



WATERLOO WELLINGTON REGIONAL CANCER PROGRAM

**WRHN Cancer Centre
Patient & Care Partner Guide**

**Waterloo Wellington
Regional Cancer Program**

Ontario Health (Cancer Care Ontario)

Welcome

Welcome to the Waterloo Wellington Regional Cancer Program. We are here to help you feel supported, informed, and cared for.

This guide will help you learn about the cancer program and what to expect during your care. It was created with input from patients, care partners, and the healthcare team to make sure it reflects what matters most.

We know there is a lot to take in, especially at the start of your care. As you read this guide, focus on what feels most helpful to you right now. You can come back to the information, links, and checklists anytime as your care continues.

Your healthcare team is always the best source of information. If anything is unclear, reach out - they are here to support you every step of the way.

Land Acknowledgement

We acknowledge that the WRHN Cancer Centre is located on the traditional territory of the Haudenosaunee (Ho-den-o-show-nee), Anishinaabe (Ah-nish-nah-bey), and Chonnonton (Chinawn-ton) People. This land is part of the Haldimand Tract, promised to the Six Nations of the Grand River. As a healthcare organization, we recognize the importance of respect, equity, and culturally safe care. We honour Indigenous Peoples past, present, and future, and commit to ongoing learning and reconciliation in how we provide care and support to our community.



How to Use the Guide

Blue, Underlined Links

If you are viewing this guide on a computer or cellphone, click on any [blue underlined text](#) to find out more about a topic or resource. These links will bring you to more information on another website.

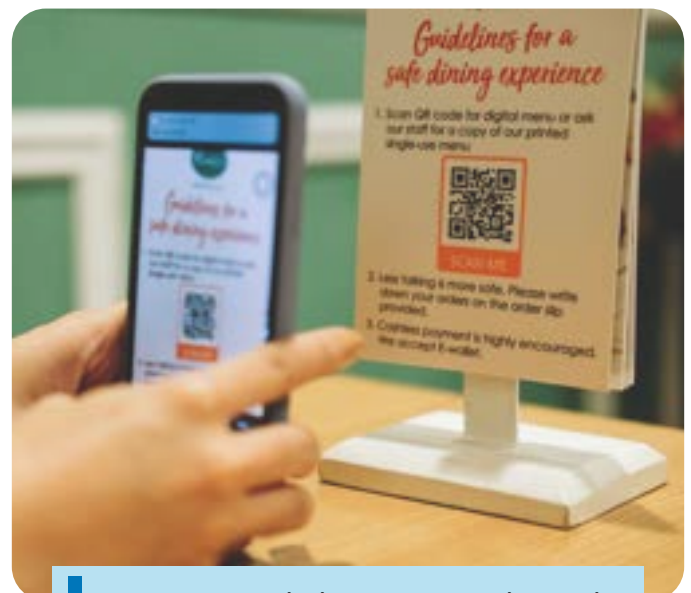
QR Codes

Through this guide, you will see many QR codes for patient resources. QR codes are “Quick Reference” bar codes that lead to a unique web address. When you scan a QR code using your cellphone (mobile device) it will direct you to a website to find more information.

Using a QR code is often easier than typing in a web address. To use a QR Code you will need a cell phone or tablet with a camera.

From there you can:

1. Open up the camera application, just like you would to take a photo
2. Hold the camera lens up to the QR code you want to scan (you don't want to be too close that your camera can't focus on the image)
3. A short pop-up banner/message will appear on your screen. Tap it and a new screen will open to the link



Use a QR Code by scanning the code with a cell phone camera.

How Do You Want Information?

It's important to get information in a format that makes it easy for you to learn. Some people like information online, in video, or on paper.

If you do not have access to a computer, cellphone, or tablet visit the [J. Wesley Graham Patient & Family Resource Centre](#). Volunteers in the resource centre can help you access information in the format you prefer. You can pick up a printed copy of a handout, print pages from a website, or have an email sent to you with linked information to learn more. The resource centre also has a library of cancer books for you to explore.

The resource centre can be found on the main floor (3rd Floor) of WRHN Cancer Centre. Visit [page 48](#) for more information.

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About the Waterloo Wellington Regional Cancer Program

Regional Cancer Program Sites

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



To learn more about the planning of cancer services in our region read the Waterloo Wellington Regional Cancer Program [Strategic Plan](#):



wrhn.ca/wwrp/about-us/who-we-are

Referral to the Program

When you are referred to the WWRCP, you will be offered a consultation (your first appointment with the Oncologist) at either:

1. **Waterloo Regional Health Network (WRHN) Cancer Centre**, or
2. **Cambridge Memorial Hospital**

The location of your first appointment will depend on where you live and the type of cancer care you may need.

The Regional Cancer Centre

The Waterloo Regional Health Network (WRHN) Cancer Centre is the regional site for cancer care in Waterloo Wellington.



Waterloo Regional Health Network (WRHN) Cancer Centre

835 King Street West

Kitchener, ON, N2G 1G3

519-749-4380

wwregionalcancerprogram@wrhn.ca

www.cancerwaterloowellington.ca



Services:

- Cancer Surgery
- Clinical Trials
- Complex Malignant Hematology
- Diagnostic Imaging
- Endoscopy
- Genetic Counselling
- Interventional Radiology
- Lung Diagnostic Assessment Program
- Ontario Lung Screening Program
- Ontario Breast Screening Program
 - Breast Screening
 - Breast Screening Assessment
 - High Risk Ontario Breast Screening Program
- Palliative/Hospice Care
- Pathology
- Radiation Therapy
- Specialized Psychosocial Oncology Services
- Systemic Therapy
- Waterloo Wellington Coordinated Colonoscopy Access Program
- Waterloo Wellington High-Grade Colposcopy Central Referral Program

WRHN Sites



Waterloo Regional Health Network @ Queens Blvd

911 Queen's Boulevard
Kitchener, ON, N2M 1B2
519-744-3311
www.wrhn.ca

Services:

*see list for WRHN Cancer Centre
on previous page



Waterloo Regional Health Network @ Chicopee

3570 King St. East
Kitchener, ON, N2A 2W1
519-742-3611
www.wrhn.ca

Services:

- Breast screening

Partner Hospitals

The WWRCP has 5 partner hospitals that offer care closer to home for our patients. Each partner site has different services that they offer.

Cambridge Memorial Hospital

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



Services:

- Breast Screening
- Breast Assessment Program
- Cancer Surgery
- Clinical Trials
- Diagnostic Imaging
- Endoscopy
- Palliative/Hospice Care
- Pathology
- Radiation Therapy Consultations
- Specialized Psychosocial Oncology Services
- Systemic Therapy



Guelph General Hospital

115 Delhi St, Guelph, ON, N1E 4J4

519-822-5350

www.gghorg.ca



Services:

- Cancer Surgery
- Diagnostic Imaging
- Endoscopy
- Pathology
- Systemic Therapy
- Ontario Breast Screening Program
 - Breast Screening
 - Breast Assessment
 - High Risk Ontario Breast Screening Program
- Palliative/Hospice Care

Wellington Health Care Alliance

The Wellington Health Care Alliance (WHCA) is made up of 3, rural, acute care hospitals:



Groves Memorial Community Hospital

131 Frederick Campbell St.

Fergus, ON, N1M 0H3

519-843-2010

gmch.whca.ca

Services:

- Endoscopy
- Breast Screening
- Cancer Surgery
- Systemic Therapy



Louise Marshall Hospital

630 Dublin St, Mount Forest,

ON, N0G 2L3

519 -323-2210

nwbc.whca.ca

Services:

- Endoscopy
- Cancer Surgery
- Systemic Therapy



Palmerston District Hospital

500 Whites Rd, Palmerston, ON

N0G 2P0

519-343-2030

www.nwhc.whca.ca

Services:


- Endoscopy

Contact Information

Guide to Calling Your Healthcare Team

Use the chart below to find out who you should call for the answers you need.



Your Questions	Who You Should Contact
<ul style="list-style-type: none"> • Re-book or cancel an appointment • Contact your cancer healthcare team • Leave a message about treatment questions or your care plan • Leave a message about new symptoms or concerns about your cancer 	<p>WRHN Cancer Centre - Call Centre 519-749-4380 Monday-Friday, 8:30 a.m. to 4:00 p.m.</p>
<ul style="list-style-type: none"> • Talk to a Registered Nurse when the cancer centre is closed. • Ask questions about new symptoms or concerns that deal with your cancer treatment 	<p>CareChart Digital Health After-Hours Symptom Management Support 1-877-681-3057 Call between 4:00 p.m. - 8:30 a.m, on weekends, or statutory holidays when the WRHN Cancer Centre Call Centre is closed</p>
<ul style="list-style-type: none"> • Asking questions about regional programs/services 	<p>Waterloo Wellington Regional Cancer Program wwregionalcancerprogram@wrhn.ca</p>
<ul style="list-style-type: none"> • Need help finding community supports • Want to learn more about cancer programs in Waterloo Wellington • Looking for trusted books, websites, or resources on cancer 	<p>J. Wesley Graham Patient & Family Resource Centre Open Monday - Friday 9:00 a.m. to 4:00 p.m. *Call before making a special visit 519-749-4380 x2080</p>
<ul style="list-style-type: none"> • General health questions answered by a Registered Nurse 24/7 • Check your symptoms when sick • Find a family doctor • Support to quit smoking • Vaccine and immunization information 	<p>Health 811 Call 811 (TTY: 1-866-797-0007) Chat Online: health811.ontario.ca</p> 



Contact WRHN Cancer Centre

WRHN Cancer Centre is attached to WRHN @ Midtown (formerly Grand River Hospital). When arriving you will need to go to the far side of the semi-circle entrance and enter through the building called “Balsillie Family Building”.



[Link to Google Maps](#)

Address

835 King Street West
Kitchener, Ontario
N2G 1G3

Cancer Centre Registration Desk

Open Monday to Friday
7:45a.m. - 4:30p.m.

Note: the cancer centre is closed on weekends and on statutory holidays.



Cancer Call Centre

519-749-4380
Monday to Friday
8:30a.m. - 4p.m.

My Connected Care

WRHN Cancer Centre uses *My Connected Care* to give you free, online access to your health information.

What you can do with *My Connected Care*

- View your appointment dates and times
- View lab reports and diagnostic reports from your health care team
- Get message alerts about new appointments or changes to your schedule

How to Enroll in *My Connected Care*

You must **self-enroll** for *My Connected Care* online:

<https://myconnectedcare.patientportal.ca.healthintent.com/self-enroll/>

- You will need your Health Card Number **and** Medical Record Number (MRN)
OR
- Email address (as it appears in the WRHN record system)

myconnected
care




Scan Me!



Clinic Phone Extensions

Use the phone extensions below to call your healthcare team (Oncologist, Nurse, or clerical team) if you have questions about your treatment or cancer care plan.

 WRHN Cancer Centre: 519-749-4380 Monday - Friday, 8:30 a.m. - 4:00 p.m.				
Clinic A	Clinic A+	Clinic B	Radiation	Pain & Symptom Management (PSM) or Psychosocial Oncology (PSO)
Waiting area A 4th floor Ext: 5882	Waiting area A+ 4th floor Ext: 5883	Waiting area B 4th floor Ext: 5884	Waiting area D 3rd floor Ext: 5779	Waiting area D 3rd floor Ext: 5885
Doctors: <input type="checkbox"/> DeCarolis <input type="checkbox"/> Ernst <input type="checkbox"/> Hubay <input type="checkbox"/> Knight <input type="checkbox"/> Valdes	Doctors: <input type="checkbox"/> Batra <input type="checkbox"/> Califaretti <input type="checkbox"/> Kuang <input type="checkbox"/> Lumsden <input type="checkbox"/> Molckovsky <input type="checkbox"/> Tong	Doctors: <input type="checkbox"/> Dicu <input type="checkbox"/> Graczyk <input type="checkbox"/> MacEachern <input type="checkbox"/> Martin <input type="checkbox"/> McCarron <input type="checkbox"/> Rosart <input type="checkbox"/> Sapru <input type="checkbox"/> Tam <input type="checkbox"/> Zhang Nurse Practitioners: <input type="checkbox"/> Marg Mayer <input type="checkbox"/> Angelina Raghbir	Doctors: <input type="checkbox"/> Ding <input type="checkbox"/> Fortin <input type="checkbox"/> Glick <input type="checkbox"/> Gopaul <input type="checkbox"/> Kobeleva <input type="checkbox"/> Kuk <input type="checkbox"/> Lee <input type="checkbox"/> Paulin <input type="checkbox"/> Rachakonda <input type="checkbox"/> Shahi	Doctors: <input type="checkbox"/> Al-Batran <input type="checkbox"/> Jakda <input type="checkbox"/> Russek <input type="checkbox"/> Dai PSO Team: <ul style="list-style-type: none"> • Dietitians • Social Workers • Speech Language Pathologist

Reminders:

- **This is NOT an emergency line. If you are having a medical emergency call 911 or go to an Emergency Department near you.**
- When calling in, listen to the voice prompts.
- Phones are not answered between 12:00 p.m. - 1:00 p.m.
- Leave a message if you cannot get through. Your healthcare team will return your call as soon as possible. Non-urgent calls will be returned in 1-2 business days.
- If leaving a message, include the patient's name, date of birth, Medical Record Number (MRN), reason for the call, and call-back number.



After-Hours Symptom Management Support: CareChart Digital Health

Get the care you need, at any time of day. CareChart offers free, after-hours help from Registered Nurses with training in cancer. This service runs 365 days a year.

The goal of CareChart Digital Health is to:

- Help you manage symptoms from your cancer, or cancer treatment, while at home
- Avoid going to the Emergency Department when you don't need to

You should call CareChart **ONLY** for symptoms related to cancer treatment. This service does not have information about your appointment times or prescription drug renewals. A nursing note with details about your call will be sent to your cancer care team after you talk to the CareChart nurse.

This is NOT an emergency line. If you are having a medical emergency call 911 or go to an Emergency Department near you.



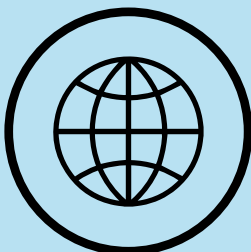
1-877-681-3057

Open 24 hours

Call CareChart when the cancer centre is closed:

- 4:00 p.m. - 8:30 a.m. Monday to Friday
- On weekends
- On statutory holidays

	Monday to Friday	Saturday & Sunday
WRHN Cancer Centre	8:30 a.m. to 4:00 p.m.	CLOSED
CareChart	4:00 p.m. to 8:30 a.m.	Open 24 hours



www.carechart.ca

***You can also connect through the
CareChart Digital Health App**



WRHN Cancer Centre			
<ul style="list-style-type: none"> • Main Registration Desk • Lab • Supportive Care (PSO Team, Pain & Symptom Management) • Patient & Family Resource Centre • Clinic D (Radiation Therapy) • Clinic E & Nurse Assessment Clinic • Malignant Pleural Effusion (MPE) Clinic • Lung Diagnostic Assessment Program (DAP) 			3rd Floor (Main Floor)
<ul style="list-style-type: none"> • Clinic A (Medical Oncology) • Clinic A+ (Medical Oncology) • Clinic B (Hematology) • Cancer Centre Retail Pharmacy (CCRP) • Systemic Therapy Suite (ChemoSuite) 			4th Floor
Waterloo Regional Health Network @ Midtown			
<ul style="list-style-type: none"> • Inpatient Oncology • 6AB Treatment Area (Outpatient Visits) 	6th Floor	<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"> • Sanctuary • Cafeteria 	B	<ul style="list-style-type: none"> • Emergency Department 	E
<ul style="list-style-type: none"> • WRHN Health Care Centre Pharmacy (HCCP) • Tim Hortons 	C	<ul style="list-style-type: none"> • Precise Park Link Office 	P
<ul style="list-style-type: none"> • Medical Imaging (X-Ray, Ultra Sound appointments) 	D	<ul style="list-style-type: none"> • Security Office 	K



Parking on Site

There are many places to park around Waterloo Regional Health Network (WRHN) and the WRHN Cancer Centre. All of the on-site options are pay-and-display ticket parking. Precise Park Link helps to manage parking at WRHN.

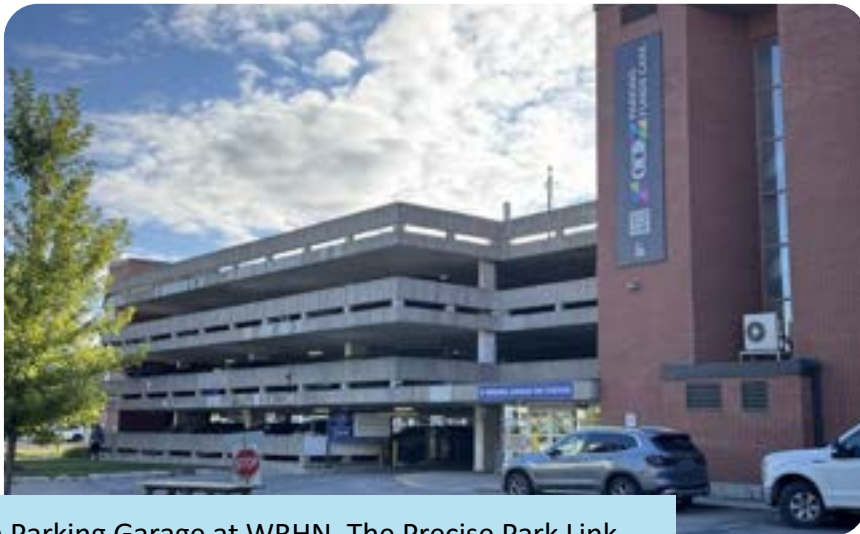
1	Main Parking Garage at WRHN
2	Main Entrance circle of WRHN
3	WRHN 40 Green Parking Lot



Cost

All up-to-date fees for parking can be found on the Precise Park Link website: hospitalparking.preciseparklink.com/grand-river-hospital-kw-campus

If you do not have a parking pass you will need to pay for parking using cash, coins, or a card (debit or credit). Coins and bills can only be used at a kiosk.



Main Parking Garage at WRHN. The Precise Park Link office is found to the right of the parking entrance.

Questions?

For all parking questions or concerns contact the **WRHN Parking Office**. They can be found on the 4th floor of the 40 Green St. Building (across from the main parking garage). They are open Monday to Friday, 8:00 a.m. to 4:00 p.m.



519-749-4300 ext. 2883



parking@wrhn.ca



Parking Passes

If you are having treatment at WRHN Cancer Centre you can buy a discount parking pass for 1 week up to 3 months (7-90 days).

To get a discounted parking pass:

1. Visit the **WRHN Cancer Centre Main Registration Desk** or **Radiation Therapy Desk** for a parking validation slip.
2. Bring the slip to the Precise Park Link Office on the 1st floor of the WRHN Parking Garage.
3. Pay for your parking pass.

Parking Off Site

There are also 2 parking lots around WRHN that are within a 2-3 minute walk to the WRHN Cancer Centre main entrance. These parking lots are also pay-and-display parking.

1

Green Street Parking

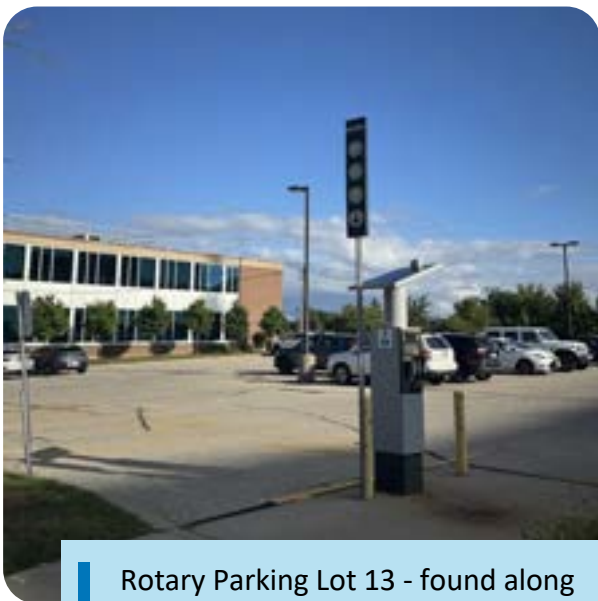
Don McLaren Parking Lot, 787 King St West, Kitchener, N2G 4K9



2

Rotary Parking Lot 13 on King Street

850-872 King St. West, Kitchener, N2G 1E8



Rotary Parking Lot 13 - found along King St. West, across from WRHN.



Don McLaren Parking lot - you can find this across from the WRHN 40 Green Building



Transportation

Public Transportation

Public transportation is available to get to WRHN Cancer Centre. Bus and ION light rail stops are across the street from the WRHN @ Midtown Campus. You can plan your trip before your visit using the [Grand River Transit website](#).




www.grt.ca

Wheels Of Hope

The Canadian Cancer Society (CCS) offers [Wheels of Hope](#). This is a service where volunteer drivers pick you up and drive you to cancer treatments or appointments.

Your healthcare team must refer you to this program. You are responsible for booking your rides online or by calling ahead. There is a one-time registration fee for you to pay. If you are not able to pay for this fee call the Canadian Cancer Society.

Wheels of Hope (toll-free)

 **888-939-3333**

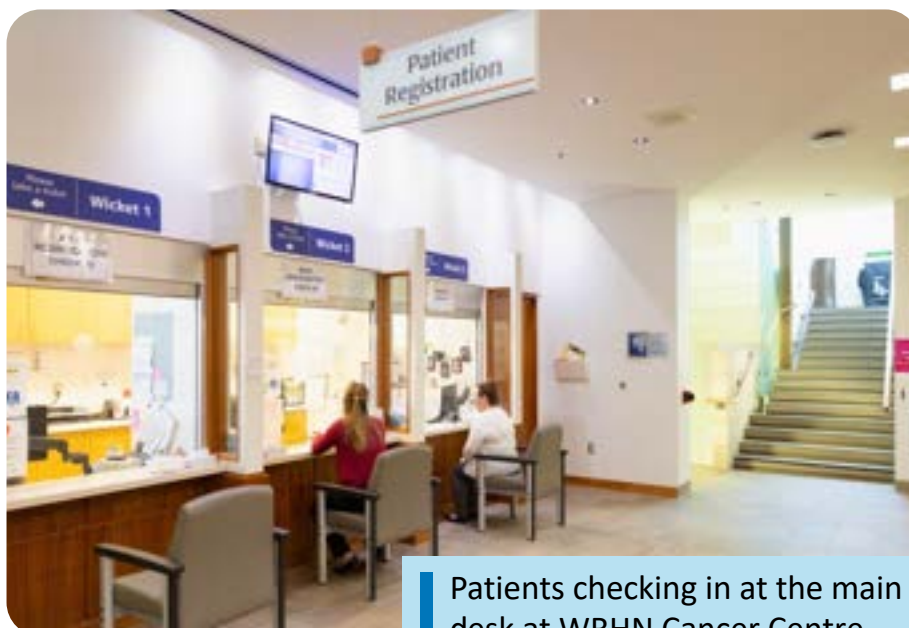


cancer.ca/en/living-with-cancer/how-we-can-help/transportation

Your First Visit

When you arrive, enter through the cancer centre entrance doors. The main registration desk is to your left. Volunteers will greet you and help get you ready to check in for your appointment.

For your first appointment, check in at the main registration desk. In the future, if you are coming in for chemotherapy, you can go straight to the “chemosuite” on the 4th floor of WRHN Cancer Centre.



Patients checking in at the main registration desk at WRHN Cancer Centre.



What to Bring To Your First Visit

Prepare for your visit ahead of time. Bring the following with you:

- Your health card
- Information about your health history (like information about other health conditions you might have or tests/surgeries you had done)
- Name and address of your family doctor and pharmacy
- Your prescription drugs/medicines
- Vitamins/minerals, and natural supplements
- Your drug insurance card (if you have one)
- A friend, family member or support person (based on hospital policy)
- Something to help you pass the time if you have to wait (like a book or tablet)
- Something to take notes with (notebook, pen, tablet, binder)
- Money to pay for parking
- A drink, snack or small meal
- A list of your questions

Health & Safety

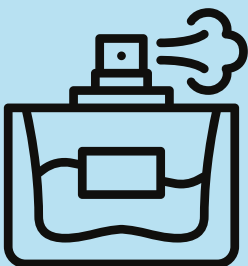
Help prevent the spread of infection by:

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

Hand sanitizer and masks are available around the hospital, cancer centre and at main entrances. Don't wear any products with strong scents (e.g. perfume, cologne, cream, or hair products) when coming to the hospital or cancer centre.



Photo of a hand sanitizer.



Please don't wear perfume, cologne, cream, or hair products with strong scents when coming to the cancer centre.



Tell Your Team How You Feel: Your Symptoms Matter

When your Healthcare 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 Healthcare team to assess the 12 most common symptoms that cancer patients go through.

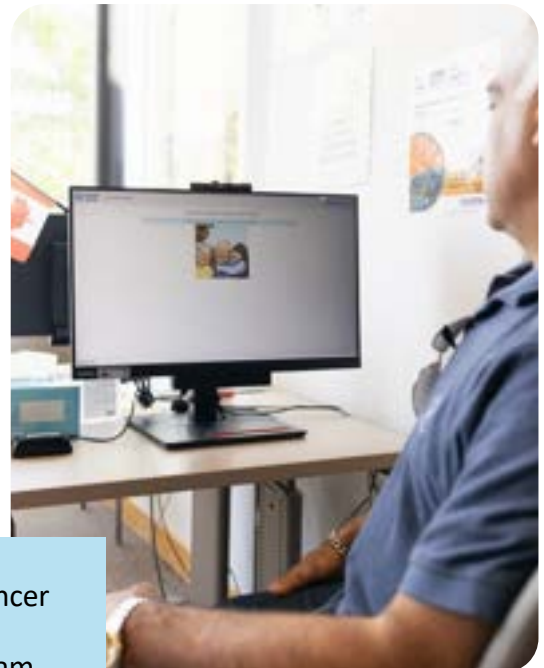
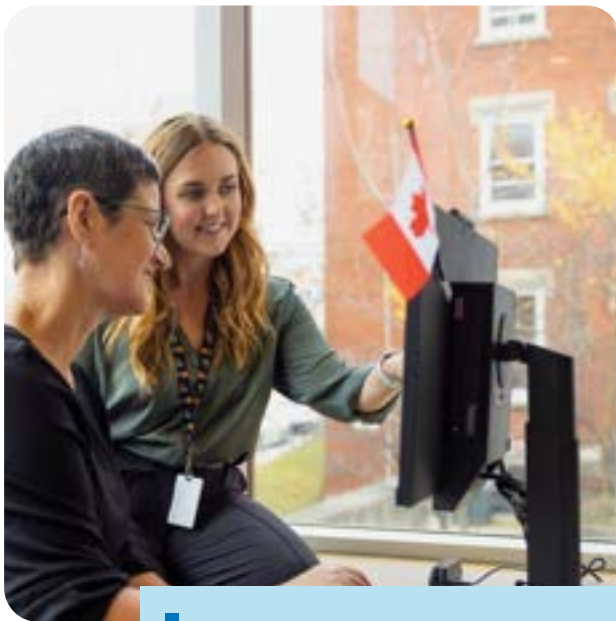
Filling out YSM can help you and your healthcare team to:

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

You can fill out [Your Symptoms Matter](#) up to **24 hours before your appointment**. You can do this using your personal computer or phone. Rate your symptoms based on how you are feeling that day. Scan the QR code to start YSM now.



isaac.ontariohealth.ca



Photos of a YSM Kiosk at WRHN Cancer Centre. Your answers will be sent electronically to your healthcare team.

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 comments about their experiences through YVM.

Your Team

Your Healthcare team works together to give you:

- Healthcare during and after treatment
- Health education and resources
- Support



There are many people working together to care for you at the cancer centre. You can keep track of your team member's names on the next page.

In Person Appointments

You will need a referral to be seen by our cancer team. You may have been referred by your family doctor or another specialist. Based on your referral information, symptoms, and test results you may be contacted to book an appointment at the cancer centre. Our clerical staff will call you to book your visit and give you more information.

You can view your appointments online through [My Connected Care](#). You may also get a printed copy of your appointments, call your "patient itinerary".

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

Virtual Visits

There are some situations where you may be booked for a virtual appointment. The WWRCPC uses the Ontario Telehealth Network (OTN) to provide safe, secure, virtual care. Virtual visits or follow-ups will show up on your patient itinerary.




The WRHN Cancer Centre team at the Cancer Centre's 20th Anniversary.



Your Healthcare Team

Use the chart below to keep track of the key members of your healthcare team.

Team Member	Name/Contact Info
Medical Oncologist	
Radiation Oncologist	
General Practitioner of Oncology (GPO)	
Nurse Practitioner	
Other:	
Other:	
Other:	



Common Questions To Ask Your Healthcare Team

Below are some common questions you might have about your cancer, treatment, or care plan. At the start of your appointment, let your healthcare team know what is most important for you to know that day.

- Do I have cancer?
- What type of cancer do I have? Where did it start?
- What is the grade and stage of my cancer? What does this mean for my treatment plan?
- 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 my 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?



What To Expect in Appointments

Before Your First Consult

- Expect a call from an Oncology Nurse ahead of time to fill out your health history.
- Review [what to bring to your first visit](#) (page 18).
- Pack and bring all of your medicine bottles to show your healthcare team.
- Find [where to park](#) when you arrive (page 15).

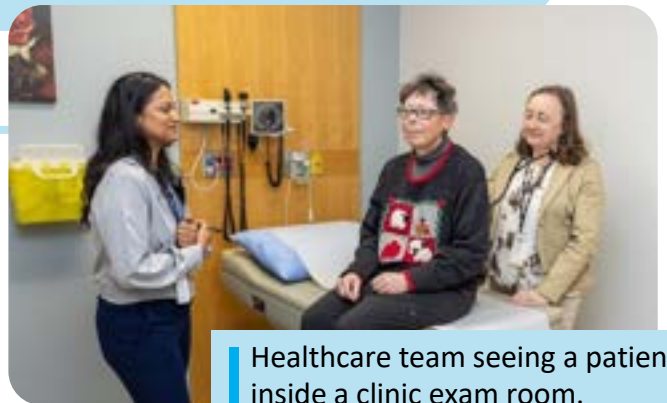
During Your First Consult

- Check in at Main Registration about 30 minutes before your appointment.
- Fill out [Your Symptoms Matter](#) on a kiosk, your phone, or a tablet.
- Meet with the Oncology Nurse. You will be asked questions about your medical history, family history, current drugs, and symptoms.
- Meet your Oncologist and discuss the care or treatment plan that is best for you.
- Ask your healthcare team for the information you want to know right now.
- A follow-up visit might be needed to get ready for treatment, or confirm your care plan.

You can bring a family member, friend, or care partner with you to your appointment. They can help by taking notes, and listening to what is said during your appointment.

After Your First Consult

- Write down any questions you still have. Bring them to your next appointment. You can also browse the [WWRCPC website](#) for more information.
- You may be called to book a follow-up visit or treatment.
- You may get a referral to a supportive care team member (like a Registered Dietitian or Social Worker) or a community care team (like [Ontario Health atHome](#)).



Healthcare team seeing a patient inside a clinic exam room.

At Follow-Up Appointments


- Check in at Main Registration.
- Fill out [Your Symptoms Matter](#) and/or [Your Voice Matters](#).
- Meet with your Oncology Nurse or Oncologist (sometimes both again).
- Ask questions if you are not clear on what your healthcare team is telling you.
- Visit the [J. Wesley Graham Patient & Family Resource Centre](#) for cancer information, supports, and a library of books.

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. If you have questions, call or email our privacy office.

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 your:

- Future appointments
- Health details or status
- Location in the cancer centre

 **519-749-4300 ext. 5430**

 **privacy@wrhn.ca**

Your Voice Matters

Take 5 minutes to share feedback on your appointment and help us improve the cancer care experience.




Your answers will be kept private and confidential.
isaac.ontariohealth.ca/yvm/cancer

 **Ontario Health**
Cancer Care Ontario

Patient Relations

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

Treatment



Will Everyone Have 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 (such as blood diseases that are not cancer). If you have any questions about your diagnosis ask your healthcare team.

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

1. Systemic Therapy
2. Radiation Therapy
3. Surgery

Where Can I Get My Treatment?

Access cancer care closer to where you live. WRHN Cancer Centre partners with local hospitals in Waterloo Wellington. Some of these hospitals offer **systemic treatment** (like chemotherapy). Only WRHN Cancer Centre has the ability to offer radiation therapy.

Our partner sites that offer systemic treatment:

- Groves Memorial Hospital (Fergus)
- Guelph General Hospital
- Louise Marshall Hospital (Mt. Forest)

Sharing your care with a partner site can mean less travel and stress. You will get the same, reliable cancer care at all partner sites.



Ask your healthcare team if you qualify for care closer to home.



Systemic Therapy

Systemic therapy travels through your blood to cells all over your body, or to your whole “system”. Systemic therapy includes a large group of drug treatments that can damage or kill cancer cells. There are over 200 different types of systemic therapy. Chemotherapy is just 1 type of systemic therapy.

Some other types of systemic therapy are:

1. Hormone therapy
2. Targeted therapy
3. Immunotherapy

Systemic therapy uses drugs to kill cancer cells or stop them from growing. Your treatment may include 1 type of drug or a mix of 2 or more drugs. Your Oncologist will tell you the best options for you.

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

The information above was adapted from the BC Cancer Agency “Systemic Therapy (Chemotherapy)” webpage (2025).



Oncology Registered Nurse setting up systemic therapy for a patient at WRHN Cancer Centre.

Learn More About Systemic Therapy

Want to learn more? Visit the [Canadian Cancer Society](https://www.cancer.ca/en/treatments/treatment-types/systemic-therapy/) website for more information on common types of systemic treatment:



Chemotherapy



Immunotherapy



Targeted
Therapy



Hormone
Therapy

Chemotherapy: [cancer.ca/en/treatments/treatment-types/chemotherapy.](https://www.cancer.ca/en/treatments/treatment-types/chemotherapy/)

Immunotherapy: [cancer.ca/en/treatments/treatment-types/immunotherapy.](https://www.cancer.ca/en/treatments/treatment-types/immunotherapy/)

Targeted Therapy: [cancer.ca/en/treatments/treatment-types/targeted-therapy.](https://www.cancer.ca/en/treatments/treatment-types/targeted-therapy/)

Hormone Therapy: [cancer.ca/en/treatments/treatment-types/hormone-therapy.](https://www.cancer.ca/en/treatments/treatment-types/hormone-therapy/)



Systemic Therapy Suite

A systemic therapy suite, or “chemo suite” as it’s often called, is a clinic within the cancer centre. In this area patients are given systemic therapy (like chemotherapy, immunotherapy, or targeted therapy). In these clinics there are a number of healthcare providers around to support you, such as:

- Registered Nurses
- Pharmacists

Your healthcare team works to:

- Get your treatments ready
- Deliver your treatment
- Watch you closely to make sure you are safe and supported.



Oncology Registered Nurses in the systemic therapy suite at WRHN Cancer Centre.

Surgery

Surgery is sometimes another way to treat 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)
- Surgeons will do their best to limit damage while doing surgery. This helps to limit the stress your body goes through.

Learn More About Surgery



Surgery - CCO



Surgery for
Cancer - CCS



Questions To Ask
About Surgery

About Surgery: cancercareontario.ca/en/cancer-treatments/surgery

Surgery For Cancer: cancer.ca/en/treatments/treatment-types/surgery

Questions to Ask About Surgery:

cancer.ca/en/living-with-cancer/coping-with-changes/working-with-your-healthcare-team/questions-to-ask



Radiation Therapy

Radiation is a type of cancer treatment that uses high energy x-rays. Radiation therapy damages cancer cells and the healthy cells nearby. You may have side effects (changes) where your body is being treated.

Radiation side effects can:

- Start partway through your treatment
- Continue for a few weeks after your treatment ends

Learn More About Radiation



Radiation
Therapy



Side Effects of
Radiation Therapy



Radiation therapists helping to position a patient on a linear accelerator during treatment.

Radiation Therapy: cancer.ca/en/treatments/treatment-types/radiation-therapy.

Side Effects of Radiation: cancer.ca/en/treatments/treatment-types/radiation-therapy/side-effects-of-radiation-therapy.

Inpatient Oncology Unit

An in-patient is someone who is admitted to the hospital, and stays overnight for 24/7 care. Our in-patient oncology unit can be found on the 6th floor of WRHN. You may need to stay in the hospital if you need extra care, close monitoring, or if side effects from your treatment are hard to manage.

What to bring for your inpatient stay:

- Toothbrush & toothpaste
- Deodorant
- Hair brush
- Items to pass the time (books, tablets, etc.)
- A notebook to write down important health information

If you want to wear your own clothing during your stay, choose shirts that are large, and/or easy to open at the front.

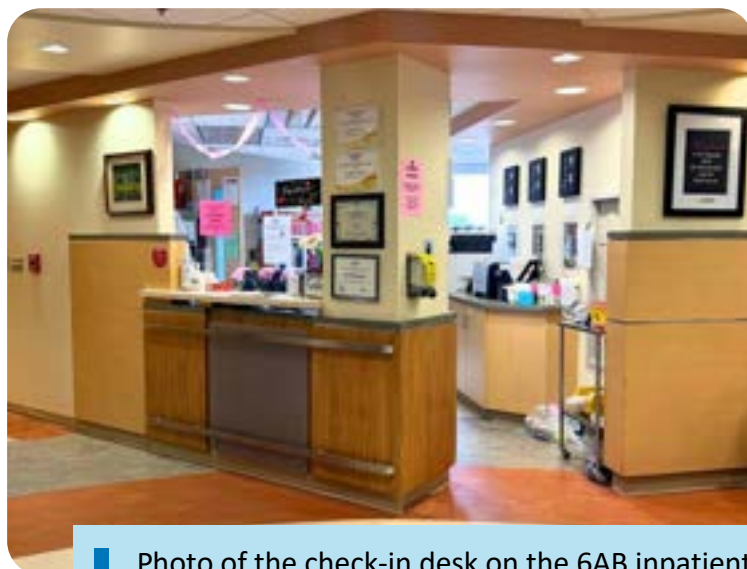


Photo of the check-in desk on the 6AB inpatient oncology floor of WRHN.






Support to Stop Smoking

Your body will respond better to treatment if you stop smoking. If you currently smoke, or use commercial tobacco products, it would be best to stop or at least try to cut down.

You can access quit smoking supports through the services below. You can also ask for more information from your:

- Healthcare Team
- Family doctor or Nurse Practitioner,
- Local pharmacist

Free Quit Smoking Supports

Program	Overview	How to Access
WRHN Airway Clinic	A team of trained quit smoking specialists offer personalized support and access to quit smoking medications. Available in-person at The Boardwalk in Kitchener or virtually.	226-896-2026 Or talk to your healthcare team for a referral
CAMH Stop on the Net	Self-enroll online for several weeks of free quit smoking medication mailed to you.	 www.intrepidlab.ca/en/stop/stop-on-the-net
Smokers Help Line (Health 811)	Confidential quit smoking support and resources. Bilingual and interpreter services offered in over 100 languages.	 1-877-513-5333 www.smokershelpline.ca
Talk Tobacco	Support for any form of commercial tobacco or vaping product. Service is for First Nation, Inuit, Métis and urban Indigenous communities.	 1-833-998-TALK (8255) www.talktobacco.ca



Goals of Care

When you have cancer, there are many decisions to make about your care and treatment. A Goals of Care conversation can make sure that your cancer treatment plan makes sense with **what is important to you**. Goals of care can be discussed at **any time during your care**.

Sharing your goals, values, and wishes with your health care team can:

- Help you (and/or your [substitute decision maker](#)) understand your cancer and treatment options.
- Help your health care team understand what is most important to you.

Your health care team will talk to you (and/or your substitute decision maker) about:

- The type of cancer you have.
- The treatment options available to you.
- Your goals, wishes, and what you value about your health.

You can bring a family member or friend along to support you when you are talking to your health care team about your goals and wishes. It is also important to share your Goals of Care with your Substitute Decision Maker.

Before your next appointment, use this worksheet to help guide a Goals of Care conversation with your healthcare team.



www.wrhn.ca/resources/goals-of-care-worksheet

Advance Care Planning

It is never too early to start Advance Care Planning. Advance care planning (ACP) is making a plan for your future and your future healthcare. ACP is the process of thinking about, and writing down, your wishes and plans for present/future health treatment. It is good to have this in writing in case something happens where you are not able to make decisions 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 [Advance Care Planning Canada](#).



www.advancecareplanning.ca



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 can:

- 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, talk to your Oncologist. They work closely with the clinical trials team at WRHN Cancer Centre to see if a trial might be right for you.

To find Canadian clinical trials, visit:

- Health Canada's **clinical trials database**: www.canada.ca/en/health-canada/services/drugs-health-products/drug-products/health-canada-clinical-trials-database.html
- Canadian Cancer Trials Group: www.ctg.queensu.ca/public/patients-families
- Cancer Trials Canada: www.cancertrialsCanada.ca



Canadian Cancer
Trials Group



Canada's Clinical
Trial Database




Cancer Trials
Canada

Your Symptoms Matter

Take 5 minutes to tell us
how you're feeling today.



Ask a staff member or volunteer to learn more.
isaac.ontariohealth.ca

 **Ontario Health**
Cancer Care Ontario

Support



Going through cancer can bring up many emotions and challenges. Support is available to you before, during, and after your cancer care. It's okay to ask for help at any point along the way.

Types of support:

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

Some of these supports are offered through the WWRCP **Supportive Care Team (also called Psychosocial Oncology)**. Others you can access through various community programs or organizations. To learn more about support services near you visit or call the J. Wesley Graham Patient & Family Resource Centre (page 48).

Supportive Care Team (Psychosocial Oncology)

Everyone has a different experience with cancer. From the time you are given a diagnosis, to the end of treatment, you can get support:

- Physically
- Emotionally
- Socially
- Spiritually

The WWRCP has a team of specialized healthcare providers called the “Supportive Care Team”. By focusing on patients with the highest needs, these team members can provide the best care and support to those who need it most. Learn more about our Supportive Care Team in the pages to follow.

Referral to the Supportive Care Team

Not everyone who comes to the cancer centre will need the support of these specialized team members.

Based on your needs, your healthcare team will refer you to the right support service whether that's in the cancer centre, or community.



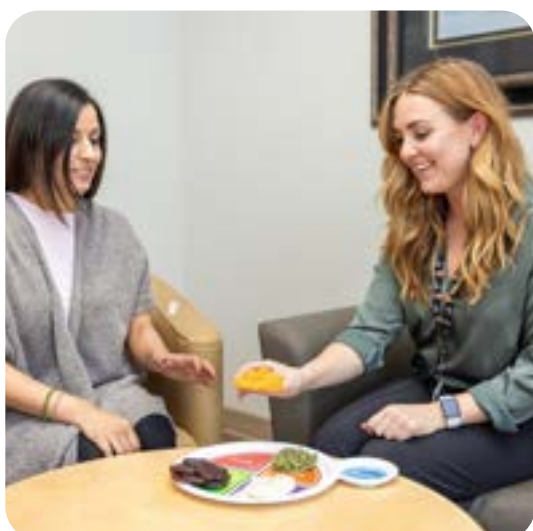


Registered Dietitians

Cancer centre RDs specialize in helping patients manage changing nutrition needs from cancer and treatment. RDs work closely with your healthcare team to ensure your nutritional needs are met.

Our specialized RDs can help you:

- If you have a hard time eating due to side effects from your cancer or treatments
- If you are eating less than you think you should
- If you feel you are eating well, but still losing weight
- Maintain your energy and strength during treatment
- Reach and stay at a healthy weight if you have experienced unintentional weight loss



An RD showing ways to support your body with food during cancer treatment.

Nutrition Care Outside of the Cancer Centre

The WRHN Cancer Centre RDs focus on helping people with cancer-related nutrition issues. If you have other nutrition topics you would like help with, view RD options in the community:



wrhn.ca/resources/nutrition-care-outside-cancer-centre

Registered 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
- Concerns about money
- Changes in relationships
- Sexual health
- Speaking with your parent or children about cancer



Depression
Services Guide

wrhn.ca/resources/depression-services-guide



Spiritual Care Practitioners

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

They 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 {spiritual care} 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.”



Speech Language Pathologist

Speech and Language Pathologists (SLP) are experts in swallowing and communication. Some cancer treatments can put you at higher risk for problems swallowing. In the cancer program, the SLP can help you manage some side effects of treatment.

Some ways they might support you are by:

- Helping to assess and treat swallowing problems
- Providing swallowing suggestions to help you swallow safely
- Advising you on the best type and texture of food to eat safely
- Working with your health care team (including Oncologist, Nurse, and Dietitian) to help you maintain your nutrition and strength)

Are you struggling with changes to your swallowing? Review our Trouble Swallowing resources:



Coping with Trouble Swallowing



Trouble Swallowing Pathfinder

Coping With Trouble Swallowing: www.wrhn.ca/resources/coping-with-trouble-swallowing

Trouble Swallowing Pathfinder: www.wrhn.ca/resources/trouble-swallowing-pathfinder



Support Services Within the Waterloo Wellington Regional Cancer Program

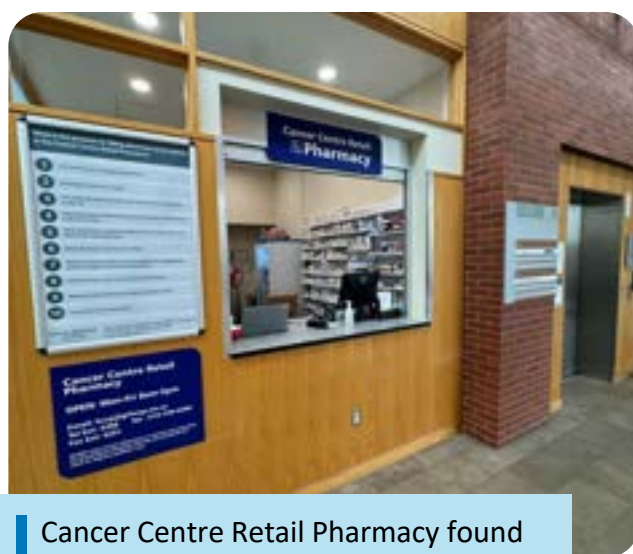
Cancer Centre Retail Pharmacy (CCRP)

The CCRP serves all WRHN Cancer Centre patients. The CCRP team works closely with your cancer healthcare team and other pharmacies.

The CCRP can fill any prescription from your cancer healthcare team. They work closely with Grand River Hospital's Health Care Centre Pharmacy (found inside the main entrance of WRHN). Both pharmacies have the same access to your health records. Based on your needs you might need to visit 1 or both of these sites. Talk to your Pharmacist to find out how/where to access a drug or health product.

The CCRP services you can access include:

- Special drugs for cancer patients that are not found in community pharmacies
- In-person teaching about your cancer drugs
- Free delivery of cancer drugs to your home, on weekdays
- Patient call-back program (where the pharmacists call you to check in about starting your treatment)



Cancer Centre Retail Pharmacy found on the 4th floor of WRHN Cancer Centre.

Medication Reimbursement Specialist

A Medication Reimbursement Specialist (MRS) can help you find, apply for, and get financial coverage for your cancer drugs. If you have any concerns about paying for your cancer drugs then let your health care team know. They can refer you to the MRS at WRHN Cancer Centre. You can also email your questions to: drugaccess@wrhn.ca

Language Services

WRHN Cancer Centre offers free access to medical interpreters. A qualified interpretation service allows you to speak to your healthcare team in the language you prefer. This service uses a tablet to virtually connect with an interpreter. You can ask your healthcare team to set this up for any of your appointments.

Our regional website also offers translation in the top 10 languages in our region. Just click the language button on the top right of the page: www.cancerwaterloowellington.ca



Access to Care in Oncology

The Regional Coordinator for Access to Care in Oncology helps break down barriers to make sure cancer patients can get the treatment they need. With the support of the WRHN Foundation, this role helps patients on active treatment who are in need of extra support.

The WRHN Foundation raises money to help WRHN Cancer Centre provide high quality health care. These funds are used to pay for a variety of supports for people living with cancer.



Meet Roz

she/her/hers

If you have any of the concerns below, you might benefit from talking to the Access to Care in Oncology coordinator:

- Live over 90km away from the Cancer Centre and have no where to stay during treatment?
- Have small children and need help watching them while you get treatment?
- Have trouble affording the basic needs of living?

What is access to equity?

Health equity means everyone has a fair chance to be as healthy as possible. To make this happen, we need to fix unfair differences that can affect the healthcare people get.



Lodging

Do you live outside of Waterloo Wellington? You may qualify for free lodging during your treatment. Patients that live **over 90km** from WRHN Cancer Centre, who are planning for treatment, will be offered local lodging at no cost. This is funded by donors through the WRHN Foundation.

Lodging is offered through a hotel in Kitchener. Your stay is booked around your schedule of treatments from Monday to Friday.

To see if you would qualify for this support, talk to your healthcare team. More information can be found under

Patient Lodging on our website:

www.wrhn.ca/wwrpcp/support/lodging



lodging@wrhn.ca



Indigenous Cancer Navigator

Waterloo Wellington is home to many First Nations, Inuit, Métis and urban Indigenous families. The Waterloo Wellington Regional Cancer Program (WWRCP) works to provide culturally safe, easy to access, cancer care to Indigenous patients and families.

The Indigenous Cancer Navigator (ICN) is a special role in the cancer program. The ICN works closely with you to support you and your family through every stage of cancer care.

Melanie is the ICN for Waterloo Wellington. Connect with her to get the support you need at **ANY** point in your cancer care. The ICN can help you, your family and/or your care partners. You **do not need a referral** and can call or email her whenever you need. She will answer your questions, address concerns, and help support you to get the care you need most.



Meet Melanie

she/her/hers



indigenouiscancercare@wrhn.ca



519-588-5247

Sacred Fires & Drumming Circles

To mark the change of season, The Indigenous Employee Circle, along with community Elders and Firekeepers hold Sacred Fires and Drumming Circles. These will happen throughout the year at WRHN. All are invited to attend, including team members, patients, and community members.

Smudging

Patients, family members or community are able to smudge outdoors on Hospital grounds. Indoors, there is space for smudging at both the KW and Freeport Sites.

Smudging bundles are available through our Spiritual Care team. If you would like to get a smudging bundle, call **519-749-4300 ext. 2142**, or ask one of your healthcare team members to contact Spiritual Care for you.



Sacred Fire at WRHN @ Midtown.



Pain & Symptom Management Team

The Pain & Symptom Management (PSM) Team can help you to manage pain and/or symptoms from your cancer. You can see them before starting, during, or after treatment based on your needs. The PSM team offers care to outpatients at WRHN Cancer Centre and our partner sites.

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.



A healthcare professional seeing a patient in a clinical room at WRHN Cancer Centre.

Online Resources

The following websites have information and resources about palliative care, community programs, community events, advance care planning, and more.



Canadian Virtual Hospice



Hospice Palliative Care Ontario



Hospice Waterloo Region - Community Events

Canadian Virtual Hospice: virtualhospice.ca

Hospice Palliative Care Ontario: hpc.o.ca

Hospice Waterloo Region - Community Events: hospicewaterloo.ca/community-calendar/



Patient and Family Advisors

The WWRCP is committed to hearing the voices of patients, families, and caregivers. The purpose of Patient and Family Advisors (PFAs) are to engage and partner with staff to improve the patient experience through system redesign across the cancer journey.

As a PFA, you may be asked to:

- Share personal cancer care experiences in a variety of mediums
- Vocalize and provide insight into patient interests, needs and backgrounds beyond your own experience
- Provide input and make recommendations based on your experience of the cancer care system
- Advise on strategies for actively partnering with patients in designing, planning and improving health care services
- Review evaluation methods to help define the success of system-level interventions
- Assist with achieving clarity around the discussion topics and meeting objectives

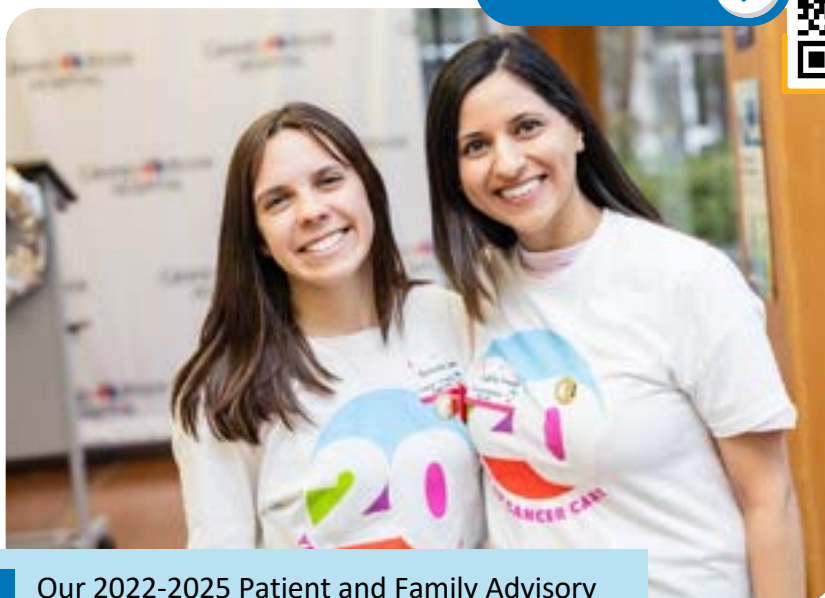
To be a PFA you must be a patient OR a care partner of a person who is having/has had treatment with the Waterloo Wellington Regional Cancer Program.

For more information about becoming a PFA, or membership criteria, visit the Waterloo Wellington Regional Cancer Program website: www.wrhn.ca/wwrcp/about-us/patient-family-advisors



cancerpfac@wrhn.ca

APPLY NOW >>



Our 2022-2025 Patient and Family Advisory Committee Co-Chairs.



Support Services in the Community

The following list are some common, free, cancer support services in the community or online. This is not a full list of all of the available services you can access.

Adolescents & Young Adult Program

Toronto • Online

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



aya@uhn.ca



@ayaprogram



uhn.ca/PrincessMargaret/Clinics



HopeSpring

Waterloo Region • Online

A community organization that works to empower people living with cancer or those who support those living with cancer. Offer online or in-person programming.



hopespring.ca



@hope_spring



519-742-4673



HopeSpring Cancer Support Centre

Leave a voice mail message if no answer.



Look Good Feel Better

Waterloo Region • Online

Free workshops for people living with cancer. Learn about sun safety, scarf tying, make-up, hygiene, skin care, and more. Services in person and online.



workshops@lgfb.ca



Facing Cancer Together Podcast



www.lgfb.ca



Gilda's Club - Greater Toronto

Toronto • Online

Open to all Ontarians. Become a member of Gilda's Club to access free support programs and services.



info@gildasclubtoronto.org



@gildasclubtoronto



gildasclubtoronto.org



Gilda's Toronto






Spectrum

Waterloo Region • Online

Spectrum is Waterloo Region's rainbow community space. They serve, affirm and support the wellbeing of 2SLGBTQIA+ people. Events are held each month and a calendar can be found online.

 226-779-9695

 @spectrumwaterlooregion

 ourspectrum.com





UW WELL-FIT

Waterloo Region

Join WELL-FIT 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.**

 bit.ly/wellfituw

 fitness@uwaterloo.ca

 519 888 4567, ext. 30217




WellSpring Cancer Support

GTA • Niagara • London • Brampton • Online

Free programs that provide connection; ease pain, fatigue and distress; build strength; and support financial and workplace challenges. Use the *Virtual Centre* for online programming and services.

 wellspring.ca

 1-877-499-9904




Wellwood

Hamilton • Online

Wellwood's support programs are free-of-charge for anyone affected by a cancer diagnosis. Their spaces (physical and virtual) are safe, diverse, accessible and inclusive.

 wellwoodzoom@gmail.com

 905-667-8870
























 wellwood.ca





Free Mental Health & Counselling Services

Below are some free mental health and/or counselling services in the Waterloo Wellington Region. Talk to your healthcare team if you are not sure where to start.

Service	Contact Info
<p>Canadian Cancer Society “Life After Treatment” Information</p>	<p> cancer.ca/en/living-with-cancer  1-888-939-3333</p> 
<p>Camino Adult Quick Response Drop-In Counselling</p>	<p> caminowellbeing.ca/services  info@caminowellbeing.ca  519-743-6333</p> 
<p>Camino Sliding Scale Individual Counselling</p>	<p> caminowellbeing.ca/services  info@caminowellbeing.ca  519-743-6333</p> 
<p>Canadian Mental Health Association Waterloo Wellington Peer Support and Self-Help Groups</p>	<p> cmhaww.ca/services/self-help-peer-support/  1-844-264-2993</p> 
<p>Here24/7 Immediate Phone Support</p>	<p> here247.ca  1-844-437-3247</p> 
<p>Mount Forest Family Health Team Mental Health Program *For patients of the Mount Forest Family Health Team only</p>	<p> mountforestfht.com/mental-health-resources  519-323-0255 x5014</p> 
<p>Waterloo Wellington Self- Management Program Anxiety Skills and Strategies Workshop</p>	<p> selfmanagement@langs.org  wwselfmanagement.ca  1-866-337-3318</p> 

Financial Help



Healthcare in Ontario

Healthcare in Ontario is often paid for by the Ontario Health Insurance Plan (OHIP). OHIP is Ontario's healthcare plan. Through OHIP, the province pays for many of the health services you may need.

Your health card proves that you are covered by OHIP – that's why you'll need to show it every time you see your doctor, visit an emergency room, have a medical test, or go for surgery.

If you have an Ontario Health Card you have OHIP.

If you do not have OHIP yet, our healthcare team will get in touch with you before your first appointment.



Example of an Ontario Health Card.

Talking about Finances

A cancer diagnosis can be a lot to deal with. Your Oncologist may suggest certain tests or treatment(s) based on your health. During this time, they will talk to you about the cost of these treatments or tests, and payment options.

Your Oncologist, Nurse, and Medication Reimbursement Specialist will support you to find the best solution. Having you pay out-of-pocket is always the last resort.

Before your appointments, prepare to talk with your health care team about your:

1. Workplace health insurance and benefits
2. Private health insurance, benefits, and coverage
3. Personal financial status (only if needed)

Talking to Your Care Team

Your healthcare team will always talk to you about drug and treatment coverage before you start on a treatment plan. They will support you in finding the best coverage, keeping out-of-pocket costs as low as possible.



Financial Help

Cancer drugs and treatments can cost a lot of money. Cancer drugs are typically paid for by the government, Ontario Health, or hospitals/cancer centres. There are many different programs that can help pay for cancer drugs given in the hospital (e.g. IV chemotherapy) or taken at home (e.g., oral cancer drugs). You may have coverage to pay for treatment and related costs through your drug or insurance plans. Below are some options to explore.

Coverage for Cancer Drugs

Coverage/Payment Option	What to Ask Your Pharmacist
Ontario Health Insurance Plan (OHIP)	<ul style="list-style-type: none"> • Are my cancer drugs fully covered? • If not, which ones are fully covered? • Which drugs/treatments are partially covered? • Which drugs/treatments are not covered? • What percentage (%) will I pay for each drug? • Will I have to pay before receiving the drugs? • How much is left for me to pay?
Private Insurance (you, your spouse or parent may have a drug plan through work, or pay for one privately)	
Provincial Drug Coverage from: <ul style="list-style-type: none"> • Ontario Works/ODSP • Trillium Drug Program • Ontario Health at Home Services 	
Out-Of-Pocket	<ul style="list-style-type: none"> • What am I expected to pay upfront? • Is there a payment plan? • When are payments due?



Cancer Centre Retail Pharmacy



Drug Funding FAQ - CCO



Cancer Drug Coverage - CCO

Cancer Centre Retail Pharmacy: wrhn.ca/resources/the-cancer-centre-retail-pharmacy.

Drug Funding: cancercareontario.ca/en/cancer-treatments/chemotherapy/funding-reimbursement/drug-funding-faqs

Cancer Drug Coverage: cancercareontario.ca/en/cancer-treatments/chemotherapy/funding-reimbursement



Social Assistance Programs

Provincial social assistance programs help **supplement** a persons income during hard times. There are 2 main programs in Ontario that can help:

Ontario Works (OW)

Ontario Works is usually short term with the goal of helping people return to work or while waiting for help from other government programs such as EI, ODSP, or Canada Pension Plan (CPP). The amount you get from Ontario Works will depend on the size of your family and the amount of rent or housing expenses you have.

Ontario Disability Support Program (ODSP)

The Ontario Disability Support Program is a provincial government program that offers financial help and other benefits (such as prescription drugs, basic dental and vision care) to people who have a disability and are in financial need. The amount you get from ODSP will depend on the size of your family and the amount of rent or housing costs you have.

Take Action!

1. Contact your **Employer** (or Human Resources) to see what programs you qualify for.
2. If you do not have benefits through work, contact **Service Canada** to see what programs you qualify for.
3. If you have concerns applying for, or accessing, any of these programs ask your healthcare team for a **referral to an Oncology Social Worker**



Income Assistance



Call 211 - Ontario



Financial Help -
Canadian Cancer
Society

Income Assistance:

uhn.ca/PrincessMargaret/PatientsFamilies/Specialized_Program_Services/Pages/income_assistance.aspx

Call 211: 211ontario.ca

Financial Help: cancer.ca/en/living-with-cancer/how-we-can-help/financial-help



Taking Time Off Work

If you **worked and have benefits through your workplace, or private insurance company**, you may be eligible for short or long term disability. This can help support you with an income while you take time off work to focus on your health.

Short Term Disability (STD) Benefits

STD is a benefit you receive from your employer's benefit plan that pays you a portion of your income for a short amount of time while you are sick.

Long Term Disability (LTD) Benefits

LTD is a benefit that you receive after you have finished your STD and/or EI Sickness Benefit and will pay you a percentage of your regular income.

How do STD and LTD benefits work?

Every plan is different. You usually need to take STD and/or Employment Insurance – Sickness Benefits 1st and then apply for LTD. Speak to your workplace, human resources office, or insurance company to check:

1. The amount you will be paid
2. How long the benefit will be paid
3. When STD and LTD payments will start

How do I apply for STD or LTD benefits?

Contact your workplace, human resources office, or insurance company for the most up -to-date information. You will need to:

- Complete an employee claim form
- Have your doctor complete a medical form. There are different forms for STD and LTD.

Money Matters by Wellspring

Money Matters is created by Wellspring. It's a series of classes (online and in-person) to help you learn about cancer-related finances. They also have a Money Matters Case Manager to answer your questions.

wellspring.ca/resource/money-matters-other-resources/





Income Options When You Can't Work

If you can't work because of your cancer you may qualify for one of the resources below.

If you think you might need this support, **you should apply as soon as possible**. Most of the paperwork can be found online or in person at **Service Canada**.

Employment Insurance (EI)

Offers **short term** financial help to unemployed workers. This support includes sickness benefits, caregiver benefits and compassionate care benefits to those who meet the criteria.

Employment Insurance Sick Benefits

Short term support from the government if you cannot work because of sickness or injury. This benefit provides a **max of 26 weeks** to people who qualify. You will receive 55% of your average weekly earnings, up to a max amount set by the government.

You will report in every 2 weeks, either online or by phone. If you did not work during that period of time you still need to report. If you do not make this report your payments may stop.

Canada Pension Plan Disability (CPP-D)

Is a **long term**, Federal income replacement program. It offers monthly benefits to people who have paid into the Canada Pension Plan and are now not able to work due to a disability.

Canada Pension Plan Post-Retirement Disability Benefits (PRDB)

For people ages 60-65 who have been getting *CPP Retirement Benefits* **AND** are disabled but are not eligible to get the *CPP Disability Benefit* because they have already been getting *CPP Retirement Benefits* for more than 15 months.



For more information contact Service Canada



1-800-206-7218



canada.ca/en/services/benefits.html

Learning Resources



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 understand and learn.

Health Literacy & Patient Education Program

Along with cancer diagnosis, comes many of new terms to learn, new places to go, and new experiences.

The Health Literacy & Patient Education Program at WRHN Regional Cancer Centre works to improve your experience. This program works to improve the quality of the educational materials you are given through your care with the WWRCP. The goal is to ensure everything we share with you is easy to understand and take action on.

The HLPE Program:

- Develop learning handouts
- Organize and leads learning events
- Creates multiple methods of communication for patients (including visuals and videos)

Our HLPE Program is guided by Ontario Health - Cancer Care Ontario's [Patient Education Program: Strategic Framework](#).

Waterloo Wellington Self-Management

Self-management is a process where people learn how to manage and participate in your healthcare. 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.



selfmanagement.ca




J. Wesley Graham Patient & Family Resource Centre

You will have questions during your care with the Waterloo Wellington Regional Cancer Program. The J. Wesley Graham Patient and Family Resource Centre is here to help. Volunteers work with you to offer up-to-date and trusted health information.

Where Can I Find the Resource Centre?

The Resource Centre is on the Main Floor (3rd floor) of the WRHN Cancer Centre between Main Registration and the Radiation Registration desk. Connect with the resource centre by phone, email, or in-person at WRHN Cancer Centre.

 **519-749-4300 ext. 2080**

 **info@jwesleygrahamrc.ca**


 **Monday to Friday, 9 a.m. to 4 p.m.**

If you are making a special trip to the resource centre please **call first**, as the centre relies on volunteers to operate each day.

Volunteers Are Here to Help You

Volunteers are the heart of our Patient & Family Resource Centre. They help to open and run the resource centre daily. Volunteers can:

- Help you find information on a set topic
- Support you in researching information (if we don't carry exactly what you're looking for)
- Curate an e-mail with key health links and information
- Offer a listening ear
- Share support services or community programming with you
- Connect you to the right person at the WWRCP

 **“The Resource Centre is in a position to help any and every patient who comes through the cancer centre doors.”**





Partners with Kitchener Public Library

WRHN Cancer Centre partners with Kitchener Public Library (KPL) to supply books for you to read. The Resource Centre carries more than just books about cancer. There are fiction and non-fiction books to explore. Every cancer patient, family member, or care partner is able to get a library card no matter where they live. You can use your library card to access KPL's Health and Wellness online database too!



To explore KPL's Virtual Library visit:
www.kpl.org/things-to-check-out/virtual-library

Events Calendar

The resource centre maintains a calendar of regional events on our website. All events are cancer-related.

It is updated regularly with:

- Local events in Waterloo Wellington
- Online webinars or workshops
- Events in Ontario (in person or virtual)

Each event in our calendar has sign-up information, details about the event, and links to learn more.

Check back often to see what's happening close to you!



www.wrhn.ca/wwrcp/support/events-calendar



“The Resource Centre represents the human face of cancer”

Martha,
Volunteer



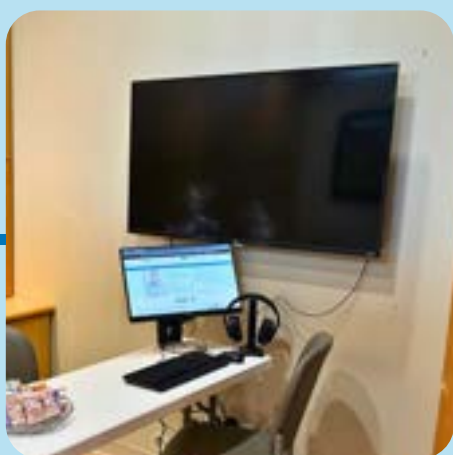


What's in the Resource Centre?



Library

- Books (fiction, non-fiction)
- Cancer related books (community support, nutrition, symptoms, coping, spirituality)
- Access to Kitchener Public Library's virtual library



Tech

- Public computer with internet access
- iPads to borrow while you wait, or during treatment
- SMART TV with streaming services
- Printer available for patient handouts, online resources, or health information



Resources

- Pathfinders (lists of information about a set topic. They have websites, links, books, and other trusted information)
- Symptom Management Guides
- Community Support Services (handouts and brochures)
- E-Resource wall featuring key cancer-focused patient handouts



Other Features

- Community Artist display (rotated every 3 months)
- Comfortable seating to wait or relax
- Bookable meeting space with access to seating and a small meeting table



Online Resources

All of the resources below are credible, evidence-based sources of information for you to explore. For access to more resources, search our **Resource Hub** at www.cancerwaterloowellington.ca.

Organization	Contact Information
<p>BC Cancer Agency Website covers information about a full spectrum of cancer care topics.</p>	<p> bccancer.bc.ca </p>
<p>Cancer Connection A safe online community where you can learn and share stories with others in a similar situation.</p>	<p> cancerconnection.ca </p>
<p>Cancer Care Ontario Website has information on cancer drugs, treatments, healthcare guidelines, & symptom management guides.</p>	<p> cancercareontario.ca </p>
<p>Canadian Cancer Society Provide nationwide support for people with cancer, their loved ones, and caregivers.</p>	<p> cancer.ca </p>
<p>Community Services Locator Use the Canadian Cancer Society - Community Services Locator to find cancer services near you.</p>	<p> csl.cancer.ca </p>
<p>Ontario Caregiver Network Offer programs, support and tools for caregivers. Use a live chat service from Monday to Friday, 7am-9pm, where you can access emotional support.</p>	<p> ontariocaregiver.ca </p>
<p>Princess Margaret Cancer Classes Created free, online classes for cancer patients. You can take a class anytime, anywhere at your own pace.</p>	<p> pmcancerclasses.ca </p>
<p>Young Adults Cancer Canada (YACC) Chats Peer-led virtual conversations over Zoom. Provides a secure way for young adults affected by cancer to connect and support one another.</p>	<p> youngadultcancer.ca </p>

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 Healthcare team to explain.




Term or Phrase	
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 organ
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	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.
Metastasis or "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.

The information included in this booklet is provided as an informational resource and is not exhaustive. The hospital does not endorse, recommend or guarantee the quality, safety, or effectiveness of any listed service, product or provider. The hospital assumes no liability for any injuries, financial loss, or other damages resulting from the use of these services. Patients are encouraged to exercise due diligence, conduct their own research, and consult their healthcare provider before making any decisions. Any services or products chosen from this list are used at the patient's sole discretion and risk. By using this resource, you acknowledge that the hospital bears no responsibility or liability for any experiences or outcomes associated with these businesses or services.

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 cancerwaterloowellington.ca

