cancer
- Diagnose and stage cancer
- Remove cancer
- Help relieve symptoms
- Repair damaged tissue
- Lower the chance of cancer recurrence (cancer coming back)
- Support other treatments for your cancer (e.g. chemotherapy, radiation)

Surgery Facts

- Surgeons will do their best to limit damage while doing surgery. This helps to limit the stress your body goes through

**For more information
on your treatment
visit:**

Canadian Cancer
Society
www.cancer.ca



**Track your symptoms
during treatment using:**

- Your Symptoms Matter
- A notebook or pad
- By creating a spreadsheet on your computer

Clinical Trials

Clinical trials are types of research studies that you can volunteer to join. Before a clinical trial starts, it is looked at by a Research Ethics Board to make sure it is safe.

Clinical trials:

- Test new ways to prevent, diagnose, treat or manage cancer
- Provide patients with more treatment options or more access to treatments
- Answer key questions about the best type of treatment for a type of cancer

If you are interested in a clinical trial, ask your Oncologist. They work closely with the clinical trials team at WRHN Cancer Centre to see if a trial is right for you.

For more information or a list of Canadian clinical trials visit:

- www.canadianclinicaltrials.ca
- www.cancer.ca/en/cancer-information/diagnosis-and-treatment/clinical-trials/
- www.cancercareontario.ca/en/systemic-treatment-clinical-trials

Advance Care Planning

Advance care planning (ACP) is making a plan for your future and your future health care.

ACP is the process of thinking about and writing down your wishes or plans for present/future health care treatment. It is good to have this in writing in the event that something happens where you are not able to decide for yourself.

You will probably have many questions through your cancer treatment. It's important to discuss them with your cancer care team.

Planning for the future can help you:

- Learn about options for your care
- Make sure your wishes are known to others
- Prevent your loved ones from making stressful, hard decisions

For more information visit: www.advancecareplanning.ca

Staying Active

Keeping active before, during and after your cancer treatment can help in many ways. You might notice good changes in mind and body after being active.

These include:

- Less anxiety or stress
- Helping lower nausea, pain or fatigue
- Better sleep
- Lower blood pressure
- Boost in self-esteem
- Build and keep muscle strength

Aim for 30 minutes of activity per day



Examples of activity are:

- Going for a walk
- Swimming
- Gardening
- Yoga
- Light weight training

University of Waterloo

WELL-FIT

Free Exercise Program
for cancer patients

Ask for a referral from your
Oncologist

Support

There are many reasons why you might want support or counselling before, during or after your cancer care.

Types of support include:

- Individual Support
- Peer Support
- Support Groups
- Online Support (Ontario Telemedicine Network or OTN)
- Telephone

As part of the Waterloo Wellington Regional Cancer Program you can access cancer resources by visiting or contacting the **J. Wesley Graham Patient & Family Resource Centre**.

Support is also offered by our **Supportive Care Team (Psychosocial Oncology)**. You may be offered an appointment in person, over the phone or virtually (online via video chat).

Supportive Care Team

Everyone has a different experience with cancer. From the time you are given a diagnosis, to the end of treatment, a team of health care providers can help support you:

- Physically
- Emotionally
- Socially
- Spiritually



Psychosocial Oncology Working Group

Social Workers

Social workers offer support for you, your significant other (husband, wife, partner), and/or your family for cancer related issues.

Social workers can help you with:

- Depression (feeling sad)
- Anxiety
- Stress management
- Loss or grief
- Concern about money
- Changes in relationships
- Sexual Health
- Speaking with your parent or children about cancer

Registered Dietitians

Registered Dietitians can teach you about nutrition during every stage of your cancer process.

Speaking with a dietitian can help you:

- Maintain your energy during treatment
- Build strength before/during/after treatment or surgery
- Reach and stay at a healthy weight
- Manage side effects from your cancer or treatments



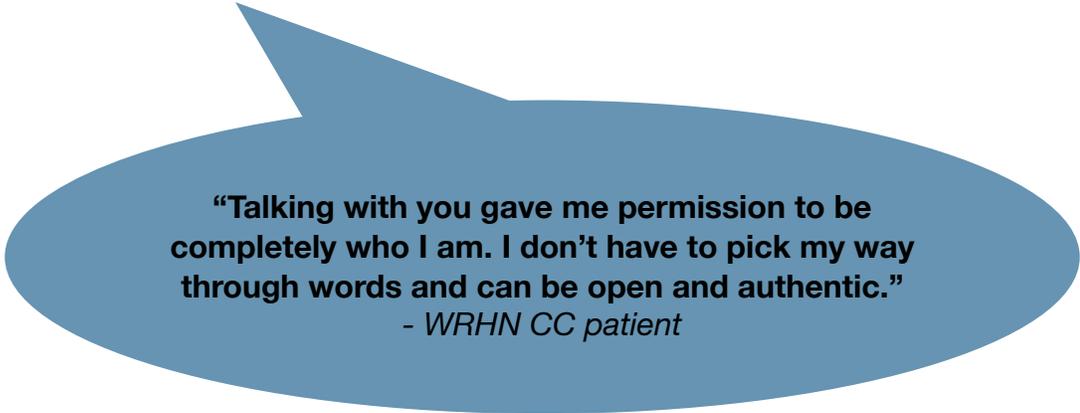
If you think that you, or a caregiver, should see a Supportive Care team member, talk with your Oncology Nurse or Oncologist about a referral.

Spiritual Care Practitioners

Spiritual Care Practitioners support you during your experience of living with cancer.

Spiritual Care Practitioners can help you with:

- Supportive listening
- Exploring hope
- Talking about what provides meaning and purpose in your life
- Connecting with your inner strength
- Connecting and re-connecting with communities that support your spiritual well-being
- Exploring feelings around your diagnosis, your treatment, your experience with cancer
- Supporting you during your experience of living with cancer



“Talking with you gave me permission to be completely who I am. I don’t have to pick my way through words and can be open and authentic.”

- WRHN CC patient

Pain & Symptom Management Team

The Pain & Symptom Management Team can help you to manage pain or symptoms from your cancer. You can see them before starting, during or after treatment based on your health needs. This team offers care to outpatients who come to WRHN Cancer Centre, or partner sites, for cancer care.

The Pain & Symptom Management Team can:

- Help manage side effects from your cancer or treatments
- Learn about your needs and help relieve pain
- Work with your Oncologist and Oncology Nurse to improve your overall wellbeing

Palliative Care Consultative Service

This is a service that you can access as an inpatient at WRHN Cancer Centre. An inpatient is someone who is staying on the oncology unit of the hospital (6th floor of WRHN). This team offers the same services as the Pain & Symptom Management Team, but inside the hospital. They will visit you, or your loved one, while in the hospital. They can treat you, and help to put a plan in place for when you go home.

Finances

Drug Coverage

Type of Coverage	What You Need To Know	
Private Insurance (you, your spouse or parent may have a drug plan through work or pay for one privately)	What to ask	<ul style="list-style-type: none"> • Are my drugs covered? • What percentage will I pay for each prescription? • Will I have to pay before receiving the drugs?
	Who to ask	Insurance provider, Medication Reimbursement Specialist or Pharmacist
Provincial Drug Coverage from: <ul style="list-style-type: none"> • Ontario Works • Home Care • Ontario Disability Support Program (ODSP) • Ontario Drug Benefit Program (ODB) • You are age 65 or older 	What to ask	<ul style="list-style-type: none"> • Is my prescription covered? • How does my plan pay for the prescription costs? • What amount will the plan pay?
	Who to ask	Medication Reimbursement Specialist or Pharmacist

Drug Access Facilitator

A Drug Access Facilitator (DAF) can help you and your family understand your drug coverage options. If you have any concern about paying for your cancer drugs ask your health care team to refer you to the DAF at the WRHN Cancer Centre.

Income Options When You Can't Work

If you can not work because of your cancer you may be able to apply for the resources below. If you think you might need this support, apply as soon as possible. Most of the paperwork can be found online.

Sick Benefits

You may have short and long-term sick benefits from your work. Talk to your Human Resource department at work.

Employment Insurance (EI)

May offer up to 15 weeks of payment for people. Apply through Service Canada.

Canada Pension Plan (CPP)

People with a severe or long-lasting illness can apply to this plan if they have made payments into the CPP. Drug costs are not covered.

Ontario Works (OW) & Ontario Disability Support Program (ODSP)

These programs can be accessed by people with low income. OW provides short-term emergency help. ODSP offers disability help for people with a long-lasting or severe illness. Drug costs are not covered.

Translation Services

If you or your loved one do not speak english, WRHN Cancer Centre (WRHN CC) can support you during your visits with a translator service. This service is offered over the phone or virtually. WRHN CC uses a professional service for translation of medical information.

Please ask your health care team member to up translation services for your appointment.

Support At Your Site

Check the site lists below to see which services you can access in person. If a service is not offered at your main cancer treatment site, you can ask for a referral to a support service at another location. Often a visit can offered over the phone or video (OTN).

Find services near you!



Community Support Services

Adolescents & Young Adults

Princess Margaret Cancer Centre offers personal support and care for patients age 39 or younger. These support services can be in person events or online resources.

www.ayaprincessmargaret.ca

aya@uhn.ca

Canadian Cancer Society - Community Services Locator

Use the Community Services Locator to find cancer services near you. You can find everything from quit smoking support, to wig services, or self-help classes.

<https://csl.cancer.ca/en>

1-888-939-3333



Canadian
Cancer
Society

Community Services Locator

HopeSpring

HopeSpring is an independent community organization that works to empower people living with cancer or those who support those living with cancer.

HopeSpring offers many services such as:

- Workshops
- Classes
- Support Groups
- Exercise
- Relaxation



www.hopespring.ca

Look Good Feel Better

Free workshops for women with cancer. Find information about post surgery bras and breast forms. Learn about sun safety, scarf tying, make-up hygiene and other important tips and tricks. Visit the website for up-to-date programs and services.

www.lgfb.ca

Ontario Caregiver Organization

Offer programs, support and tools for caregivers. They have a live chat service that is available from Monday-Friday 7am-9pm. People on the other end of the line can offer emotional support, no matter your age or where you live.

1-833-416-2273

www.ontariocaregiver.ca

Princess Margaret Cancer Classes

Princess Margaret Cancer Centre has created a number of free, online classes for cancer patients. If you are looking for more information about cancer and cancer treatments take these classes. You can take classes anytime, anywhere at your own pace.

www.pmcancerclasses.ca

Spectrum

Spectrum is Waterloo Region's rainbow community space. They serve, affirm and support the wellbeing of 2SLGBTQIA+ people. Many events are held each month and a full calendar of events can be found online. Facts, training, toolkits and videos are also on Spectrum's website.

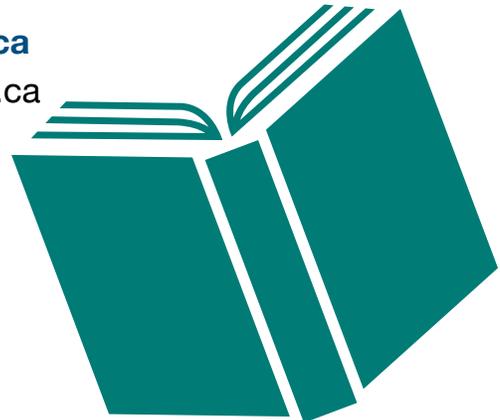
www.ourspectrum.com

UW WELL-FIT

Join WellFit to stay active while you are going through cancer treatment or when you have finished treatment. WELL-FIT is an exercise program run by the University of Waterloo. If interested, ask your Oncologist for a referral.

www.uwaterloo.ca

fitness@uwaterloo.ca



After You Finish Treatment

Many patients have a number of different feelings after cancer treatment.

Some people feel relieved while others may feel:

- Happy or sad
- Anxious or scared
- Angry or moody
- Weak

These feelings are normal. There are community counselling services offered to patients and their family members or caregivers. The list below has just a few of the many services that you can access.

Location	Name	Website
Online	Canadian Cancer Society 'Life After Cancer Treatment	www.cancer.ca/en/cancer-information/living-with-cancer/after-treatment-ends
Kitchener/ Waterloo	KW Counselling Services	www.kwcounselling.com
	Interfaith Community Counselling Centre	www.interfaithcounselling.ca
	Shalom Counselling (Christian Counselling)	www.shalomcounselling.org
	Qualia Counselling Services	www.qualiacounselling.com
	Carizon Family and Community Services Mosaic Counselling	www.carizon.ca
	Cancer, Thriving and Surviving	www.selfmanagement.ca
	Cambridge & North Dumfries	Family Counselling Centre of Cambridge & North Dumfries

	Cambridge Memorial Hospital (Mental Health Unit & Seniors Mental Health Clinic)	www.cmh.org/programs/mental-health-services
Guelph	Family Counselling and Support Service	www.familyserviceguelph.on.ca
	Orchard Park Counselling	www.orchardtherapy.org
Mount Forest	Canadian Mental Health Association	www.cmha.ca
	Mount Forest Family Health Team Cancer Care Coordinator	By phone only: 519-323-0255 x5014

Follow Up at the Cancer Centre

When you are all done treatment you may be booked for a follow up visit with your cancer health care team.

Follow up visits can be spaced out from months to years after you finish your treatment. These visits might include:

- Talking with your Oncology Nurse and Oncologist
- Blood work
- Medical imaging tests that look for changes to your health (X-Ray, CT, MRI, mammogram, ultrasound etc.)
- Review of any problems you have had since the last follow up

Going Back to your Family Doctor

Your cancer health care team knows all about cancer, cancer treatment and treatment side effects. They do not always know about how to manage your other health care needs beyond cancer (e.g. diabetes, blood pressure, colds).

When you are done your cancer treatment and cancer follow up, you will go back to your family doctor for regular visits.

If you are having any trouble with this change please tell your family doctor, social worker, Oncology Nurse or Oncologist.

Patient and Family Advisors

Patients and family members can provide unique views and feedback on the care they receive. This can help the WWRCP to get better and improve. You will have the chance to share your experience, and you can choose how much or how little to share.

A volunteer Patient and Family Advisor may be asked to work alongside staff to offer feedback for:

- Policies
- Programs
- Committees or Councils
- Patient Education Material
- Working Group or Focus Groups

To be a PFA you must be a patient OR a care partner of a person who is having/ has had treatment with the Waterloo Wellington Regional Cancer Program.

Apply to be a Patient and Family Advisor! Fill out an application form on our website: www.cancerwaterloowellington.ca

**Email the Patient and Family Advisory Committee (PFAC)
if you have any questions:
cancerpfac@wrhn.ca**



Personal Health Information & Privacy Office

The Waterloo Wellington Regional Cancer Program cares about keeping your Personal Health Information (PHI) safe. We collect and use your PHI to care for you. The *Personal Health Information Protection Act* gives you the right to access your PHI.

You will also be given a unique, 4-digit Privacy Code during your first visit. You can use this code to control who has access to your health information. Your family/care partner(s) can use your privacy code to get information about you:

- future appointments
- health details or status
- location in the cancer centre

519-749-4300 ext. 5430

privacy@wrhn.ca

Patient Relations

The Waterloo Wellington Regional Cancer Program & WRHN welcome your comments, good or bad. As a partner in your health care, we would like you to give us feedback on our services. You can share this right away with your health care team.

If your comments or concerns need more attention you can:

- Ask to connect with the clinical manager where you are getting your care
- Call or email our Patient Relations Office

519-749-4300 ext. 2966

patient.feedback@wrhn.ca



Patient Learning

Your Access

As part of the Waterloo Wellington Regional Cancer Program (WWRCP), we have many ways for you to access patient learning tools. This chapter goes through different services and ways of getting information. The WWRCP tries to make everything you see, hear or read easy to learn.

Ask a health care team member for cancer services close to you or visit:

**Canadian Cancer Society
Community Services Locator:
csl.cancer.ca/en**

Waterloo Wellington Self-Management

Self-management is a way for us to help you learn how to manage your care and symptoms. It can make you feel more confident in knowing how to manage your own health and symptoms when your doctors or nurses are not around.

The Waterloo Wellington Self-Management Program holds workshops and classes that you can join for **FREE** in Waterloo Wellington.

Learn to get the most out of life while living with a chronic health issue.

www.wwsselfmanagement.ca

The J. Wesley Graham Patient and Family Resource Centre

Have questions?



We have answers.



519-749-4300 ext. 2080
info@jwesleygrahamrc.ca

We know you have a lot of questions when you start your care with the Waterloo Wellington Regional Cancer Program.

Visit or call the J. Wesley Graham Patient and Family Resource Centre to have help sifting your way through good and bad health information.

Where Can I Find the Resource Centre?

Main Floor (3rd floor) of the WRHN Cancer Centre between the reception desk and the radiation reception desk.

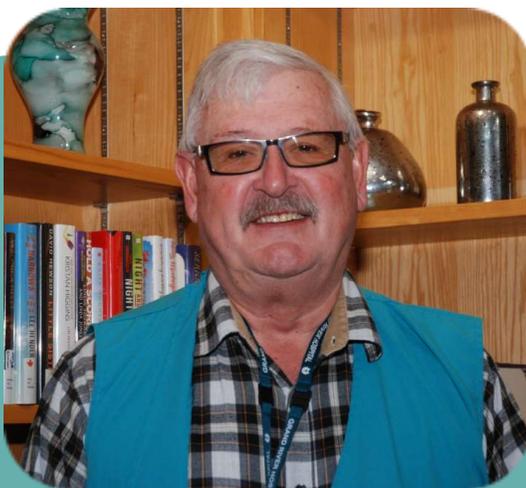
The Resource Centre is open Monday to Friday from 8:30am. to 4:30pm.

***If you are making a special trip to the resource centre please call first**

What can you find in the Resource Centre?

- Books (fiction, non-fiction)
- Cancer related books (community support, nutrition, symptoms, coping, spirituality)
- Community Support Programs/Services
- Community Artist Wall
- A computer
- Ipads to borrow
- **Pathfinders***
- Smart TV with Roku streaming services
- Access to KPL's virtual library
- Comfortable seating to relax

*A **Pathfinder** is a list of information about a set topic. The list contains websites, links and other sources of credible information.



“The Resource Centre is in a position to help any and every patient who comes through the cancer centre doors. All [a patient] has to do is give us a chance to demonstrate what we have and how it can assist them.”

- Wayne, Volunteer

Start Learning Today

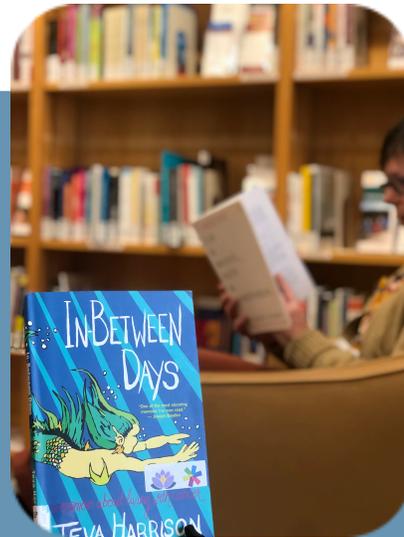
Kitchener Public Library (KPL) has partnered with WRHN Cancer Centre to supply books for you to read. The Resource Centre carries more than just books about cancer. There are fiction and non-fiction books as well.

Every cancer patient, family member or care partner is eligible for a library card no matter where they live. You can use your library card to access KPL's Health and Wellness database.



IPADS

1. Ask a volunteer
2. Sign out an Ipad
3. Search, play and learn online with free WIFI (internet access)



BOOKS

1. Ask a Volunteer
2. Sign up or scan your KPL library card
3. Scan your card to:
 - Take home books
 - Borrow books, audio books, e-books, movies and music (from the KPL website)

Resource Centre Volunteer, Martha, on an iPad and reading.

Websites to Visit

Cancer Care Ontario: www.cancercareontario.ca

Cancer Chat Canada: cancerchat.desouzainstitute.com

Cancer Connection: www.cancerconnection.ca

Canadian Cancer Society: www.cancer.ca

British Columbia Cancer Agency: www.bccanceragency.ca

Ontario Institute for Cancer Research: www.oicr.on.ca

Canadian Cancer Clinical Trials Network: www.3ctn.ca

Canadian Cancer Society Service Locator: <https://csl.cancer.ca/en>

Personal Space To Book

The Resource Centre has a back room that you can book for personal use. You can book this space from 9am-4pm for up to 2 hours at a time. This room has a Smart TV, Bluetooth headphones and a desk with 3 chairs. You can use this space to watch a show, have a meeting or just relax.

Book your time in advance by emailing us: info@jwesleygrahamrc.ca

CareChart Digital Health

After-Hours Virtual Symptom Management Support

Get the care you need, at any time of day. CareChart offers **free, after-hours help** from cancer nurses during the time that the WRHN CC Call Centre is closed. This service runs 365 days a year.

How to Contact



1-877-681-3057
4pm-8:30am



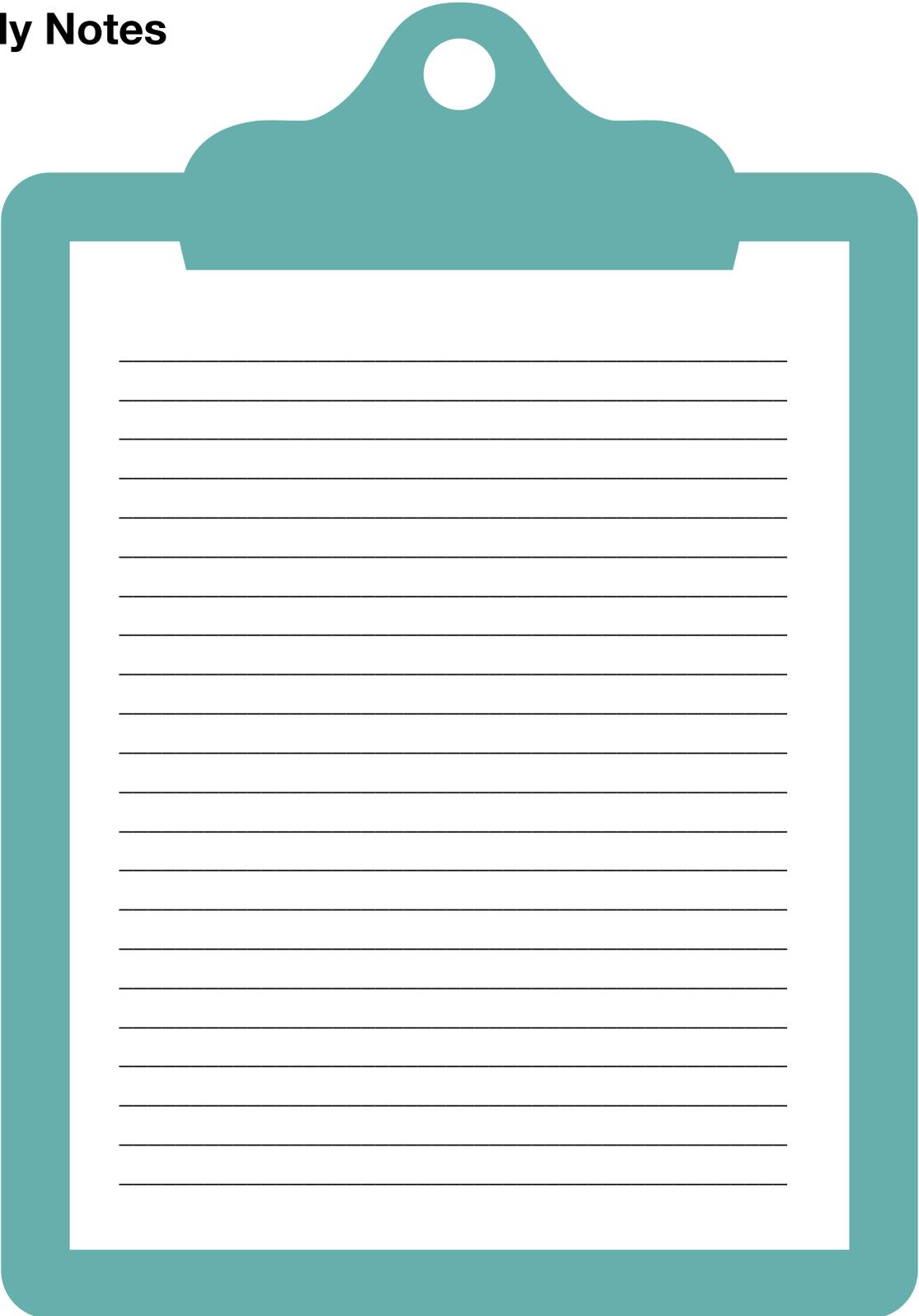
www.carechart.ca
*You can also connect through the CareChart Digital Health App

Call CareChart **ONLY** for your symptoms related to cancer treatment. This service does not have information about your appointment times or prescription renewals.

After contacting CareChart, they will send a clinical note to your Oncology health care team at WRHN CC.

Worksheets

My Notes



My Health History

Name:		
Date of Birth:		
I have a diagnosis of: (e.g. high blood pressure, kidney disease)	I have an allergy to: (e.g. latex, grass, nuts)	
	I have had surgery on my: (e.g. small intestine, gallbladder)	
I take these medications: (e.g. Atorvastatin, Januvia)	Amount (e.g. 10 mg)	Time of Day (e.g. morning 8AM)

More About Me

My Info			
Name:			
Address:			
City:	Province:	Postal Code:	
Phone		Cell:	
Emergency Contacts			
Name:	Relationship:	Phone:	Cell:
Name:	Relationship:	Phone:	Cell:
Substitute Decision Maker:		Phone:	
My other health care providers			
Family Doctor or Nurse Practitioner:	Phone:	Office Address:	
My Surgeon:	Phone:	Office Address:	
Other Specialist Doctors I see:			
Social Info			
Relationship:	Single	Married	Divorced
	Common Law	Widowed	Other
Children:	Yes	How many?	No
I drink alcohol:	Yes	How often?	No
I take recreational drugs:	Yes	No	Other

Terms

Below are a list of common terms or words you might see often in cancer care. If you are not sure about any terms or words in this booklet please ask your health care team to explain.

TERM/WORD	
Adjuvant Chemotherapy	Use of chemotherapy, after surgery, to lower the risk of your cancer coming back.
Advanced Care Planning	To think about and plan for future health needs. This can include having someone represent/talk for you if you are unable to speak for yourself.
Benign	Not cancerous; can grow but will not spread to other body parts.
Cancer	A disease where cells that are not healthy split without control. They can spread to other nearby body tissues and/or organs. Cancer cells can also spread to other parts of the body through the bloodstream and lymph systems.
Cancer Staging	Doing tests to know how big the cancer is, where it started and if it has spread to other parts of the body. Can be Stage 1 (early stage) to Stage 4 (the cancer has spread to other body parts or organs).
Carcinoma	A cancer that begins in the skin or in tissue that covers our inside body organs
Catheter	A hollow tube put into the body to help drain fluids such as urine (pee) from the bladder. It can also inject fluids such as antibiotics into the body.
Chemotherapy	A chemical drug treatment to kill or slow how fast cancer cells grow.

CT Scan	A CT scan is a 3-D (three dimensional) x-ray picture. It shows bones, blood vessels and organs inside your body.
Endoscopy	Looking inside the body with an endoscope. Endoscopes are thin, hollow tubes with a light on the end. Some have a small video camera on the end to look at organs and tissues inside the body.
Febrile	To have a fever (temperature above 38 degrees celsius)
Febrile Neutropenia	A fever together with a loss of white blood cells (neutrophils).
Grade (of cancer)	A score that tells you how quickly a tumour might spread and grow. Grade is not the same as Stage. Grading can be different depending on the type of cancer.
Informed Consent	Having and understanding all of the health information you need to make choices about your health and treatments. Then giving permission (consent) for health care or treatments.
Intramuscular	Into the muscle
Intravenous (IV)	Through the skin and into a vein.
Laparoscopic (surgery)	Surgery that is done through tiny holes in the body
Mets	Tumours in other parts of the body that have grown from the first/original type of cancer.
Oncologist	A doctor who is a specialist in treating cancer.
Oncology	The study and treatment of tumours and cancers
Outpatient	A patient who gets medical treatment without being admitted in to the hospital.
Referral (or referral letter)	A letter from a patient's family doctor that asks a specialist doctor to see the patient for a specific health issue or concern.

This resource is for your information only.
It does not replace medical advice from
your doctor or other health care professionals.

cancerpatiented@wrhn.ca

www.cancerwaterloowellington.ca

